

# Product Notice No. 169

## End-of-Support Announcement Software Version 6.0

**Notice Audience:**

This Product Notice is **external**.

**Notice Subject:**

End-of-Support (EoS) announcement for Software Version 6.0.

**Notice Date:**

January 7, 2013.

**Notice Effective Date:**

January 7, 2013.

**Notice Details:**

This Product Notice is a formal notification that AudioCodes Software Version 6.0 has reached the End-of-Support (EoS) stage. No further scheduled maintenance releases or fixes will be provided for this version.

For later major software versions than 6.0, in accordance with the Customer's support contract with AudioCodes, AudioCodes will provide bug fixes, workaround solutions, (or patches for urgent or high priority bugs) reported through AudioCodes' Customer Support. It may be necessary to upgrade to the latest production software release to correct certain reported problems. To receive new features, Customers must upgrade to the latest available software version.

AudioCodes software releases are normally supported during two (2) subsequent releases of major software versions and for a minimum of two (2) years from the initial release date. Additional software support may be provided to specific customers, based on sales agreements, on a case-by-case basis.

**Affected Product Family:**

This EoS applies to the following AudioCodes products:

- MediaPack 1xx series
- Mediant series (except for products mentioned below)

This EoS does not apply to the following products (for which Version 6.0 is the last supported version):

- IPmedia 3000 (6310)/SIP
- IPmedia 8000 Rev. 2/SIP
- Mediant 1000/MEGACO-MGCP
- Mediant 1000 MSBG T1 WAN/SIP

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