



End-of-Sale for Cisco Solution Support for Partner Support on Cisco ACI

Cisco announces the end-of-sale for the Solution Support Partner Support services available with the purchase of Cisco ACI products.

Cisco Solution Support Partner Support services for the Cisco ACI products will be discontinued. Partners can now receive Cisco Partner Support from the standard Partner Support offers. The Solution Support versions of Partner Support will follow the End-of-Sale migration and timelines listed in Table 3.

Service Migration

All Service SKUs from Data Center Products for the following GSPs will be End of Sale.

Table 1. Solution Support for Partner Support on Cisco ACI GSPs that are End of Sale

Cisco Solution Support for Partner Support on Cisco ACI GSPs to End of Sale	
PSPNB	PSPCS
PSPNE	PSP4S
PSPNP	PSP4P
PSPS2	PSPC2

Partners with active Cisco Solution Support Partner Support services contracts will continue to receive support and maintenance until the termination date of their contract.

During Renewals, partners will be able to choose from one of the service levels found in table 2 to continue to take advantage of the Partner Support Services.

Table 2. GSP offer Code and Service level Matrix

Standard Partner Support Service GSP	Service Level / Onsite Availability
General Service Product (GSP) PSUT & PSRT	8 X 5 X Next Business Day
General Service Product (GSP) PSUE	8 X 5 X 4 Hour Response
General Service Product (GSP) PSUP	24 X 7 X 4 Hour Response
General Service Product (GSP) PS2P	24 X 7 X 2 Hour Response
General Service Product (GSP) PSOE	8 X 5 X 4 Hour Response with Onsite Replacement
General Service Product (GSP) PSOP	24 X 7 X 4 Hour Response with Onsite Replacement
General Service Product (GSP) PSO2	24 X 7 X 2 Hour Response with Onsite Replacement

Table 3. Milestones, definitions, and dates for the affected services

Milestone	Definition	Date
End-of-Sale Announcement Date	The date that the document announcing the end-of-life and end-of-sale is made available to the general public	June 15, 2020
End-of-Sale date	This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	September 15, 2020
End of new service attachment date for Quote Protection	This is the last date to order a new contract or add equipment and/or software to an existing contract for the affected service. Only Applicable to Open Quotes up to 60 days after End-Of-Sale date.	November 15, 2020
End of service contract renewal date	This is the last date to extend or renew an existing service contract for affected service.	Expiration date of the existing active contract
Last Date of Support	The last-possible date to receive support for covered services, after which the service becomes obsolete and End-of-Life.	Expiration date of the existing active contract

For More Information

For additional information, contact your regional Cisco representative.



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