

End-of-Sale and End-of-Life Announcement for the Cisco Webex Work Offer

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	10
For more information	11

Overview

EOL15021

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Work Offer. The last day to order the affected product(s) is October 18, 2023. The last day to renew or add to an existing subscription is October 18, 2025. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Customers are encouraged to migrate to Cisco Collaboration Flex Plan 3.0 (A-FLEX-3) Offer. The Cisco Collaboration Flex Plan Ordering Guide can be found at this link:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/collaboration-flex-plan3-og.html>.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Work Offer

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.	April 19, 2023
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.	October 18, 2023
End of Change/Renewal Date *: Subscription	The last date to Renew or Add to an existing subscription.	October 18, 2025
Last Date of Support **: Subscription	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	October 31, 2025

*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

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
A-WORK-3	Webex Work	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-B-C	Committed Bundle +BCCB Audio (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-BCCB-ENT	Webex Audio Bridge Country Call Back Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-BCCB-TF-ENT	Webex Audio Bridge Country Call Back + TF Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-C	Committed Bundle + VOIP Audio (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-C-CALL	Total Committed Webex/Webex SP Calling Users (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-C-MEET	Total Committed Meetings Users (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-C-MSG	Total Committed Teams Messaging users (1)	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
A-WORK-CALL-C	Webex/Webex SP Calling Committed (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CALL-ENT	Webex Calling Entitlement (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CALL-O	Webex Calling Overage (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CALL-U	Webex Calling Uncommitted Usage (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CALL-U-ENT	Webex Calling Uncommitted Entitlement (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CCA-C	Committed Bundle +CCA-SP Audio (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-CCASP-ENT	Webex CCA-SP Audio Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-COM-C	Webex/Webex SP Calling Common Area licenses Committed (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-COM-ENT	Webex Calling Common Area Entitlement (2)	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
A-WORK-DEV-C	Webex Device Registration Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-DEVREG-ENT	Webex Device Registration Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-EC-C	Webex EC 1000 Meetings Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-EC-ENT	Webex Webinars Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-EC-O	Webex Webinars 1000 Meetings Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-EC-U	Webex Webinars 1000 Meetings Uncommitted (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-EC-U-ENT	Webex Webinars Uncommitted Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-ERC	Emergency Response Center Call fee per location search US	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-FILESTG-ENT	Webex File Storage Entitlement (1)	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
A-WORK-G-C	Committed Bundle + GCCB Audio (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-GCCB-ENT	Webex Audio Global Country Call Back Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-B-C	Webex Meetings+BCCB Committed Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-B-O	Webex Meetings+BCCB Committed Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-B-U	Webex Meetings+BCCB Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-C	Webex Meetings + VOIP Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-CCA-C	Webex Meetings + CCA-SP Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-CCA-O	Webex Meetings + CCA-SP Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-CCA-U	Webex Meetings + CCA-SP Uncommitted Usage (1)	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
A-WORK-MEET-ENT	Webex Meetings Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-G-C	Webex Meetings+GCCB Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-G-O	Webex Meetings + GCCB Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-G-U	Webex Meetings + GCCB Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-O	Webex Meetings + VOIP Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-T-C	Webex Meetings + Toll Dial in Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-T-O	Webex Meetings + Toll Dial in Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-T-U	Webex Meetings+Toll Dial in Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-TF-C	Webex Meetings + TF/BCCB Committed (1)	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
A-WORK-MEET-TF-O	Webex Meetings + TF/BCCB Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-TF-U	Webex Meetings + TF/BCCB Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-U	Webex Meeting + VOIP Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MEET-U-ENT	Webex Meetings Uncommitted Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MSG-C	Webex Messaging Committed (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MSG-ENT	Messaging entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MSG-O	Webex Messaging Overage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MSG-U	Webex Messaging Uncommitted Usage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-MSG-U-ENT	Teams Messaging Uncommitted Entitlement (1)	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
A-WORK-T-C	Committed Bundle + Toll Dial In Audio (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-TF-C	Committed Bundle + TF/BCCB Committed (2)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-TOLL-ENT	Webex Audio Toll Dial in Entitlement (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-WX-STG-ENT	Webex NBR Storage (1)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to Cisco Collaboration Flex Plan 3.0 (A-FLEX-3) Offer. The Cisco Collaboration Flex Plan Ordering Guide can be found at this link:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/collaboration-flex-plan3-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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