

End-of-Sale and End-of-Life Announcement for the Cisco Webex Go

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex Go. The last day to order the affected product(s) is May 1, 2025. The last day to renew or add to an existing subscription is April 30, 2026. 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.

End-of-life milestones

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

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.	January 31, 2025
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.	May 1, 2025
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	April 30, 2026
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	April 30, 2026
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.	April 30, 2026

* 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-WEBEX-GO-C	Webex Go Committed Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WEBEX-GO-O	Webex Go Overage Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-D-WBXGO-C	Webex Go for Agency Committed Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WORK-D-WBXGO-O	Webex Go for Agency Overage Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-WEBEX-GO-ENT	Webex Go Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Entitlement for Webex Go is now included in the Webex Calling Professional License. Any Webex Calling Subscriber with a Professional Calling Licenses can be provisioned via Webex Control Hub with a Webex Go enabled number and plan. New or existing Customers can work with any of the new Certified Mobile Calling Providers and purchase the corresponding PSTN Number and eSIM/Mobile Plan capabilities from them directly. Customers no longer need to purchase the Webex Go PIDs. More information can be found in the ordering guide here: <https://www.cisco.com/c/en/us/products/collateral/unified-communications/spark-flex-plan/guide-c07-744224.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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