

End-of-Sale and End-of-Life Announcement for the Cisco Business Edition 4000 Solution and Subscriptions

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Overview

EOL13135 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Business Edition 4000 Solution and Subscriptions. The last day to order the affected product(s) is May 22, 2020. The last day to renew or add to an existing subscription is May 22, 2022 . 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 contact their Cisco partner to discuss migration options. Customers interested in a comprehensive cloud calling solution could consider Cisco Webex Calling. Cisco Webex Calling is available under Cisco Collaboration Flex Plan 3.0, as detailed here:

Cisco Collaboration Flex Plan 3.0 Ordering Guide:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/guide-c07-744224.html>

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Business Edition 4000 Solution and Subscriptions

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.	November 22, 2019
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.	May 22, 2020
End of Change/Renewal Date* Subscription	The last date to Renew or Add to an existing subscription.	May 22, 2022
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.	May 31, 2023

Product part numbers

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-BE4K-1YR-K9	Business Edition 4000 1 Year Subscription Top Level	No Replacement	-	-
A-BE4K-1YR-SEAT	Business Edition 4000 1 Year Seat	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-3YR-K9	Business Edition 4000 3 Year Subscription Top Level	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-3YR-SEAT	Business Edition 4000 3 Year Seat	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-5YR-K9	Business Edition 4000 5 Year Subscription Top Level	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-5YR-SEAT	Business Edition 4000 5 Year Seat	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-DRR	BE4K Portal/SW Upgrades OA - Daily Rate Recognized Revenue	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-IMR	BE4K License OA - Immediate Recognized Revenue	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-PLATFORM-K9	Business Edition 4000 Appliance Licenses	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-SUPT-BAS	Support - Basic (24X7 Tier 1 Support)	No Replacement	-	See the Migration Options section below for alternative products.
A-BE4K-SUPT-BASC	Support - Basic (24 X 7 Tier 1 Support)	No Replacement	-	See the Migration Options section below for alternative products.

Product migration options

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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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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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