

# Cisco ServiceGrid Service Announcement



**Announcement Date:** May 1, 2017

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.

## Key Dates:

Date	Milestone
May 1, 2017	<a href="#">ServiceGrid end of sale and end of life announcement</a>
September 1, 2017	Last date when ServiceGrid for new integrations can be added to quotes.
September 1, 2017 to October 31, 2017	Cisco's standard 60-day quote protection period is in place for approved ServiceGrid quotes to be converted to orders.
November 1, 2017	End-of-Sale date for new service <b>Note:</b> 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, 2020	Last date for renewals <b>Note:</b> <ul style="list-style-type: none"><li>• Contracts that expire beyond November 1, 2020 will not be eligible for renewal.</li><li>• Contract end date cannot exceed October 31, 2022.</li></ul>
October 31, 2022	Last date of support and end of life date

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 or write an email to [servicegrid-eos@cisco.com](mailto:servicegrid-eos@cisco.com).