End-of-Sale and End-of-Life Announcement for the Cisco Webex Calling SP Offer

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Overview

EOL14860 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Calling SP Offer. The last day to order the affected product(s) is April 14, 2023. The last day to renew or add to an existing subscription is April 14, 2023. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Cisco Webex Calling (Webex Calling SP and Webex Calling SP for Partners) have been consolidated to the Webex Calling Offer. Cisco is committed to supporting our service providers and partners on Webex Calling to ensure a seamless migration during this offer simplification. For more information, refer to Cisco Collaboration Flex Plan Ordering Guide at this link: https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/collaboration-flex-plan3-og.html.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Calling SP Offer

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.	October 14, 2022
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.	April 14, 2023
Last Ship Date: Subscription	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 14, 2023
End of SW Maintenance Releases Date: Subscription	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.	April 13, 2024
End of New Service Attachment Date: Subscription	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.	April 14, 2023
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	April 14, 2023
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	April 14, 2023

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Milestone	Definition	Date
Last Date of Support: Subscription**	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	April 30, 2025

*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.

Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information	Quantity Adjustment Rule*	Adjustment Value**	Auto Renewal***
A-FLEX-C-PRO-SP	Webex Calling SP Entitlement	A-FLEX-C-PRO	Webex Calling Entitlement		Same as Current		True
A-FLEX-CA-DEV-SP	Webex Calling SP Workspace for CA Entitlement for Video (2)	A-FLEX-CA-DEV	Webex Calling Workspace for CA Entitlement for Video		Same as Current		True
A-FLEX-CL-CA-SP	Webex Calling SP Workspace for Common Area Entitlement	A-FLEX-CL-CA	Webex Calling Common Area Entitlement		Same as Current		True
A-WORK-SP-COM-ENT	Webex Calling for SP Common Area Entitlement (2)	A-WORK-COM-ENT	Webex Calling Common Area Entitlement (2)		Same as Current		True
A-WORK-SPCAL-U-ENT	Webex Calling SP Uncommitted Entitlement (2)	A-WORK-CALL-U-ENT	Webex Calling Uncommitted Entitlement (2)		Same as Current		True
A-WORK-SPCALL-ENT	Webex Calling for SP Entitlement (2)	A-WORK-CALL-ENT	Webex Calling Entitlement (2)		Same as Current		True

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information	Quantity Adjustment Rule*	Adjustment Value**	Auto Renewal***
A-WORK-SPCALL-O	Webex Calling SP Overage (2)	A-WORK-CALL-O	Webex Calling Overage (2)		Same as Current		True
A-WORK-SPCALL-U	Webex Calling SP Uncommitted Usage (2)	A-WORK-CALL-U	Webex Calling Uncommitted Usage (2)		Same as Current		True

*The **Quantity Adjustment Rule** determines how subscription quantities are adjusted during the Auto-Renewal process for the migration product.

The rule offers several adjustment methods:

- **Same as Current:** Retains the current subscription quantity.
- **Multiply:** Multiplies the subscription quantity by a specified value.
- **Divide:** Divides the subscription quantity by a specified value.
- **Add:** Adds a specified value to the subscription quantity.
- **Exact Value:** Sets a fixed, predefined quantity.

The **Adjustment Value is the numeric input used with the **Quantity Adjustment Rule** to determine how subscription quantities are modified when **Auto Renewal** is Enabled.

***The **Auto Renewal** indicator shows if Auto Renewal is enabled for the EOL product. However, Auto Renewal will only occur if the customer opted for it during the initial purchase and no manual intervention is required for provisioning. Without this prior selection, the product will not renew automatically, regardless of the Auto Renewal status.

Product Migration Options

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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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