

End-of-Sale and End-of-Life Announcement for the Cisco Webex Assist Offer - Select Services and SKUs

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Assist Offer - Select Services and SKUs. The last day to order the affected product(s) is August 30, 2022. Customers with active service contracts will continue to receive support from the Cisco WebEx Assist Services Team 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.

This bulletin applies to ONLY perpetual licenses for Assist services (Lifecycle Assist and Event Assist). Webcast services are not impacted.

Customers are encouraged to migrate to Production Assist offers under A-Events.

Refer to the Data Sheet and Order Guide for A-Events.

- Data Sheet: <https://www.webex.com/content/dam/wbx/us/documents/pdf/webex-production-services-data-sheet.pdf>
- Order Guide: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-events-og.html>
- Questions can be emailed to: webexproductionservices@cisco.com

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Assist Offer - Select Services and SKUs

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.	March 1, 2022
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 30, 2022
Last Date of Support: App SW	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.	August 31, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

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
L-WBX-ASSIST-EA-DR	Activate Event Assist - 1YR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-EA-IP	Event Assist Intro Pack - Buy 5 get 1 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-EA-LP	Event Assist Large Pack - Buy 85 get 15 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-EA-MP	Event Assist Medium Pack - Buy 22 get 3 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-EA-NC	Free Event Assist	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-LA-DR	Activate Lifecycle Assist - 1YR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-LA-IP	Lifecycle Assist Intro Pack - Buy 5 get 1 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-LA-LP	Lifecycle Assist Large Pack - Buy 85 get 15 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-WBX-ASSIST-LA-MP	Lifecycle Assist Medium Pack - Buy 22 get 3 Free	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-LA-NC	Free Lifecycle Assist	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-PRM	Lifecycle Assist for Meetings	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-SP-DR	Activate Additional Hour - 1YR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-STD	Event Assist for Meetings	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-WBX-ASSIST-SUPRT	Event or Lifecycle Assist Additional Hour	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

This Cisco Webex Assist offering has been migrated to Webex Production Assist Services. Customers still needing to obtain assist support for their upcoming Webex Events, Webcasts, Webinars and Meetings should review the new offer definitions and order guide for more information:

- Data Sheet: <https://www.webex.com/content/dam/wbx/us/documents/pdf/webex-production-services-data-sheet.pdf>
- Order Guide: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/webex-events-og.html>

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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San Jose, CA

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