



End-of-Sale and End-of-Life Announcement for the Cisco Unified Attendant Console (CUAC) - Flex 2.0 Enterprise Agreement

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Overview

EOL13846

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Attendant Console (CUAC) - Flex 2.0 Enterprise Agreement. The last day to order the affected product(s) is January 13, 2022. The last day to renew or add to an existing subscription is January 13, 2022. 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 a CUAC subscription under A-FLEX-3.

The Cisco Collaboration Flex Plan 3.0 Ordering Guide is available at the link below:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/guide-c07-744224.html>

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Attendant Console (CUAC) - Flex 2.0 Enterprise Agreement

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.	July 15, 2021
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.	January 13, 2022
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	January 13, 2022
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.	January 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	Additional Information
A-FLEX-A-AC-11X	Attendant Console Advanced Version 11	Customers are encouraged to migrate to A-FLEX-CUAC-A under A-FLEX-3
A-FLEX-A-AC-12X	Attendant Console Advanced Version 12	Customers are encouraged to migrate to A-FLEX-CUAC-A under A-FLEX-3
A-FLEX-A-HAAC-11X	Attendant Console Advanced HA Version 11	Customers are encouraged to migrate to A-FLEX-CUAC-A-HA under A-FLEX-3
A-FLEX-A-HAAC-12X	Attendant Console Advanced HA Version 12	Customers are encouraged to migrate to A-FLEX-CUAC-A-HA under A-FLEX-3
A-FLEX-S-AC-11X	Attendant Console Standard Version 11	Customers are encouraged to migrate to A-FLEX-CUAC-S under A-FLEX-3
A-FLEX-S-AC-12X	Attendant Console Standard Version 12	Customers are encouraged to migrate to A-FLEX-CUAC-S under A-FLEX-3

Product migration options

Customers are encouraged to migrate to a CUAC subscription under A-FLEX-3.

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Service prices for Cisco products are subject to change after the product End-of-Sale date.

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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