



August 1, 2016

End-of-Sale and End-of-Life Announcement for the Cisco Smart Care Service

Cisco announces the end-of-sale and end-of life dates for the Cisco® Smart Care Service. The last day to order the service is January 28, 2017. Partners with active service contracts will continue to receive support until their contracts expire. Table 1 describes the end-of-life milestones, definitions, and dates.

Change of Scope to Smart Care Rebates

Additionally, in accordance with the Scope Changes provision of the Cisco Smart Care Service Support Exhibit under the Indirect Channel Partner Agreement, Systems Integrator Agreement, or other similar agreement (“Agreement”) between the parties, the changes shown below will be incorporated into the Agreement 90 days from the date of this announcement.

The Smart Care Portal Usage Rebate and Smart Care Active Collector Rebate, as defined in the [Smart Care Rebate Appendix Guide](#), are being decommissioned as of Q2FY17, and as a result the Smart Care Rebate Appendix Guide will be updated to reflect the removal of these rebates. Table 2 describes the rebates’ change-of-scope milestones.

Table 1. End-of-Life Milestones and Dates for the Cisco Smart Care Service

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. Note: At this time Cisco is also announcing a contract term-length restriction: All new and renewing Smart Care contracts will have a maximum term length of 3 years.	August 1, 2016
Last Date to Add Partner to Partner Programs	This date represents the last date that a new partner can be added to the Smart Care partner program.	August 1, 2016
Last Date for Quotes	This is the effective date up to which Smart Care can be added to partner quotes.	November 30, 2016
Quote Protection Period	Cisco is providing a 60-day quote protection period for approved Cisco Smart Care Service quotes to be converted to orders.	November 30, 2016 to January 28, 2017
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.	January 28, 2017
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.	January 28, 2017
End-of-Service-Contract-Renewal Date	This is the last date to extend or renew an existing service contract for the affected service.	January 28, 2017
Last Date of Support and End-of-Life Date	This is the last possible date to receive support for the covered products. After this date, support under Smart Care Service is not available, and the service becomes obsolete.	Expiration date of existing active contract.

Table 2. Change of Scope Milestones for Rebates

Milestone	Definition	Date
Change-of-Scope Announcement Date	The date that the Smart Care rebates' change of scope is announced to the general public.	August 1, 2016
Last Date to Claim Rebates	This is the effective date up to which partners can claim Smart Care Portal Usage and Active Collector rebates	January 28, 2017

Service Migration Options

Partners are encouraged to purchase the Cisco Partner Support Service, if eligible, or resell the Cisco Smart Net Total Care Service™ in lieu of the Smart Care Service.

[Cisco Partner Support Service](#): Differentiating your business has become essential in an era of increasing commoditization. By integrating Cisco Partner Support Service into your offers, you can create services tailored to the needs of your customers. Partner Support Service gives you visibility into customer inventories and contract status. It helps boost incremental hardware and services revenue by providing support coverage for customers' critical devices. It improves operational margins by simplifying contract management and automating your workflows, and it increases customer loyalty by delivering planning, advisory, and other advanced services.

[Cisco Smart Net Total Care Service](#) provides customers with access to Cisco's award-winning technical service for device-level support. In addition, customers are entitled to capabilities that provide visibility into their contracts, installed base, and end-of-life service items. This helps them reduce risk, resolve problems faster, and increase operational efficiency. By reselling Smart Net Total Care, you can boost growth and profits, strengthen your customer relationships, and meet your customers' changing technical support needs.

For Additional Information

Please refer to the updated Smart Care Ordering Guide for impacts of this announcement to Smart Care Service levels. Please contact your local account representative or an authorized reseller for additional information.



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