End-of-Sale and End-of-Life Announcement for Webex Support Center

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Overview

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Cisco announces the end-of-sale and end-of life dates for Webex Support Center. The last day to order Webex Support Center is September 15, 2025. Subscriptions can be modified up to the Last Date of Support, March 31, 2026, after which the product will become obsolete and no longer accessible. Customers with an active subscription and support contract will continue to receive support from the Cisco Technical Assistance Center (TAC) under the terms and conditions of the customer's subscription and support contract according to the dates as shown in Table 1 of the End-of-Life bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for Webex Training Center. Table 2 lists the product part numbers affected by this announcement.

End-of-life milestones

Table 1. End-of-life milestones and dates for Webex Support Center

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.	September 15, 2025
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 15, 2025
End of Change/Renewal Date*	The last date to Renew or Add to an existing subscription. Subscriptions can be modified up to the last date of support.	March 31, 2026
Last Date of Support**	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete and no longer accessible by customers.	March 31, 2026

*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.

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Product part numbers

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-NUM-SC	NU Webex Meetings - Support	See the Product Migration Options section below.	NA	NA
A-FLEX-NUCM-SC	NU Cloud Meetings - Support (1)	See the Product Migration Options section below.	NA	NA
A-FLEX-F-NUM-SC	FedRAMP NU Meetings - Support Center	See the Product Migration Options section below.	NA	NA
A-FLEX-SC-ENT	Support Entitlement (1)	See the Product Migration Options section below.	NA	NA
A-FLEX-F-SC-ENT	FedRAMP Support Entitlement (1)	See the Product Migration Options section below.	NA	NA

Product migration options

Current Webex Support Center customers should transition to Webex Meetings for remote desktop control. For features like queueing, agent and supervisor features and click-to-connect chat capabilities, customers should consider the Cisco SolutionsPlus offer Imagicle, UCX Engage or Webex Contact Center as an add-on to Webex Meetings. If customers choose to use a third-party solution, all terms and conditions of that use are between the customer and that third party.

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For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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