

End-of-Sale and End-of-Life Announcement for the Select Cisco Cable Modems

EOL9185

Cisco announces the end-of-sale and end-of-life dates for the Select Cisco Cable Modems. The last day to order the affected product(s) is October 2, 2013. Customers with active service contracts or active warranties 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 service contracts or active product warranties, support will be available for the shown dates as stated in the applicable service contracts or product warranty terms and conditions, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Select Cisco Cable Modems

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 3, 2013
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 2, 2013
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	December 31, 2013
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	October 2, 2014
End of New Service Attachment Date: HW	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 2, 2014
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	December 28, 2017
Last Date of Support: HW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	October 31, 2018

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

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
4012460	DPC2100R2 Modem, NA LPS (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4013343	EPC2100 Modem, EUR LPS (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4013706	DPC2100 Modem, Sw UPS, No Pwr Cord (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4027667	DPC3000 Modem, NA Desktop Sw LPS, USB, ENET (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4029670	DPC2100R3 Modem, DOCSIS 2.0, UPS, USB, NA P/C (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4029780	DPC2100R3 Modem, DOCSIS 2.0, 12V NA Sw LPS, No USB (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4031271	DPC2100R3 Modem, EU Wall-mt Sw LPS, No USB Cbl (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4034439	DPC3010D Modem, DOC 3.0, 8x4, ENET Cbl, No PS/USB, KOR (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4037024	DPC2100R3 Modem, DOCSIS 2.0, NA W/M LSPS, Cabletronics (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4037651	DPC3000 Modem, DOCSIS 3.0, ARG LPS, USB (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4039645	DPQ2160 Modem, DOCSIS 2.0, 100-240VAC, Chile (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
DPC2100-4041056-K9	SPVTG-DPC2100, D2.0, Modem, No USB (Mult=10)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to contact their account manager for product migration information.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at

http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Select Cisco Cable Modems through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

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

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

** For more information about the Cisco Product Warranties, go to:

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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 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: 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)