

End-of-Sale and End-of-Life Announcement for Some Cisco TAC Local Language Services

Cisco announces the end-of-sale and end-of life dates for six of the Cisco TAC Local Language Support GSPs and their associated SKUs. The last day to order these services is July 2, 2018.

These GSPs and SKUs are only applicable to Unified Computing System (UCS) products. This announcement describes the end-of-life milestones, definitions, dates for the affected service, and lists the affected GSPs. Customers with active service contracts will continue to receive support until the termination date of their contract.

Table 1. End-of-Life Milestones and Dates for the Cisco TAC Local Language Service

Milestone	Definition	Date
End-of-Sale Announcement Date	The date the document announcing the end of sale and end of life is made available to the general public.	April 2, 2018
End-of-New-Service-Attachment Date	The last date to order a new contract or add equipment to an existing contract for the affected service.	July 2, 2018
Last Date for Quotes	The last date on which new quotes can be created for the affected service.	May 2, 2018
Quote protection period	Cisco is providing a 60-day quote protection period for approved TAC Local Language quotes to be converted to orders	May 2, 2018 through July 2, 2018
End-of-Sale Date	The last date to order the service using Cisco point-of-sale mechanisms. The service is no longer for sale after this date.	July 2, 2018
End-of-Service-Contract-Renewal Date	The last date to extend or renew an existing service contract for the affected service.	Expiration date of the existing active contract
Last Date of Support	The last date to receive support for covered products. After this date support for this service is not available, and the service becomes obsolete.	Expiration date of the existing active contract

Table 2. TAC Local Language Service GSPs Affected

GSP	Service Level Description	Alternative Standard SNTC GSPs
C2PL	LL UCS 24x7x2 hour On Site	C2P
OSPTL	LL UCS 24x7x4 hour On Site with Troubleshooting	OSPT
OPTLD	LL UCS 24x7x4 hour On Site with Drive Retention & Troubleshooting	OSPTD
S2PL	LL UCS 24x7x2 hour	S2P
UCW7L	LL UCS 24x7x4 hour On Site.	UCW7
UWD7L	LL UCS 24x7x4 hour On Site RMA-only with Drive Retention	UCWD7

Current service contracts will remain active through the term of the existing contract. There are no replacement service offers for the services covered by these GSPs. At service renewal, customers can renew with SKUs from the remaining TAC Local Language support SKUs or with the appropriate standard Smart Net Total Care service level for the device.

Table 2. TAC Local Language GSPs Being Retained

GSPs being Retained	Service Level Description
SNTP	LL UCS 24x7x4 hour
C4PL	LL UCS 24X7X4 hour On Site
USD7L	LL UCS 24x7x4 hour On Site with Drive Retention

When customers renew with standard Smart Net Total Care SKUs, they will receive 24x7x365 support for Severity 1 and Severity 2 issues in their local language. Severity 3 or Severity 4 issues will be routed to the appropriate local language TAC support region as required during standard regional business hours.

The TAC local language GSPs being retained (listed above) provide 24x7x365 TAC local language support for all Severity levels.

For More Information

Contact your local representative or partner.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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