

## End-of-Sale and End-of-Life Announcement for the Cisco 2600/2800/3600/3700/3800 Series 16-Port Asynchronous Module

EOL6685

Cisco® announces the end-of-sale and end-of life dates for the Cisco 2600/2800/3600/3700/3800 Series 16-Port Asynchronous Module. The last day to order the affected product(s) is September 14, 2009. 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 Cisco 2600/2800/3600/3700/3800 Series 16-Port Asynchronous Module

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.	March 16, 2009
<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.	September 14, 2009
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	December 13, 2009
<b>End of SW Maintenance Releases Date: HW</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.	September 14, 2010
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	September 14, 2010
<b>End of New Service Attachment Date: HW</b>	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.	September 14, 2010
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	December 10, 2013
<b>Last Date of Support: HW</b>	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.	September 13, 2014

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	Replacement Product Description
<b>NM-16A</b>	16 port Asynchronous Module	HWIC-16A	16-Port Async HWIC
<b>NM-16A=</b>	16 port Asynchronous Module	HWIC-16A=	16-Port Async HWIC

### Product Migration Options

Customers are encouraged to migrate to the Cisco 1800/2800/3800 Series 16-Port Asynchronous

High-Speed WAN Interface Card. Additional information about this product and other Cisco asynchronous high-speed WAN interface cards can be found at:

[http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product\\_data\\_sheet0900aecd80274416.html](http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product_data_sheet0900aecd80274416.html)

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the Cisco 2600/2800/3600/3700/3800 Series 16-Port Asynchronous Module 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.

### For More Information

For more information about the Cisco 1800/2800/3800 Series 16-Port Asynchronous High-Speed WAN Interface Card, visit

[http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product\\_data\\_sheet0900aecd80274416.html](http://www.cisco.com/en/US/prod/collateral/modules/ps5949/ps6182/product_data_sheet0900aecd80274416.html), or contact your local account representative.

To request information about the Cisco 1800/2800/3800 Series 16-Port Asynchronous High-Speed WAN Interface Card, send an e-mail to [cs-3800@cisco.com](mailto:cs-3800@cisco.com).

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

[http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](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/cgi-bin/Support/FieldNoticeTool/field-notice>



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