

Date

3rd August 2020

Dear Valued Customers,

With the release of Ascom DURAsuite version 5.10, we are announcing the End-of-Life Process to begin for versions 5.8 and older.

Ascom is committed to providing customers with innovative, high-quality solutions. As part of this commitment, it is necessary to continually improve and update the hardware and software components of our solutions to keep pace with advances in information technology.

This letter provides notification that Ascom DURAsuite 5.8 and older versions have commenced the End-of-Life process

Milestone	Definition	Date
End-of-Life	The last day to receive service & support calls.	03.08.2021

End of Life: is the date when standard support services for a product are no longer available.

Product Migration Options;

Customers are encouraged to migrate to the latest Ascom DURAsuite 5.10. For a limited time, Ascom will offer a free software upgrade to the latest version of DURAsuite to eligible customers *. (*service and any hardware required will be quoted and charged separately)

To find out more about this offer and transition, contact your local Ascom Sales Representative. For more information [click here](#)

We hope this advance notice can minimise disruption, and we thank you for your continued support of Ascom products and services.

Yours sincerely,

Ascom Integrated Wireless
2C Ground Floor,
Building 41-43 Bourke Rd,
Alexandria NSW 2015
02 9698 9000
au-marketing@ascom.com
ascom.com/au

Adam Jaffe
Marketing Director