

End-of-Sale and End-of-Life Announcement for the Cisco Unity Express Version 10.x Subscriptions

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	5
For more information	5

Overview

EOL13382 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unity Express Version 10.x Subscriptions. The last day to order the affected product(s) is October 29, 2020. The last day to renew or add to an existing subscription is October 29, 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 should contact their Cisco partner or Cisco account team to discuss migration options. Customers interested in a voice messaging and communication solution could consider Cisco Unity Connection as an alternative. A FLEX subscription license entitles customers to use Cisco Unity Connection.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unity Express Version 10.x Subscriptions

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 30, 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.	October 29, 2020
Last Ship Date Subscription	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 29, 2020
End of SW Maintenance Releases Date Subscription	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	October 29, 2021
End of New Service Attachment Date Subscription	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	October 29, 2020
End of Service Contract Renewal Date Subscription	The last date to extend or renew a service contract for the product.	October 29, 2022
End of Change/Renewal Date* Subscription	The last date to Renew or Add to an existing subscription.	October 29, 2022

Milestone	Definition	Date
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, 2023

HW = Hardware OS SW = Operating System Software App. SW = Application Software

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-FLEX-CUE-IVR	Unity Express with Interactive Voice Response (1)	No Replacement	-	See the Product Migration Options section below for alternative products.
A-FLEX-CUEVM	Unity Express with VoiceMail (1)	No Replacement	-	See the Product Migration Options section below for alternative products.
A-FLEX-CUEIVR	Unity Express with Interactive Voice Response (1)	No Replacement	-	See the Product Migration Options section below for alternative products.
A-FLEX-CUE-VM	Unity Express with VoiceMail (1)	No Replacement	-	See the Product Migration Options section below for alternative products.
A-HST-LIC-CUE-IVR	New Flex Hosted specific term-based billing PID for CUE-IVR	No Replacement	-	See the Product Migration Options section below for alternative products.
A-HST-LIC-CUE-VM	New Flex Hosted specific term-based billing PID for CUE-VM	No Replacement	-	See the Product Migration Options section below for alternative products.
A-PRM-LIC-CUE-IVR	Flex On Prem specific term-based billing PID for CUE-IVR	No Replacement	-	See the Product Migration Options section below for alternative products.
A-PRM-LIC-CUE-VM	Flex On Prem specific term-based billing PID for CUE-VM	No Replacement	-	See the Product Migration Options section below for alternative products.

Product migration options

Customers should contact their Cisco partner or Cisco account team to discuss migration options. Customers interested in a voice messaging and communication solution could consider Cisco Unity Connection as an alternative. A FLEX subscription license entitles customers to use Cisco Unity Connection.

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>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)