

End-of-Sale and End-of-Life Announcement for Cisco Partner Smart Assist service



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Overview

End-of-sale for Cisco® Partner Smart Assist service providing PSS deliverables for the Smart Net Total Care® Portal/Collector (CSPC)

The Cisco Partner Smart Assist offer will be discontinued. The Partner Smart Assist service will follow the End-of-Sale timelines listed in Table 1.

Service Migration

All Service SKUs associated to **PNSAS** GSP will be End of Sale.

Partners with active Partner Smart Assist service contracts will continue to receive support and maintenance until the termination date of their contract.

During Renewals, partners will be able to implement the Cisco Smart Assist offer (**CSAS**) to provide the equivalent Cisco branded Smart Net Total Care Portal/Collector (CSPC) ongoing deliverables. Alternatively, for partners in the Americas region, you can reach out to the Partner CSS team (css_for_partners@cisco.com) for consultation, adoption, and best practices on the Smart Net Total Care Portal/Collector (CSPC). For partners in APJC and EMEAR, please contact your Cisco Service point of contact for updates or a comparable team in your region. In the interim, you can continue to send questions to the [External Community Site](#).

End-of-life milestones

Table 1. End-of-life milestones and dates for Partner Smart Assist

Milestone	Definition	Date
End-of-Sale 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.	September 24, 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.	December 23, 2020
Last Date of Service	The last-possible date to receive service, after which the service becomes obsolete and End-of-Life.	Expiration date of the existing active contract

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.

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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