



# End-of-Sale and End-of-Life Announcement for the Cisco Enterprise Agreement for Contact Center Version 12.0



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## Overview

### EOL13874

Cisco announces the end-of-sale and end-of-life dates for the Cisco Enterprise Agreement for Contact Center Version 12.0. The last day to order the affected product(s) is April 23, 2021. 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.

Customer are encouraged to upgrade to Cisco Unified Contact Center Enterprise release 12.5 under A-FLEX-CC or under their Cisco Enterprise Agreement for Contact Center and related Software Support Subscription (SWSS) contract.

The link to the Cisco Collaboration Flex Plan Contact Center Ordering Guide is provided below:

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Enterprise Agreement for Contact Center Version 12.0

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.	April 23, 2021
<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.	April 23, 2021
<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.	May 15, 2021
<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.	April 23, 2022
<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.	April 23, 2022
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	July 20, 2023
<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.	April 30, 2024

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

## Product part numbers

End-of-Sale Product Part Number	Product Description
EA-IPCE12MEDKIT-K9	UCCE Media
EA-CC12-LIC-KEY	EA CC License Key - Version 12
EA-CVP12-MEDIAKIT	CVP Media

## Product migration options

Customer are encouraged to upgrade to Cisco Unified Contact Center Enterprise release 12.5 under A-FLEX-CC or under their Cisco Enterprise Agreement for Contact Center and related Software Support Subscription (SWSS) contract.

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

## 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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