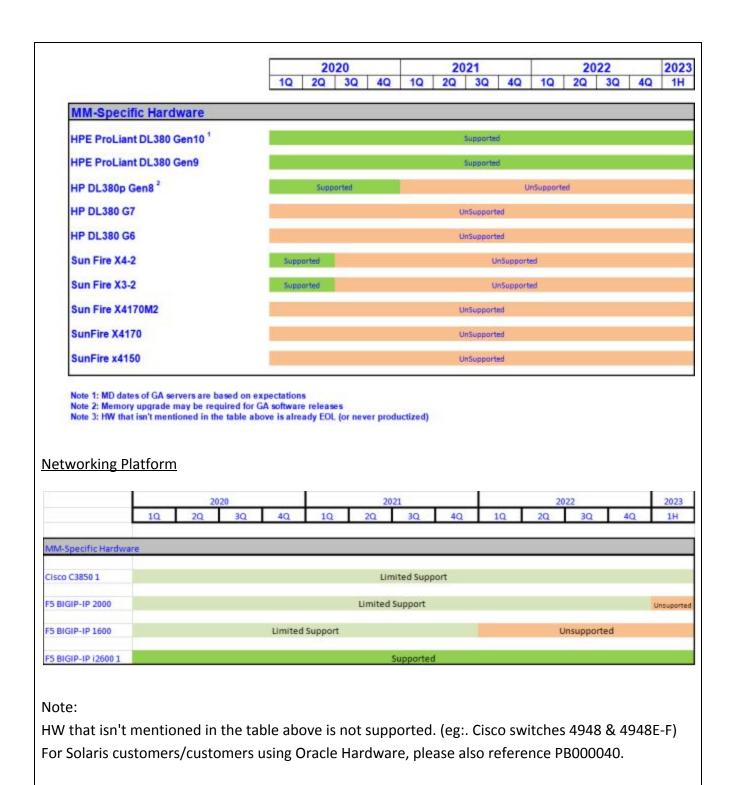
ZephyrTel

Product Bulletin – #00050

Concerned Area: Software Hardware			
<u>Title:</u>	ZephyrTel Mobile Messaging Lithium Hardware Lifecycle Announcement		
Product:	Lithium	Issued:	June, 2020
Customers: Affected	All ZephyrTel Lithium Customers and Partners		
Hardware: Affected	Lithium supported hardware (see below)	Author:	Prakash Ramamurthy
Feature(s): Affected	NA		
Notification Statement			
This is the yearly product bulletin concerning the Lithium Mobile Messaging supported hardware from ZephyrTel. This Product Bulletin replaces all the earlier versions: 'NewNet Mobile Messaging Hardware lifecycle announcement'.			
Customer Impact			
Details of this announcement are provided in the table and Lifecycle phases defined below. <u>Server Platform</u>			

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This announcement provides information to assist customers in planning for technology evolution. A summary of the life-cycle phases is included in this Product Bulletin in the above table for various supported hardware.

Customer Actions Needed

Customers that are on Hardware that will be in Limited Support/Unsupported status in the next 6 months from the date of this announcement should contact their sales representative to request an upgrade plan for affected network sites.

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Lifecycle Phases

Supported Phase

- Upgrades supported
- New Request for Features (RFFs) accepted
- Orderable by all customers
- Technical Assistance Center (TAC) Support provided: Critical, Major, and Minor Customer Support Requests (Cases)
- Hardware repair/return (RMA) support available (As per hardware vendor terms)

Limited Support

- TAC support Available
- HW no longer orderable/shippable
- Customers are encouraged to upgrade the recommended HW like Cisco C3650 with 24 or 48 ports(WS-C3650-24TS-S or WS-C3650-48TS-S) at first opportunity.
- HW support extended depending on local vendor availability.
- Increased support fees will apply

Unsupported Phase

- Hardware no longer supported by ZephyrTel.

The support levels described above apply to products that are either under warranty or post warranty support contracts, unless other terms have been agreed to by the customer and ZephyrTel within their respective agreements.