

End-of-Sale and End-of-Life Announcement for the Cisco Webex Expert on Demand - User-based License



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Overview

EOL14763 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Expert on Demand – User-based License. The last day to order the affected product(s) is July 22, 2022. The last day to renew or add to an existing subscription is July 22, 2022. 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.

Customers are encouraged to migration to the device based Expert on Demand licensing under A-FLEX-3 subscription. The Cisco Collaboration Flex Plan 3.0 Ordering Guide is available at this site:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/guide-c07-744224.html>.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Expert on Demand – User-based License

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 22, 2022
End-of-Sale Date*	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 22, 2022
End of Change/Renewal Date* : Subscription	The last date to Renew or Add to an existing subscription.	July 22, 2022
Last Date of Support** : Subscription	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.	July 31, 2025

*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.

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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
A-FLEX-XOD-ENT	Expert on Demand Right to Use Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-XOD-USR	Expert on Demand User	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migration to the device based Expert on Demand licensing under A-FLEX-3 subscription.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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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