



## End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console Migration Offer

EOL9714 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Attendant Console Migration Offer. The last day to order the affected product(s) is December 5, 2014. 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.

**IMPORTANT:** Cisco Unified Attendant Console Premium, Enterprise, or Business Edition customers who wish to add seats to their existing systems should use one of these two order configurations: L-CUAC9X-ATT-CON for version 9.x, or L-CUAC10X for Cisco Unified Attendant Console Advanced version 10.x. Cisco Unified Attendant Console versions 8.x and older have reached their end-of-life (see <http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/eos-eol-notice-listing.html>).

Customers using the old Cisco Unified Communications Manager (UCM) Attendant Console who wish to upgrade their Cisco Unified Communications Manager platform should migrate to Cisco Unified Attendant Console Standard.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Attendant Console Migration Offer

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.	June 6, 2014
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	December 5, 2014
<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.	March 5, 2015
<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.	December 5, 2015
<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.	December 5, 2015
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	March 2, 2017
<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.	December 31, 2017

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	Replacement Product Part Number	Replacement Product Description	Additional Information
CUAC9X-MIG-AC	Cisco Unified Att Console 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUB-MIG-AC	Cisco Unified Business Att Console - 3 and 3 Upgrade Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUB-MIG-AC=	Cisco Unified Business Att Console - Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUB9X-MIG-AC	Cisco Unified Att Console Bus Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUE-MIG-AC	Cisco Unified Enterprise Att Console - 3 and 3 Upgrade Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUE-MIG-AC=	Cisco Unified Enterprise Att Console - Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUE9X-MIG-AC	Cisco Unified Att Console Ent Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUP9X-MIG-AC	Cisco Unified Att Console Pre Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUAC9X-MCP	Cisco Unified Attendant Console 9.x for Midmarket Collab	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUAC9X-MIG-AC	Cisco Unified Att Console 9.x Migration Offer - eDelivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUACE9X-MCP	Cisco Unified Att Console Ent Ed 9.x for Midmkt Collab	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUB9X-MIG-AC	Cisco Unified Att Console Bus Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUE9X-MIG-AC	Cisco Unified Att Console Ent Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CUP9X-MIG-AC	Cisco Unified Att Console Pre Edition 9.x Migration Offer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-UCSS-ATT	UCSS for Attendant Console - eDelivery	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-UCSS-ATT-CUB1-1	UCSS for Business Att Console for One Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUB1M-1	UCSS for Business Att Console for One Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUB2-1	UCSS for Business Att Console for Two Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUB3-1	UCSS for Business Att Console for Three Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUB5-1	UCSS for Business Att Console for Five Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUD1-1	UCSS for Department Att Console for One Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUD1M-1	UCSS for Department Att Console for One Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUD2-1	UCSS for Department Att Console for Two Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUD3-1	UCSS for Department Att Console for Three Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUD5-1	UCSS for Department Att Console for Five Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUE1-1	UCSS for Enterprise Att Console for 1 year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUE1M-1	UCSS for Enterprise Att Console 1 Month add-on - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUE2-1	UCSS for Enterprise Att Console for 2 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUE3-1	UCSS for Enterprise Att Console for 3 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-CUE5-1	UCSS for Enterprise Att Console for 5 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-MCP1-1	UCSS for Att Console Ent Edition for 1 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-MPC3-1	UCSS for Att Console Ent Edition for 3 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-PRE1-1	UCSS for Att Console Premium Ed for 1 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-PRE1M-1	UCSS for Att Console Premium Ed for 1 Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-PRE2-1	UCSS for Att Console Premium Ed for 2 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-UCSS-ATT-PRE3-1	UCSS for Att Console Premium Ed for 3 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
L-UCSS-ATT-PRE5-1	UCSS for Att Console Premium Ed for 5 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT	UCSS for Attendant Console	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB1-1	UCSS for Business Att Console for One Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB1-1=	UCSS for Business Att Console for 1 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB1M-1	UCSS for Business Att Console for One Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB2-1	UCSS for Business Att Console for Two Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB2-1=	UCSS for Business Att Console for 2 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB3-1	UCSS for Business Att Console for Three Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB3-1=	UCSS for Business Att Console for 3 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB5-1	UCSS for Business Att Console for Five Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUB5-1=	UCSS for Business Att Console for 5 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD1-1	UCSS for Department Att Console for One Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD1-1=	UCSS for Department Att Console for 1 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD1M-1	UCSS for Department Att Console for One Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD2-1	UCSS for Department Att Console for Two Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD2-1=	UCSS for Department Att Console for 2 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD3-1	UCSS for Department Att Console for Three Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD3-1=	UCSS for Department Att Console for 3 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUD5-1	UCSS for Department Att Console for Five Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UCSS-ATT-CUD5-1=	UCSS for Department Att Console for 5 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUE-1-1	UCSS for Enterprise Att Console for 1 year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUE-1M-1	UCSS for Enterprise Att Console 1 Month add-on - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUE-2-1	UCSS for Enterprise Att Console for 2 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUE-3-1	UCSS for Enterprise Att Console for 3 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-CUE-5-1	UCSS for Enterprise Att Console for 5 years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-PRE1-1	UCSS for Att Console Premium Ed for 1 Year - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-PRE1M-1	UCSS for Att Console Premium Ed for 1 Month - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-PRE2-1	UCSS for Att Console Premium Ed for 2 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-PRE3-1	UCSS for Att Console Premium Ed for 3 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-ATT-PRE5-1	UCSS for Att Console Premium Ed for 5 Years - 1 Instance	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CB-1-1	UCSS for Business Att Console Promo - 1 Instance One	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CB-3-1	UCSS for Business Att Console Promo - 1 Instance Three	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CB-5-1	UCSS for Business Att Console Promo - 1 Instance Five	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CU-1-1	UCSS for Enterprise Att Console Promo - 1 Instance One	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CU-3-1	UCSS for Enterprise Att Console Promo - 1 Instance Three	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-CU-5-1	UCSS for Enterprise Att Console Promo - 1 Instance Five	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-MCP1-1	UCSS for Att Console Ent Edition for 1 Year - 1 User	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-MPC3-1	UCSS for Att Console Ent Edition for 3 Years - 1 User	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-PR-1-1	UCSS for Att Console Prem Mig Offer - 1 Instance One	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
UCSS-U-ATT-PR-3-1	UCSS for Att Console Prem Mig Offer - 1 Instance Three	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>
UCSS-U-ATT-PR-5-1	UCSS for Att Console Prem Mig Offer - 1 Instance Five	-	-	<a href="#">See EOL9769 for specific EOL milestones and information</a>

## Product Migration Options

Existing Cisco Unified Attendant Console customers are encouraged to migrate to Cisco Unified Attendant Console Advanced. Customers currently using the Cisco Unified Communications Manager Attendant Console are encouraged to migrate to Cisco Unified Attendant Console Standard.

Both products can be found at: <http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/index.html>.

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

The Cisco Takeback and Recycle program helps businesses dispose properly 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:

[http://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco Unified Attendant Console Advanced or Cisco Unified Attendant Console Standard, visit <http://www.cisco.com/c/en/us/products/unified-communications/unified-attendant-consoles/index.html>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](http://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to: [http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

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