



End-of-Sale and End-of-Life Announcement for the Cisco A-WORK Offer



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Overview

EOL13813

Cisco announces the end-of-sale and end-of life dates for the Cisco A-WORK Offer. The last day to order the affected product(s) is October 14, 2021. The last day to renew or add to an existing subscription is October 14, 2021 . Customers with active service contracts and subscriptions (as applicable) will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Customers should migrate to Webex Work. The Cisco Webex Work Ordering Guide can be found at the link below:

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-743694.html>

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco A-WORK Offer

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	April 15, 2021
End-of-Sale Date *	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	October 14, 2021
End of Change/Renewal Date * : Subscription	The last date to Renew or Add to an existing subscription.	October 14, 2021
Last Date of Support ** : Subscription	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	October 31, 2022

*The requested subscription start date needs to be on or before the End of Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

Product Part Numbers

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Additional Information
A-WORK	Webex Work	Customers should migrate to Webex Work. The Cisco Webex Work Ordering Guide can be found at the link below: https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-743694.html
A-WRK-AUSCB-ENT	Webex Audio Bridge Country Callback Australia Entitlement	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BCCB-ENT	Webex Audio Bridge Country Call Back Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-BCCB-ENT
A-WRK-BCCB-TF-ENT	Webex Audio Bridge Country Call Back + Toll Free Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-BCCB-TF-ENT
A-WRK-BUN-AUS-C	Webex Meetings+Webex Calling+BCCB Australia Committed	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-AUS-O	Webex Meetings+Webex Calling+BCCB Aus Committed Overage	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-AUS-U	Webex Meetings+Webex Calling+BCCB Australia Uncommitted	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers encouraged to order Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-B-C	Webex Meetings+Webex Calling+BCCB Committed Usage	Equivalent migration options under the A-WORK-3 include A-WORK-B-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-B-O	Webex Meetings+Webex Calling+BCCB Committed Overage	Equivalent migration options under the A-WORK-3 include A-WORK-MEET-B-O, A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-B-U	Webex Meetings+Webex Calling+BCCB Uncommitted Usage	Equivalent migration options under the A-WORK-3 include A-WORK-MEET-B-U, A-WORK-CALL-U and A-WORK-MSG-U
A-WRK-BUN-C	Webex Meetings and Webex Calling Committed	Equivalent replacement option under A-WORK-3 is A-WORK-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-CCA-C	Webex Meetings +Webex Calling + CCA-SP Committed	Equivalent replacement option under A-WORK-3 is A-WORK-CCA-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-CCA-O	Webex Meetings +Webex Calling + CCA-SP Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-CCA-O, A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-CCA-U	Webex Meetings +Webex Calling + CCA-SP Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-CCA-U, A-WORK-CALL-U and A-WORK-MSG-U
A-WRK-BUN-G-C	Webex Meetings +Webex Calling + GCCB Committed	Equivalent replacement option under A-WORK-3 is A-WORK-G-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-G-O	Webex Meetings +Webex	Equivalent replacement option under A-WORK-3 is A-WORK-

End-of-Sale Product Part Number	Product Description	Additional Information
	Calling + GCCB Overage	MEET-G-O, A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-G-U	Webex Meetings +Webex Calling + GCCB Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-G-U, A-WORK-CALL-U and A-WORK-MSG-U
A-WRK-BUN-O	Webex Meetings and Webex Calling Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-O , A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-SP-AUS-C	Webex Meetings+Webex Calling for SP+BCCB Australia Committed	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-SP-AUS-O	Webex Meetings+Webex Calling SP+BCCB Aus Committed Overage	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-SP-AUS-U	Webex Meetings+Webex Calling SP+BCCB Aus Uncommitted Usage	No Replacement, Meetings Bridge Country Call Back Audio Australia no longer available, customers should migrate to Meetings Bridge Country Call Back Audio under A-WORK-3
A-WRK-BUN-SP-B-C	Webex Meetings+Webex Calling SP+BCCB Committed Usage	Equivalent migration options under the A-WORK-3 include A-WORK-MEET-B-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-SP-B-O	Webex Meetings+Webex Calling SP+BCCB Committed Overage	Equivalent migration options under the A-WORK-3 include A-WORK-MEET-B-O, A-WORK-SPCALL-O , A-WORK-MSG-O
A-WRK-BUN-SP-B-U	Webex Meetings+Webex Calling SP+BCCB Uncommitted Usage	Equivalent migration options under the A-WORK-3 include A-WORK-MEET-B-U, A-WORK-SPCALL-U and A-WORK-MSG-U
A-WRK-BUN-SP-C	Webex Meetings and Webex Calling SP Committed	Equivalent replacement option under A-WORK-3 is A-WORK-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-SP-CCA-C	Webex Meetings +Webex Calling SP + CCA-SP Committed	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-CCA-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-SP-CCA-O	Webex Meetings +Webex Calling SP + CCA-SP Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-CCA-O, A-WORK-SPCALL-O , A-WORK-MSG-O
A-WRK-BUN-SP-CCA-U	Webex Meetings +Webex Calling SP + CCA-SP Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-CCA-U, A-WORK-SPCALL-U and A-WORK-MSG-U
A-WRK-BUN-SP-G-C	Webex Meetings +Webex Calling SP + GCCB Committed	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-G-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-SP-G-O	Webex Meetings +Webex Calling SP + GCCB Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-G-O, A-WORK-SPCALL-O, A-WORK-MSG-O
A-WRK-BUN-SP-G-U	Webex Meetings +Webex Calling SP + GCCB Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-G-U,A-WORK-SPCALL-U and A-WORK-MSG-U
A-WRK-BUN-SP-O	Webex Meetings and Webex Calling SP Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-O, A-WORK-SPCALL-O, A-WORK-MSG-O
A-WRK-BUN-SP-T-C	Webex Meetings +Webex Calling SP + Toll Dial in Committed	Equivalent replacement option under A-WORK-3 is A-WORK-T-C, A-WORK-CALL-C and A-WORK-MSG-C

End-of-Sale Product Part Number	Product Description	Additional Information
A-WRK-BUN-SP-T-O	Webex Meetings +Webex Calling SP + Toll Dial in Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-T-O, A-WORK-SPCALL-O, A-WORK-MSG-O
A-WRK-BUN-SP-T-U	Webex Mtgs+Webex Calling SP+Toll Dial in Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-T-U, A-WORK-SPCALL-U and A-WORK-MSG-U
A-WRK-BUN-SP-TF-C	Webex Meetings +Webex Calling SP + TF/BCCB Committed	Equivalent replacement option under A-WORK-3 is A-WORK-TF-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-SP-TF-O	Webex Meetings +Webex Calling SP + TF/BCCB Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-TF-O, A-WORK-SPCALL-O, A-WORK-MSG-O
A-WRK-BUN-SP-TF-U	Webex Meetings +Webex Calling SP + TF/BCCB Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-TF-U, A-WORK-SPCALL-U and A-WORK-MSG-U
A-WRK-BUN-SP-U	Webex Meetings and Webex Calling SP Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-U and A-WORK-SPCALL-U
A-WRK-BUN-T-C	Webex Meetings +Webex Calling + Toll Dial in Committed	Equivalent replacement option under A-WORK-3 is A-WORK-T-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-T-O	Webex Meetings +Webex Calling + Toll Dial in Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-T-O, A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-T-U	Webex Meetings+Webex Calling+Toll Dial in Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-T-U, A-WORK-CALL-U, and A-WORK-MSG-U
A-WRK-BUN-TF-C	Webex Meetings +Webex Calling + TF/BCCB Committed	Equivalent replacement option under A-WORK-3 is A-WORK-TF-C, A-WORK-CALL-C and A-WORK-MSG-C
A-WRK-BUN-TF-O	Webex Meetings +Webex Calling + TF/BCCB Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-TF-O, A-WORK-CALL-O and A-WORK-MSG-O
A-WRK-BUN-TF-U	Webex Meetings +Webex Calling + TF/BCCB Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-TF-U, A-WORK-CALL-U, and A-WORK-MSG-U
A-WRK-BUN-U	Webex Meetings and Webex Calling Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-U and A-WORK-CALL-U
A-WRK-C-CALL	Committed Webex/Webex SP Calling (2)	Equivalent replacement option under A-WORK-3 is A-WORK-CALL-C
A-WRK-CALL-C	Webex/Webex SP Calling Committed (2)	Equivalent replacement option under A-WORK-3 is A-WORK-CALL-C
A-WRK-CALL-O	Webex/Webex SP Calling Overage (2)	Equivalent replacement option under A-WORK-3 is A-WORK-CALL-O
A-WRK-CCASP-ENT	Webex CCA-SP Audio Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-CCASP-ENT
A-WRK-COM-C	Webex Calling Common Area licenses Committed	Equivalent replacement option under A-WORK-3 is A-WORK-COM-C
A-WRK-COM-O	Webex Calling Common Area licenses Overage	No replacement, Overage usage is no longer available. Customer should migrate to committed user option under A-

End-of-Sale Product Part Number	Product Description	Additional Information
		WORK-3
A-WRK-COM-SP-C	Webex Calling SP Common Area licenses Committed	Equivalent replacement option under A-WORK-3 is A-WORK-COM-C
A-WRK-COM-SP-O	Webex Calling SP Common Area licenses Overage	No replacement, Overage usage is no longer available. Customer should migrate to committed user option under A-WORK-3
A-WRK-COM-SP-U	Webex Calling SP Common Area licenses Uncommitted	No replacement, Uncommitted usage is no longer available. Customer should migrate to committed user option under A-WORK-3
A-WRK-COM-U	Webex Calling Common Area licenses Uncommitted	No replacement, Uncommitted usage is no longer available. Customer should migrate to committed user option under A-WORK-3
A-WRK-DEV-C	Webex Device Registration Committed	Equivalent replacement option under A-WORK-3 is A-WORK-DEV-C
A-WRK-DEV-O	Webex Device Registration Overage	No replacement, Overage usage is no longer available. Customer should migrate to committed user option under A-WORK-3
A-WRK-DEV-U	Webex Device Registration Uncommitted Usage	No replacement, Uncommitted usage is no longer available. Customer should migrate to committed user option under A-WORK-3
A-WRK-DEVREG-ENT	Webex Device Registration Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-DEVREG-ENT
A-WRK-EC-C	Webex EC 1000 Meetings Committed	Equivalent replacement option under A-WORK-3 is A-WORK-EC-C
A-WRK-EC-ENT	Webex Event Center Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-EC-ENT
A-WRK-EC-O	Webex EC 1000 Meetings Overage	Equivalent replacement option under A-WORK-3 is A-WORK-EC-O
A-WRK-EC-U	Webex EC 1000 Meetings Uncommitted	Equivalent replacement option under A-WORK-3 is A-WORK-EC-U
A-WRK-GCCB-ENT	Webex Audio Global Country Call Back Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-GCCB-ENT
A-WRK-MEET-ENT	Webex Meetings Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-MEET-ENT
A-WRK-MSG-C	Webex Messaging Committed	Equivalent replacement option under A-WORK-3 is A-WORK-MSG-C
A-WRK-MSG-ENT	Teams Messaging entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-MSG-ENT
A-WRK-MSG-O	Webex Messaging Overage	Equivalent replacement option under A-WORK-3 is A-WORK-MSG-O
A-WRK-MSG-U	Webex Messaging Uncommitted Usage	Equivalent replacement option under A-WORK-3 is A-WORK-MSG-U

End-of-Sale Product Part Number	Product Description	Additional Information
A-WRK-PRO-PK-ENT	Webex Pro Pack Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-PRO-PK-ENT
A-WRK-STORAGE-ENT	Webex File Storage Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-FILESTG-ENT
A-WRK-TOLL-ENT	Webex Audio Toll Dial in Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-TOLL-ENT
A-WRK-VOIP	Webex VOIP Entitlement	Equivalent replacement option under A-WORK-3 is A-AUD-VOIP
A-WRK-WBXCALL-ENT	Webex Calling Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-CALL-ENT
A-WRK-WBXCOM-ENT	Webex Calling Common Area Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-COM-ENT
A-WRK-WBXSCALL-ENT	Webex Calling for SP Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-SPCALL-ENT
A-WRK-WBXSPCOM-ENT	Webex Calling for SP Common Area Entitlement	Equivalent replacement option under A-WORK-3 is A-WORK-SP-COM-ENT
A-WRK-WX-STG-ENT	Webex NBR Storage	Equivalent replacement option under A-WORK-3 is A-WORK-WX-STG-ENT

Product Migration Options

Customers should migrate to Webex Work. The Cisco Webex Work Ordering Guide can be found at the link below: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-743694.html>

Service prices for Cisco products are subject to change after the product End of Sale date.

For More Information

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html

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

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

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>

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