



End-of-Sale and End-of-Life Announcement for Support Services for Critical Infrastructure, Big Data, Cisco Hosted Collaboration Solution, and SAP HANA Infrastructures

Cisco announces the end-of-sale and end-of life dates for the umbrella Cisco® Solution Support Services for critical infrastructure, big data, the Hosted Collaboration Solution, and SAP HANA infrastructures. This service is transitioning to the product-level-attached Solution Support with Smart Net Total Care™ Service, with identical service delivery.

The last day to order the affected service is December 23, 2015. Customers with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the end-of-life milestones, definitions, and dates for the affected service.

Table 1. End-of-Life Milestones, Definitions, and Dates

Milestone	Definition	Date
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	September 23, 2015
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.	December 23, 2015
End-of-new-service-attachment date	This is the last date to order a new contract or add equipment or software to an existing contract for the affected service.	December 23, 2015
End-of-service-contract-renewal date	This is the last date to extend or renew an existing service contract for the affected service.	December 23, 2015
Last date of support	This is the last possible date to receive support for covered products. After this date, support for this service is not available, and the service becomes obsolete.	Expiration date of existing active contract

Service Migration Options

Customers are encouraged to purchase Solution Support with Smart Net Total Care. It offers the same expertise and accountability for centralized issue management and resolution for products in our covered multivendor solutions. The service is product-level attached. Solution Support is transitioning to a product-attached model to help you access support more easily.

Cisco Solution Support provides key benefits. It helps you:

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- Resolve complex issues faster. Increase solution uptime and performance as we fast-track issue resolution through deep experience and established processes when coordinating with technology partners.
 - Focus on your business, not complex issues. Stay focused on day-to-day business operations while we take care of unexpected issues needing immediate resolution.
 - Innovate with confidence. Take the leap to new technologies to speed growth.

For Additional Information

Visit the [Solution Support Service](#) page and contact your local account representative or an authorized reseller.



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