

End-of-Sale and End-of-Life Announcement for the Cisco Webex Events Standalone and Virtual Services

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Overview

EOL15310

Cisco announces the end-of-sale dates for the Cisco Webex Events Standalone and Virtual Services. The last day to order the affected product(s) is April 29, 2024. Customers with active service contracts 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, support will be available under the terms and conditions of customers' service contract.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Events Standalone and Virtual Services

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.	March 29, 2024
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 29, 2024
Last Ship Date: App SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 29, 2024
End of SW Maintenance Releases Date: App SW	The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support.	April 29, 2025
End of New Service Attachment Date: App SW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	April 29, 2025
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	April 29, 2025
Last Date of Support: App SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. Cisco can no longer guarantee that the device will continue to function and connect to the Cisco Webex cloud which include impacts to calling features, services, applications, and management. When the device loses its cloud connection, it will happen without notice. After this date, all support services for the product are unavailable, and the product becomes obsolete.	April 30, 2025

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

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-EPF-APP-T1	Webex Events App (formerly Socio) 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T2	Webex Events App (formerly Socio) 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T3	Webex Events App (formerly Socio) 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T4	Webex Events App (formerly Socio) 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T5	Webex Events App (formerly Socio) 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T6	Webex Events App(formerly Socio) 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-APP-T7	Webex Events App (formerly Socio) 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-T8	Webex Events App (formerly Socio) 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T1	Custom Webex Events App(formerly Socio) 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T2	Custom Webex Events App (formerly Socio) 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T3	Custom Webex Events App (formerly Socio) 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T4	Custom Webex Events App (formerly Socio) 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-CSTM-T5	Custom Webex Events App (formerly Socio) 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T6	Custom Webex Events App (formerly Socio) 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T7	Custom Webex Events App (formerly Socio) 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-T8	Custom Webex Events App (formerly Socio) 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T1	Webex Events Bundle -App+ Registration 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T2	Webex Events Bundle - App+ Registration 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-APP-BDL-T3	Webex Events Bundle - App+ Registration 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T4	Webex Events Bundle - Bundle-App+ Registration 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T5	Webex Events Bundle -App+ Registration 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T6	Webex Events Bundle - App+ Registration 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T7	Webex Events Bundle - App+ Registration 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-T8	Webex Events Bundle - App+ Registration 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-CSTM-BDL-T1	Custom Webex Events Bundle - App+ Registration 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T2	Custom Webex Events Bundle - App+ Registration 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T3	Custom Webex Events Bundle - App+ Registration 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T4	Custom Webex Events Bundle - App+ Registration 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T5	Custom Webex Events Bundle - App+ Registration 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T6	Custom Webex Events Bundle - App+ Registration 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-CSTM-BDL-T7	Custom Webex Events Bundle - App+ Registration10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-T8	Custom Webex Events Bundle - App+ Registration 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-250	Webex Events App Bundle with Reg+Streaming+Onsite SW 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-500	Webex Events App Bundle with Reg+Streaming+Onsite SW 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-1K	Webex Events App Bundle with Reg+Streaming+OnsiteSW 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-APP-BDL-2K	Webex Events App Bundle Reg+Streaming+OnsiteSW 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-CSTM-BDL-250	Custom Webex App Bundle with Reg+Streaming+Onsite SW 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-500	Custom Webex App Bundle with Reg+Streaming+Onsite SW 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-1K	Custom Webex App Bundle with Reg+Streaming+OnsiteSW 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CSTM-BDL-2K	Custom Webex App Bundle Reg+Streaming+Onsite SW 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T1	Registration 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T2	Registration 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-REG-T3	Registration 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T4	Registration 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T5	Registration 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T6	Registration 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T7	Registration 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-T8	Registration 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-STRM-T1	Streaming 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T2	Streaming 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T3	Streaming 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T4	Streaming 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T5	Streaming 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T6	Streaming 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-STRM-T7	Streaming 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-T8	Streaming 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T1	Communities 0-250	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T2	Communities 251-500	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T3	Communities 501-1000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T4	Communities 1001-2000	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-CMTY-T5	Communities 2001-5000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T6	Communities 5001-10,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T7	Communities 10,001-20,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-T8	Communities 20,001-50,000	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-250	Onsite250 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-500	Onsite500 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-OS-1000	Onsite1000 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-2000	Onsite2000 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-5000	Onsite5000 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-10000	Onsite10000 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-20000	Onsite20000 Package	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-250	Onsite250 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-OS-SW-500	Onsite500 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-1000	Onsite1000 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-2000	Onsite2000 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-5000	Onsite5000 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-10000	Onsite10000 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SW-20000	Onsite20000 Software ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-OS-HW-250	Onsite 250 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-HW-500	Onsite 500 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-HW-1000	Onsite 1000 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-HW-2000	Onsite 2000 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-HW-5000	Onsite 5000 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-HW-10000	Onsite 10000 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-OS-HW-20000	Onsite 20000 Hardware Rental ONLY (Requires SW)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-SHIPPING	Onsite Shipping Rates Usage SKU	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-OS-FEES	Onsite Penalty Fees Usage SKU	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-LD-RETRIEVAL	Lead Retrieval License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STD-INTEG	Standard Integration (Zapier)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-API-KEY	Zapier API Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-EPF-COUNT-QTY	Webex Events (formerly Socio) Number of Events	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-REG-QTY	Number of Registrations	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-STRM-QTY	Number of Streaming	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EPF-CMTY-QTY	Number of Communiities	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-EVENTS-PLATFORM	Webex Events (formerly Socio)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Webex Events may continue to be purchased as part of the Webex Suite Enterprise Agreement. More details for the Webex Suite may be found here: <https://www.webex.com/suite/collaboration-suite.html>.

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to: https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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