



The bridge to possible

Product End-of-Life Notice

Cisco public

End-of-Sale and End-of-Life Announcement for Cisco Spark Call

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Overview

EOL13394 - Amended

Cisco announces the end-of-sale and end-of-life dates for Cisco Spark Call.

In order to ensure customers the best collaboration experience, Cisco announces a modification to the end-of-support dates for Cisco Spark Call from April 27, 2024, to January 31, 2022. Cisco will assist customers with a mid-contract modification to Webex Calling or the Webex Suite and will continue to provide no-cost migration services. With this change, customers will have access to the recently announced Nomadic E911 feature included in Webex Calling that will enable customers to comply with the RAY BAUM'S act that goes into effect January 6th 2022.

Contact your partner or a Cisco sales representative by emailing CallingMigration@cisco.com to get started with your transition to the latest version of Webex Calling.

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.

End-of-life milestones

Table 1. End-of-life milestones and dates for Cisco Spark Call

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.	October 27, 2020
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.	April 27, 2021
End of Change/Renewal Date: Subscription	The last date to Renew or Add to an existing subscription.	January 31 ,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.	January 31 ,2022

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-FLEX-EA-C-COMMON	Common Area Add-on (2)	No Replacement	-	-
A-FLEX-EASL1	EntW Calling fka Spark Call Tier 1 (2)	No Replacement	-	-
A-FLEX-EASL1-AUM	EntW Calling fka Spark Call Tier 1 purch w AU Meetings (2)	No Replacement	-	-
A-FLEX-EASL1-EAM	EntW Calling fka Spark Call Tier 1 purch w EntW Meetings (2)	No Replacement	-	-
A-FLEX-EASL2	EntW Calling fka Spark Call Tier 2 (2)	No Replacement	-	-
A-FLEX-EASL2-AUM	EntW Calling fka Spark Call Tier 2 purch w AU Meetings (2)	No Replacement	-	-
A-FLEX-EASL2-EAM	EntW Calling fka Spark Call Tier 2 purch w EntW Meetings (2)	No Replacement	-	-
A-FLEX-EASL3	EntW Calling fka Spark Call Tier 3 (2)	No Replacement	-	-
A-FLEX-EASL3-AUM	EntW Calling fka Spark Call Tier 3 purch w AU Meetings (2)	No Replacement	-	-
A-FLEX-EASL3-EAM	EntW Calling fka Spark Call Tier 3 purch w EntW Meetings (2)	No Replacement	-	-
A-FLEX-NU-C-COMMON	NU Common Area Add-on (2)	No Replacement	-	-
A-FLEX-NUSL1	NU Calling fka Spark Call Tier 1 (2)	No Replacement	-	-
A-FLEX-NUSL1-AUM	NU Calling fka Spark Call purchase w AU Meetings (2)	No Replacement	-	-
A-FLEX-NUSL1-EAM	NU Calling fka Spark Call purchase w EntW Meetings (2)	No Replacement	-	-
A-SPK-AU-CLDCALL1	Cloud Calling (2)	No Replacement	-	-
A-SPK-AU-CLDCALL2	Cloud Calling (2)	No Replacement	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-SPK-AU-CLDCALL3	Cloud Calling (2)	No Replacement	-	-
A-SPK-EMP-CLDCALL	Cloud Calling (2)	No Replacement	-	-
A-SPK-EMP-CLDCALL1	Cloud Calling (2)	No Replacement	-	-
A-SPK-EMP-CLDCALL2	Cloud Calling (2)	No Replacement	-	-
A-SPK-EMP-CLDCALL3	Cloud Calling (2)	No Replacement	-	-
A-SPK-NONKW-CLD	Cloud Public Space License	No Replacement	-	-
A-SPK-NU-CLDCALL	Cloud Calling (2)	No Replacement	-	-
A-SPK-NU-CLDCL-INT	Basic Cloud Calling Introduction	No Replacement	-	-
A-SPK-AU-C	Cloud Calling & Advanced Meetings (1)	No Replacement	-	-
A-SPK-EMP-C1	Cloud Calling and Business Messaging (1)	No Replacement	-	-
A-SPK-EMP-C3	Cloud Calling & Advanced Meetings (1)	No Replacement	-	-
A-SPK-NU-C1	Cloud Calling and Business Messaging (1)	No Replacement	-	-
A-SPK-NU-C3	Cloud Calling, Business Messaging, and Adv Meetings (1)	No Replacement	-	-
A-SPK-EDU-S-COMMON	Cloud Calling Excess Common Area Licenses (2)	No Replacement	-	-
A-SPK-EDUEC-CALL-C	Cloud Calling & Advanced Meetings (1)	No Replacement	-	-
A-SPK-EDUEC-SCALL	Cloud Calling (2)	No Replacement	-	-

Product migration options

Cisco Spark Call subscriptions should be migrated to the latest Webex Calling services in the Cisco Collaboration Flex Plan as detailed here: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-suite-og.html>. In order to avoid a service disruption, contact your partner or a Cisco sales representative by emailing CallingMigration@cisco.com to get started with your transition to the latest version of Webex Calling.

Spark Call: End of support for new IP phone purchases

What: Newly purchased phones may not be compatible with Spark Call service. Currently deployed phones will continue to be supported until the Spark Call End of Support date. See the table below for impacted phone models.

Why: Newly purchased phones may come with new hardware revisions that require minimum software version that is not compatible or supported with Spark Call.

Impacted devices and recommended mitigation:

Customers are encouraged to migrate to Webex Calling service as soon as possible. New IP phone purchases for use with Spark Call service will not be supported. Mitigation options for previously purchased phones:

Phone models	Impacted?	Mitigation
7811, 7832, 8845, 8865	No	N/A
8811, 8841, 8851, 8861	Yes - HW V15 and later	Follow the instructions in this field notice for previously purchased phones.
7821, 7861	Yes - HW V20 and later	
7841	Yes - HW V18 and later	

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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