



End-of-Sale and End-of-Life Announcement for the Cisco ServiceGrid Service

Cisco announces the end-of-sale and end-of-life dates for the Cisco ServiceGrid™ Service. The last day to order the Cisco® ServiceGrid® Service SKUs is November 1, 2017. Customers with active service contracts will continue to receive the support until their contracts expire. Table 1 describes the end-of-life milestones, definitions, and dates.

Table 1. End-of-Life Milestones and Dates for the Cisco ServiceGrid Service

| Milestone | Definition | Date |
|---|---|---------------------------------------|
| End-of-sale announcement date | The date that the document announcing the end of sale and end of life is made available to the general public. | May 1, 2017 |
| Last date for quotes | This is the effective date up to which ServiceGrid for new integrations can be added to quotes. | September 1, 2017 |
| Quote protection period | Cisco is providing a 60-day quote protection period to approved ServiceGrid quotes to be converted to orders. | September 1, 2017 to October 31, 2017 |
| End-of-sale date for new service | This is the last date to order the affected service using Cisco point-of-sale mechanisms. The service is no longer available for sale after this date. Note: Effective this date, Cisco is announcing a contract renewal term-length restriction: All ServiceGrid contract renewals will be restricted to a maximum term length of 2 years. | November 1, 2017 |
| End-of-service-contract-renewal date | This is the last date to extend or renew an existing service contract for the affected service. Note: <ul style="list-style-type: none">Contracts that expire beyond November 1, 2020 will not be eligible for renewal.Contract end date cannot exceed October 31, 2022. | November 1, 2020 |
| Last date of support and end-of-life date | This is the last possible date to receive support for the covered products. After this date, support for this service is not available, and the service becomes obsolete. | October 31, 2022 |

Effective November 1, 2017, ServiceGrid will no longer be available for purchase as a standalone service offer. ServiceGrid connections with the Cisco Technical Assistance Center (also known as Smart Bonding) will be available as a capability integrated with other Cisco service offers. These Smart Bonding connections are not affected by this announcement and will continue to be supported.

For More Information

For additional information, contact your regional Cisco representative.



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