

## End-of-Sale and End-of-Life Announcement for the Cisco End of Life announcement for Contact Center Express 10.0 Promotional Bundles

EOL12989

Cisco announces the end-of-sale and end-of-life dates for the Cisco End of Life announcement for Contact Center Express 10.0 Promotional Bundles. The last day to order the affected product(s) is June 1, 2019. 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.

**Table 1.** End-of-Life Milestones and Dates for the Cisco End-of-Life announcement for Contact Center Express 10.0 Promotional Bundles

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	May 1, 2019
<b>End-of-Sale Date: App SW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	June 1, 2019
<b>Last Ship Date: App SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 30, 2019
<b>End of SW Maintenance Releases Date: App SW</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	May 31, 2020
<b>End of New Service Attachment Date: App SW</b>	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.	May 31, 2020
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	August 27, 2021
<b>Last Date of Support: App SW</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 31, 2022

HW = Hardware OS SW = Operating System Software App. SW = Application Software

**Table 2.** Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
<b>CCX-10-25E</b>	CCX 10 Enhanced 25 seat Promo Bundle
<b>CCX-10-25P</b>	CCX 10 premium 25 seat Promo Bundle
<b>CCX-10-5E</b>	CCX 10 Enhanced 5 seat Promo Bundle
<b>CCX-10-5P</b>	CCX 10 Premium 5 seat Promo Bundle

End-of-Sale Product Part Number	Product Description
<b>CCX-10-ADD-K9</b>	CCX 10.0 Add-on Licenses
<b>CCX-10-NPS-K9=</b>	CCX 10 Non Production System
<b>CCX-10-WPL-NFR</b>	CCX 10 UC 10 NFR
<b>CCX-85-10-E-E-UPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, ENH-ENH
<b>CCX-85-10-P-P-UPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, PRE-PRE
<b>CCX-85-10-S-S-UPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, STD-STD
<b>CCX-85-10EE-SUPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, ENH-ENH Seat
<b>CCX-85-10PP-SUPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, PRE-PRE Seat
<b>CCX-85-10SS-SUPAK</b>	CCX 10.0 UPGRADE PAK - 8.5 to 11.0, STD-STD Seat
<b>CCX-90-10P</b>	CCX 9.0 10 Premium Seat Bundle
<b>CCX-UPG-10-EHA-PAK</b>	CCX 10 Enhanced HA Upgrade PAK
<b>CCX-UPG-10-PHA-PAK</b>	CCX 10 Premium HA Upgrade PAK

## Product Migration Options

There is no replacement available for the Cisco End-of-Life announcement for Contact Center Express 10.0 Promotional Bundles at this time.

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

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](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/en/US/products/products\\_end-of-life\\_policy.html](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](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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