



External End-of-Sale Announcement for CX, CMS UCM Cloud Lab System and UCM Cloud Pilot Program Subscription Services



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Overview

End of Sale (EOS) for CX, CMS UCM Cloud Lab System and UCM Cloud Pilot Program Subscription Services

Cisco Systems© announces the end-of-sale dates of the CX CMS UCM Cloud Lab System “SVS-CMS-UCA-LABR” and UCM Cloud Pilot Program “SVS-CMS-UCAPILOT” Subscription Services globally. The last day to order the affected services is 12/17/2022. Customers with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the end-of-sale milestones, definitions, and dates for the affected service.

End-of-sale milestones

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

Milestone	Definition	Date
Internal End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to Cisco internal	05/06/2022
External End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to the general public	6/20/2022
Last Day to Quote	This is the last day a quote can be given to a customer or partner	10/18/2022
End-of-Sale date	This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	12/17/2022
End of new service attachment date	This is the last date to order a new contract or add equipment and/or software to an existing contract for the affected service.	12/17/2022
End of service contract renewal date	This is the last date to extend or renew an existing service contract for affected service	12/17/2022
Last Date of Support:	The last-possible date to receive support for affected service. After this date, support for these services is not available, and the service becomes obsolete and End of Life.	Expiration date of existing active contract.

Service Migration Options

Cisco will no longer offer a standalone service for CMS UCM Cloud Lab and Pilot, the services are now available in UCM Cloud.

Table 2. SKUs affected by this announcement

SKU Name	SKU Description	Replacement SKU
SVS-CMS-UCA-LABR	UCM Cloud Lab System (12 Month Term)	No longer available
SVS-CMS-UCAPILOT	UCM Cloud Pilot Program (90 Days)	No longer available

For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

For more information about Cisco End of Sales Services Announcements, go to:

<https://www.cisco.com/c/en/us/about/legal/service-descriptions/end-of-sale-service-eos.html>

To subscribe to receive end-of-life/end-of-sale information, go to: <https://www.cisco.com/cisco/support/notifications.html>.

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