

# End-of-Sale and End-of-Life Announcement for the Cisco Webex Lifecycle and Event Assist Offer

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## Overview

### EOL14921

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Lifecycle and Event Assist Offer. The last day to order the affected product(s) is August 2, 2023. The last day to renew or add to an existing subscription is August 1, 2025. Customers with active service contracts and subscriptions (as applicable) will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

This Cisco Webex Assist offering has been migrated to Webex Production Assist Services. Customers still needing to obtain assist support for their upcoming Webex Webcasts, Webinars and Meetings should review the new offer definitions and ordering guide for more information:

- Data Sheet: <https://www.webex.com/content/dam/wbx/us/documents/pdf/webex-production-services-data-sheet.pdf>.
- Ordering Guide: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-events-og.html>.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Webex Lifecycle and Event Assist Offer

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	February 1, 2023
<b>End-of-Sale Date*</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 2, 2023
<b>End of Change/Renewal Date*: Subscription</b>	The last date to Renew or Add to an existing subscription.	August 1, 2025
<b>Last Date of Support**: Subscription</b>	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	August 31, 2026

\*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

\*\*The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

## Product part numbers

**Table 2.** Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>A-FLEX-ASSIST-EVNT</b>	Webex Event Assist (Standard Event) Uncommitted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-FLEX-ASSIST-LC</b>	Lifecycle Webex Assist (Premium Event) Uncommitted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-FLEX-ASSIST-ADH</b>	Webex Assist Additional Hours (Per Event Overage)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-FLEX-ASSIST-CXL</b>	Webex Assist Last minute cancellation	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-WX-ASSIST-EVENT</b>	Webex Event Assist (Standard Event) Uncommitted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-WX-ASSIST-LC</b>	Lifecycle Webex Assist (Premium Event) Uncommitted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-WX-ASSIST-ADH</b>	Webex Assist Additional Hours (Per Event Overage)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>A-WX-ASSIST-CXL</b>	Webex Assist Last minute cancellation	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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## Product migration options

This Cisco Webex Assist offering has been migrated to Webex Production Assist Services. Customers still needing to obtain assist support for their upcoming Webex Webcasts, Webinars and Meetings should review the new offer definitions and ordering guide for more information:

- Data Sheet: <https://www.webex.com/content/dam/wbx/us/documents/pdf/webex-production-services-data-sheet.pdf>.
- Ordering Guide: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-events-og.html>.

## For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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Cisco Systems, Inc.  
San Jose, CA

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