

End-of-Sale and End-of-Life Announcement for the Audium Call Services 3.4 and 3.5

EOL5493 - Amended

Cisco announces the end-of-sale and end-of life dates for the Audium Call Services 3.4 and 3.5. The last day to order the affected product(s) is January 19, 2007. Customers with active service contracts 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, support will be available until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Audium Call Services 3.4 and 3.5

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.	January 19, 2007
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.	January 19, 2007
Last Ship Date: App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 14, 2007
End of SW Maintenance Releases Date: App. SW	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.	September 30, 2009
End of New Service Attachment Date: App. SW	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.	July 15, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	October 11, 2009
Last Date of Support: App. SW	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.	July 31, 2010

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number
CVP-AD-CSTR-3.4	CA USE ONLY Audium Call Services 3.4 Contract Transfer	See the Product Migration Options section below for detailed information on replacing this product.
CVP-AD-CSTR-3.5	CA USE ONLY Audium Call Services 3.5 Contract Transfer	See the Product Migration Options section below for detailed information on replacing this product.
CVP-AD-PPRTR-3.4	CA USE ONLY. Audium 3.4 Red Port Contract transfer to Cisco	See the Product Migration Options section below for detailed information on replacing this product.
CVP-AD-TSTR-3.4	CA USE ONLY Audium 3.4 Test Svr Contract transfer to Cisco	See the Product Migration Options section below for detailed information on replacing this product.

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Customer Voice Portal. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>. Please note that the Cisco Unified Customer Voice Portal supports Cisco VoiceXML browsers only.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at <http://www.cisco.com/web/partners/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Audium Call Services 3.4 and 3.5 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

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

The Cisco Takeback and Recycle program helps businesses dispose properly 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:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified Customer Voice Portal (CVP)-Audium Call Services 3.6, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, or contact your local account representative.

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

http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

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To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.



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