



End of Life for Standalone Optimization Services for Collaboration

Cisco is announcing the end-of-sale and end-of life dates for the Standalone Unified Communications Optimization Service, Contact Center Optimization Service, Cisco TelePresence® Optimization Service, and Change Management Optimization Service. The last day to order the affected services is September 10, 2015. Customers with active service contracts will continue to receive support until the termination date of their contract. Table 1 describes the end-of-life milestones, definitions, and dates for the affected services.

The end-of-life SKUs include:

- CON-AS-IPC
- CON-AS-IPCC
- CON-AS-TP
- CON-AS-CCMS

Table 1. End-of-Life Milestones, Definitions, and Dates

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.	June 22, 2015
End-of-Life date	This is the last date to order or renew the standalone Unified Communications Optimization Service, Contact Center Optimization Service, Cisco TelePresence Optimization Service, and Change Management Optimization Service using Cisco® point-of-sale mechanisms. The service is no longer for sale after this date. All new quotes and orders will attach Collaboration Optimization Services going forward.	September 10, 2015
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.	September 10, 2015
End of service contract renewal date	This is the last date to extend or renew an existing service contract for affected service. All renewal quotes and orders will attach Collaboration Optimization Services going forward.	September 10, 2015
Last date of support	The last-possible date to receive support for covered products. After this date, support under standalone Unified Communications Optimization Service, Contact Center Optimization Service, Cisco TelePresence Optimization Service, and Change Management Optimization Service is not available, and the service becomes obsolete and end of life.	Expiration date of existing active contract

Service Migration Options

Customers are encouraged to purchase the Collaboration Optimization Service that is currently available. It offers customers the same benefits of the retiring services under a single integrated service, which helps customers proactively optimize their collaboration investment. Collaboration Optimization Services provide:

- A full suite of audits and assessments, operations management, optimization support, and knowledge and learning deliverables for optimizing unified communications, unified contact center, conferencing and

instant messaging, and business video deployments to help customers identify and capture unrealized value in their collaboration infrastructure

Replacement SKUs available within Collaboration Optimization Services are as follows:

- CON-AS-IPC is replaced by CON-AS-COS-UC.
- CON-AS-IPCC is replaced by CON-AS-COS-UCC.
- CON-AS-TP is replaced by CON-AS-COS-BV.
- CON-AS-CCMS is replaced by CON-AS-COS-CAS.

For Additional Information

Visit the [Collaboration Optimization Services](#) page and contact your local account representative or an authorized reseller.



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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)