

Product Notice #0324



Change in AudioCodes Software Version Support Policy

Dear Partners and Customers,

This Product Notice announces a change in AudioCodes' software version support policy for the Mediant family of SBC and gateway products.

Effective February 1, 2018, AudioCodes software version support policy will be as follows:

Contracted services for software support shall be provided only with respect to the latest available major version release (N) and the previous (N-1) major version release of the product software. Notwithstanding the above, each and every software major version release will be supported for at least two years from its date of release. AudioCodes typically releases a software major version every two years.

In the event that AudioCodes declares that a particular product has reached its end-of-life and is no longer being sold by AudioCodes, or that its software is no longer being developed, AudioCodes will support the last applicable major version release for that product, for two years from the effective date of such an announcement.



If you have any questions, please use the
Support Inquiries Form