

## End-of-Sale and End-of-Life Announcement for the Cisco Spark Care

EOL12853 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Spark Care. The last day to order the affected product(s) is June 14, 2019. The last day to renew or add to an existing subscription is June 14, 2019. 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.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Spark Care

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.	December 14, 2018
<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.	June 14, 2019
<b>End of SW Maintenance Releases Date: Subscription</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	June 13, 2020
<b>End of Change/Renewal Date: Subscription</b>	The last date to Renew or Add to an existing subscription.	June 14, 2019
<b>Last Date of Support**:</b> <b>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.	June 30, 2022

\*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.

**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-CARE-K1	Cisco Cloud Care Package 1 (1)	See Product Migration Options section for details.	Customer Journey Platform	-
A-SPK-AU-K1	Cisco Cloud Care Package 1 (1)	See Product Migration Options section for details.	Customer Journey Platform	-
A-SPK-CUWP-K1	Cisco Cloud Care Package 1 (1)	See Product Migration Options section for details.	Customer Journey Platform	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-SPK-EC-K1	Cisco Cloud Care Package 1 (1)	See Product Migration Options section for details.	Customer Journey Platform	-
A-SPK-NU-K1	Cisco Cloud Care Package 1 (1)	See Product Migration Options section for details.	Customer Journey Platform	-

## Product Migration Options

The Customer Journey Business Unit is integrating the digital capabilities of Care for WebEx Teams (previously known as Spark Care), into the Customer Journey Platform (CJP).

<https://www.cisco.com/c/en/us/products/customer-collaboration/customer-journey-platform/index.html>.

As this transition occurs, End-of-Sale (EoS) of the SKUs for Care for WebEx Teams is being initiated so that these capabilities will only be available via CJP. Contracts that expire after the end-of-sale date, may not be renewed.

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

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

[https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco End-of-Life Policy, go to:

[https://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](https://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to:

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.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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