



End-of-Sale and End-of-Life Announcement for Legacy Offers and to Simplify RMA Options.

Summary

As part of portfolio simplification, Cisco is announcing the end-of-sale and end-of-life dates to reduce RMA and legacy offers. Customers and Partners with active contracts will continue to receive support per their contract terms or until the end-of-life date.

End of Sale Offer	Recommended Alternative
Onsite Options in Basic tier for Cisco Support & Cisco Partner Support	Onsite Options in Standard tier for Cisco Support or Cisco Partner Support
Next Calendar Day Onsite (NCDOS)	Four Hour Onsite (4HROS)
Distributor Support Services	N/A
Emerging Technology Support Program	Cisco Partner Support
Cisco Defective Asset Retention (CDAR) (NCD/NCDOS/4HROS/2HROS)	CDAR 4HR/NBD/NBDOS
Legacy Collaboration Offers	Cisco Support
Drive Retention (DR) (NCD/NCDOS/2HR/2HROS)	DR 4HR/4HROS
Combined Services (NCD/NCDOS/2HR/2HROS)	Combined Services 4HR/4HROS

Milestones, definitions and dates

Milestone	Definition	Date
Public Announcement	The date announcing the end-of-sale and end-of-life is made available to the general public.	Oct 23, 2026
End-of-Sale	The last day to order SKUs and are no longer for sale after this date.	May 1, 2027
End-of-Life	The last date to receive support on an active service contract, then the service becomes obsolete and End of Life.	May 1, 2032

Services

- CX Services:
<https://www.cisco.com/site/us/en/services/index.html>

End of Sale

- End of Sales Services Announcements:
<https://www.cisco.com/c/en/us/about/legal/service-descriptions/end-of-sale-service-eos.html>
- To subscribe to receive end-of-life/end-of-sale information, go to:
<https://www.cisco.com/cisco/support/notifications.html>.

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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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