



End of Sale for TS Advantage and SP Advantage SKUs

On 20 March 2019, Cisco announces the migration/end-of-sale dates for the TS Advantage and SP Advantage SKUs rendered obsolete by the migration of these services to High-Touch Expert Care under Business Critical Services. The last day to order TS Advantage and SP Advantage is 20 March 2019, after which the same capabilities can be ordered through High-Touch Expert Care. Customers with active service contracts will continue to receive support until the termination date of their contract. Multi-year agreements that renew annually may continue to renew with TS Advantage or SP Advantage until the end of the agreement. Table 1 outlines the dates and describes the end-of-sale milestones for TS Advantage and SP Advantage.

Table 1. End-of-Life milestones, definitions, and dates

Milestone	Milestone	Definition
19 December 2018	End-of-Sale Announcement	Announcement of the migration/ end-of-sale
20 March 2019	End-of-Sale	Last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.
Expiration date of existing active contract	Last Date of Support	Last date to receive support for covered products. After the contract expiration date is reached, support under the specified SKU is not available, and the service becomes obsolete and End of Life.

Service Migration Goals

To execute on the strategic vision of delivering an unmatched customer experience, we combined TS Advantage and SP Advantage with Business Critical Services under the solution name of High-Touch Expert Care. Business Critical Services is a portfolio of subscription services designed to help you better:

- Achieve cost efficiency and compliance with actionable analytics
- Accelerate business agility with automation and a secure design
- Set a digital transformation agenda with the right technical expertise

This integration will help accelerate existing operational outcomes of maximizing uptime, performance, security and operational efficiencies.

For Additional Information

Visit the [Cisco Business Critical Services](#) page and contact your local account representative or a Cisco Authorized Reseller.



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