

End-of-Sale and End-of-Life Announcement for the Cisco Unified Communications Software Subscription (UCSS)

EOL9769 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Communications Software Subscription (UCSS). The last day to order the affected product(s) is September 22, 2014. 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 under the terms and conditions of customers' service contract.

Cisco also announces the end-of-sale and end-of-life dates for the Cisco Essential Operate Service (ESW), and associated service levels. This announcement also includes the end-of-sale and end-of-life dates for the Cisco Prime Product Assured Software Subscription. The last day to order the affected service is September 22, 2014. Customers with active ESW service contracts or UCSS subscriptions will continue to receive support until the termination date of the contract.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Communications Software Subscription (UCSS)

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 6, 2014
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.	September 22, 2014
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.	November 21, 2014
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 22, 2015
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.	September 22, 2014
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	November 21, 2014
Last Date of Support: App. SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	November 30, 2017

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

Refer to [End-of-Sale Announcement for Cisco Essential Operate Services, Cisco Unified Communication Software Subscription, and Associated Service Levels for Cisco Unified Communications and Cisco Prime Products](#)

Table 2. [View the Product Part Numbers Affected by This Announcement](#)

The following affected service levels will move to Cisco Software Support Service levels: ESW, UCSS, CBSW, CCELW, CCESW, ELSW, NCCSW, NCDSW, NCESW, NCFSW, NCGSW, NCHSW, NCISW, NCJSW, NESW, NLSW, PSES, PSSW, SBESW, SES1, SES4, SESW, SPESW, SPNESW, CBC4, CBCD, CBCE, CBCP, EC4P, ECD, ECE, ECPM, NEC4, NECD, NECE, NECP, PSED, PSEE, PSEP, PSSD, PSSE, PSSP, SBN4, SBO4, SBP4, SECD, SECE, SECP, SESN, SESO, and SESP on September 22, 2014.

Product Migration Options

Customers are encouraged to migrate to the Cisco Software Support Service (SWSS). Information about this product can be found at: <http://www.cisco.com/go/swss>.

Cisco encourages new and existing customers of collaboration products to purchase the Cisco Software Support Service that covers Cisco Unified Communications Manager (UCM), Cisco Unified Workspace Licensing (Cisco UWL), Cisco Business Edition 6000 (BE 6000), Cisco Unity Connection, Cisco Unified Attendant Consoles, Cisco Emergency Responder, Cisco Unified Contact Center Express (CCX), Cisco Unified Contact Center Enterprise (CCE), Cisco IP Interactive Voice Response (IP IVR), Cisco Unified Customer Voice Portal (CVP), Cisco WebEx Meetings Server, Cisco Hosted Collaboration Solution (HCS), and Cisco Prime products, including Cisco Prime Collaboration, Cisco Prime Infrastructure, Cisco Prime Cable Provisioning, Cisco Prime Network, and any additional products currently mapped to Cisco Essential Operate Service and Cisco Unified Communications Software Subscription (UCSS). This service offers reactive maintenance support in the form of technical support, access to Cisco.com, software support, and rights to major and minor releases during the service contract term.

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 Software Support Service (SWSS), visit <http://www.cisco.com/go/swss>, 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/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.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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