

End-of-Sale and End-of-Life Announcement for the Cisco SPA9000 Voice System

EOL6930

Cisco announces the end-of-sale and end-of life dates for the Cisco SPA9000 Voice System. The last day to order the affected product(s) is October 30, 2010. 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 SPA9000 Voice System

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.	May 1, 2010
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.	October 30, 2010
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	January 28, 2011
End of SW Maintenance Releases Date: HW	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.	October 30, 2011
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	October 30, 2011
End of New Service Attachment Date: HW	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.	October 30, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	January 25, 2015
Last Date of Support: HW	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.	October 31, 2015

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	Additional Information
SPA9000-AU	IP Communication System (ANZ)	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	--
SPA9000-AU	IP Communication System (ANZ)	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	--
SPA9000-EU	IP Communication System (Europe)	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	--
SPA9000-EU	IP Communication System (Europe)	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	--
SPA9000-NA	IP Telephony System	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	--

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
SPA9000-NA	IP Telephony System	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	--
SPA9000-UK	IP Communication System (United Kingdom)	UC540W-BRI-K9	UC System with 2BRI, 1VIC Exp	--
SPA9000-UK	IP Communication System (United Kingdom)	UC540W-FXO-K9	UC System with 4FXO, 1VIC Exp	--

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Communications 500 Series. Information about this product can be found at: <http://www.cisco.com/go/uc500>.

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 Cisco SPA9000 Voice System 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 Communications 500 Series, visit <http://www.cisco.com/go/uc500>, 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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Printed in USA

C51-598317-00 04/10