



## Cisco Announces **End of Support for Cisco Unity 3.0**

Effective January 10, 2005 Cisco will discontinue support for Cisco Unity 3.0 systems. Existing Cisco Unity 3.0 customers with a Cisco Software Application Support plus Upgrades (SASU) contract may upgrade to Cisco Unity 3.1 or Cisco Unity 4.0 via the PUT tool.

### End of Support Details

- End of Support announcement: January 8, 2003
- Affected product: Cisco Unity 3.0
- End of Sale date for Cisco Unity 3.0: January 10, 2003
- End of Support date: January 10, 2005. NOTE: This date is three years from the End of Sale date of Cisco Unity 3.0. Cisco Unity 3.0 SASU customers are encouraged to upgrade to a later version of Cisco Unity (3.1, 4.0, or the most current version).

### Affected Product Part Numbers

Cisco Unity 3.0 is no longer sold by Cisco Systems as of January 10, 2002 and will no longer be supported by Cisco TAC effective January 10, 2005 (three years from End of Sale).

### Upgrade Information

Cisco Unity 3.0 customers with a current Cisco SASU contract may upgrade to Cisco Unity 3.1 or Cisco Unity 4.0 (or the current shipping version at the time of upgrade). Customers with a Cisco SASU contract can order the most current version of Cisco Unity via the Product Upgrade Tool (PUT) at <http://www.cisco.com/upgrade>.

Cisco Unity 3.1 or Cisco Unity 4.0 must be deployed on a supported server listed in the Cisco Unity Supported Platforms List.

Non-contract customers or customers with a Cisco SAS-only contract that want Cisco Unity 3.1 or Cisco Unity 4.0 may purchase the Cisco Unity 3.1 or Cisco Unity 4.0 upgrade. For ongoing support and software updates, they should also purchase a Cisco SASU contract.

### Services and Support

Cisco Unity 3.0 customers with a valid SASU maintenance support contract will continue to receive Cisco Unity software support from Cisco TAC. Cisco is committed to supporting Cisco Unity 3.0 until January 10, 2005 (three years from End of Sale).

SASU is the only support offering for Cisco Unity 3.0, 3.1, and 4.0; the Cisco SAS program was discontinued for Cisco Unity starting at version 3.0.

### For More Information

For more information on Cisco Unity, please contact your Cisco Account Representative.



Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

European Headquarters  
Cisco Systems Europe  
11, Rue Camille Desmoulins  
92782 Issy-les-Moulineaux  
Cedex 9  
France  
www-europe.cisco.com  
Tel: 33 1 58 04 60 00  
Fax: 33 1 58 04 61 00

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-7660  
Fax: 408 527-0883

Asia Pacific Headquarters  
Cisco Systems, Inc.  
Capital Tower  
168 Robinson Road  
#22-01 to #29-01  
Singapore 068912  
www.cisco.com  
Tel: 65 317 7777  
Fax: 65 317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the  
**Cisco Web site at [www.cisco.com/go/offices](http://www.cisco.com/go/offices)**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia  
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland  
Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland  
Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden  
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

All contents are Copyright © 1992-2002 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0201R)