



callmedia

**EXPERT
CONTACT**

CALLMEDIA

END OF LIFE POLICY



Published by

Azzurri Communications Limited
Lancaster Court
8 Barnes Wallis Road
Fareham
Hampshire
PO15 5TU

Website: <http://www.callmedia.co.uk/>
Email: feedback@callmedia.co.uk
Telephone: +44 (0)800 316 2222

All rights reserved. No part of the contents of this document may be reproduced or transmitted in any form or by any means without the written permission of the publisher.

Please note that the information contained in this manual may change without prior notice.

Azzurri Communications Limited does not warrant that its documentation is without defect or error. Azzurri Communications Limited shall not be liable for lost profits, loss of data or any incidental or consequential damages of any kind resulting from defects in this document.

CONTENTS

Contents	3
Introduction	4
Applicable products	5
Definitions of Terms	6
End of Life	6
End of Sales	6
End of Development Support	6
Maintenance Mode	6
Customer Support	6
Policy	7
End of Life Schedule	8

INTRODUCTION

Callmedia is a specialist division within Azzurri Communications, with over 15 years' experience of delivering innovative contact centre solutions and communications technology to UK organisations. We have a dedicated development and integration team which are highly experienced and accredited with leading technology vendors, across all aspects of the contact centre.

Callmedia regularly reviews its product line to meet the changing needs of an evolving market due to new technologies, or operating systems.

This paper provides insight into the Callmedia policies with regard to discontinued products and how the market is notified.

APPLICABLE PRODUCTS

This End of Life Policy is effective as of 1st February 2016. It is applicable to all products officially released on or after January 1st 2010.

For products released before January 1st 2010, this policy can serve as a guideline or recommended method for EOL announcements.

DEFINITIONS OF TERMS

End of Life

When a product's lifetime comes to an end, Callmedia will provide an End of Life notice at least six months prior to the End of Sales date.

The End of Development Support date will also be announced as far in advance as possible.

End of Sales

When the End of Sales date arrives, the product will be removed from the pricelist and the sales of the product will be discontinued.

From a technical perspective, the product will enter 'maintenance mode.'

End of Development Support

Callmedia will continue providing customer support for customers with a valid maintenance contract after the End of Sales date. However, developer support will discontinue after the End of Development Support date.

Maintenance Mode

At the End of Sales date, the product enters 'Maintenance Mode' until the End of Developer Support date.

During 'Maintenance Mode' the following conditions apply:

- Callmedia will continue to provide customer support to those customers who have a valid maintenance contract.
- Callmedia will continue to provide 'software maintenance' support for a minimum of 12 months to those customers that have a valid maintenance contract. During this time, the product will not be enhanced with new features or functions; only updates with critical bug fixes and minor changes may be released.

Customer Support

While a product is in 'maintenance mode', Callmedia will continue providing the same customer support for the product as during the sales period.

This includes:

- Support: Helpdesk support; Distributors and Integration partners.
- Software maintenance support: minor changes and bug fixes.

The End of Life policy defines and explains the period of time and milestones regarding a product's End of Sales and End of Support.

POLICY

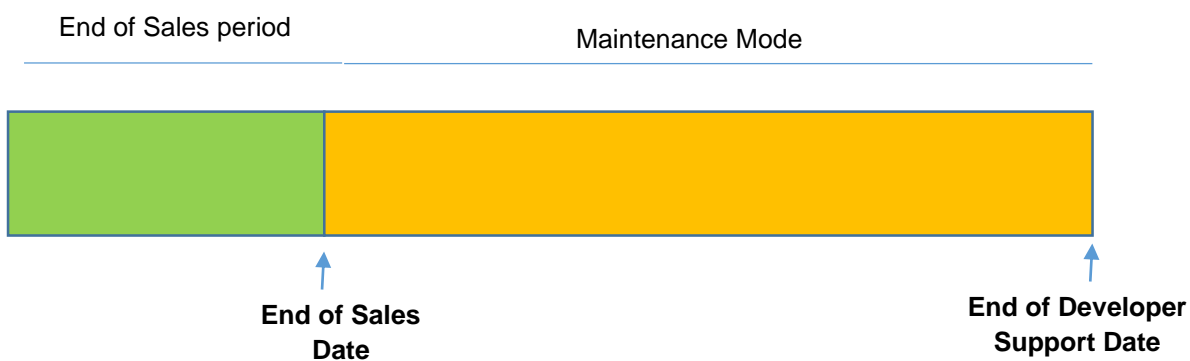
Callmedia will provide a minimum 6 month notice prior to the effective End of Sales date for any product to resellers and partners. The advance notice will include the product version, the End of Sales date and the tentative End of Support date.

The EOL notice will be sent via email to Customers, Authorized Resellers and Partners.

When the product EOL is announced, the transition period is called 'End of Sales' period. During this period, customers are advised to upgrade, migrate or change to an alternative or replacement product. Callmedia will provide recommendations accordingly.

After the End of Sales date has passed, the product will be removed from the price list and can no longer be purchased.

The product will enter 'maintenance mode' and no new features will be developed. However some updates with minor changes or bug fixes may be released. After the End of Developer Support date, there will be no additional bug fixes or maintenance updates.



END OF LIFE SCHEDULE

Milestone	Description	Period
End of Life announcement	Notification that a certain product has reached End of Life. Advice on alternative or replacement product.	At least 6 months before the End of Sales date.
End of Sales announcement	Notification that Customer Support for a certain product will be discontinued after the End of Support date.	Same as End of Life announcement.
End of Development Support announcement	Notification that Developer Support for a certain product will be discontinued after the End of Developer Support date.	Same as End of Life announcement.
End of Sales date	Final date of sales of the product. Product will be removed from the pricelist. Product will enter maintenance mode.	
End of Developer Support date	Final date of Developer Support for the product.	At least 1 year after the End of Sales date for software products.