

ACI PSS Service Level Demap

Application Centric Infrastructure (ACI) has comprehensive support for the whole solution using Cisco Solution Support via Partner Advanced Support (PAS), Success Track, and Cisco Solution Support. Partner Support Service (PSS) are being retired from ACI Products.

Partners should migrate to one of the below Partner Advanced Service offers shown in blue highlight in table 1.

Partner Support Services will be de-mapped from ACI products as shown in orange highlight in table 1.

Table 1:

	AR 8x5xNBD	AR 8x7xNCD	AR 8x5x4hr	AR 24x7x4hr	AR 24x7x2hr	Onsite 8x5xNBD	Onsite 8x7xNCD	Onsite 8x5x4hr	Onsite 24x7x4hr	Onsite 24x7x2hr
Partner Support Services	PSUT/PSRT	PSNC/PSUC	PSUE	PSUP	PU2P	N/A	N/A	PSOE	PSOP	PSO2
Partner Advanced Services-Solution Support	PLNBD	PLNCD	N/A	PL4HR	PL2HR	PLNOS	PLCOS	N/A	PL4OS	PL2OS
Partner Advanced Services-Success Tracks	PL1BD	PL1CD	N/A	PL14H	PL12H	PL1OS	PL1CO	N/A	PL14O	PL12O

This scope is limited to the GSPs, unique PIDs, and SKUs mentioned above. It does not EOS or End of Life (EOL) any other service offer.

Milestone	Definition	Date
External End-of-Sale Announcement	The date the document announcing the end-of-sale is made available to the public	July 3, 2025
Last Day to Quote	This is the last day to make new quotes	October 28, 2025
End-of-Sale	The last date to order the affected service. The service is no longer for sale past this date.	October 28, 2025
End of New Service Attachment	The last date to order a new contract or add equipment and/or software to an existing contract for the affected service.	October 28, 2025
End of Service Contract Renewal	This is the last date to extend or renew an existing service contract for affected service.	October 28, 2025