Acronyms and Definitions EoL (End of Life)

End of life: A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

End-of-life bulletin: The document that announces the end of sale and end of life of a product to the general public.

End-of-Life Plan: The document that guides the end-of-life process and its associated activities.

Internal end-of-life announcement: The document that announces the end of sale and end of life of a product to Cisco internal staff so they can prepare for end-of-life activities.

External end-of-life announcement: The document that announces the end of sale and end of life of a product to general public.

External end-of-sale announcement: Sale as end of life announcement

End-of-sale announcement: Sale as end of life announcement

Last shipment date: The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead-time.

End of sale: The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.
**End of new service attachment:** For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.

**End of software license availability:** The last date to purchase a software license for the affected product.

**End of software maintenance releases:** The last date that Cisco Engineering may release any software maintenance releases or bug fixes to the software product. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.

**End of Routine Failure Analysis:** The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.

**End of service contract renewal:** The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.

**End of engineering support for the Cisco TAC:** The last date that Cisco Engineering may consider the repair and support of confirmed hardware or software defects for a product. After this date, Cisco Engineering does not assist the Cisco Technical Assistance Center (TAC) in the TAC's support of the product; however, limited assistance may be provided on a case-by-case basis.

**End of hardware engineering:** No Longer a valid EoL milestone at Cisco. Such definition used to be the last date that Cisco Engineering may implement any design changes to the product hardware including changes to support repair operations of customer returns. Such a milestone is not followed at Cisco.

**Last date of support:** The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.

**Extended Support Process:** When customers request that the company make exceptions to or deviate from a standard policy, the actions taken to forward such requests to higher levels of company management.

**First commercial shipment:** The date Cisco begins shipping products that will generate revenue for Cisco and that are also eligible for service-and-support contracts.

**Product Discontinuation:** A process related to the end of the product life cycle, in which the company's decision to exit a market leads to the dissolution of the entire products line.
