



External End-of-Sale Announcement for Cisco Support Essentials Service

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Overview

Support Essentials is an entry-level technical support service that includes Cisco callback TAC access (within one business day response), 8x5xNBD advance hardware replacement, and entitlement to smart capabilities. Customers with active service contracts will continue to receive support until the termination date of their contract.

End-of-life milestones

Table 1. End-of-life milestones and dates

Milestone	Definition	Date
External End-of-Sale Announcement	The date that the document announcing the end-of-sale is made available to the general public.	01/22/2024
Last Day to Quote	This is the last day to quote.	05/22/2024
End-of-Sale	The last date to order the affected service through Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	07/22/2024
End of New Service Attachment	This is the last date to order a new contract or add equipment and/or software to an existing contract for the affected service.	07/22/2024
End of Service Contract Renewal	This is the last date to extend or renew an existing service contract for affected service.	07/22/2024

Customers will be able to leverage existing support services. The table below shows the Support Essentials GSP's that will be going end-of-sale.

GSP	GSP Description
SMBS	SMB Service Attach
SMB3	SMB Service Attach 3 Year

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.

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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