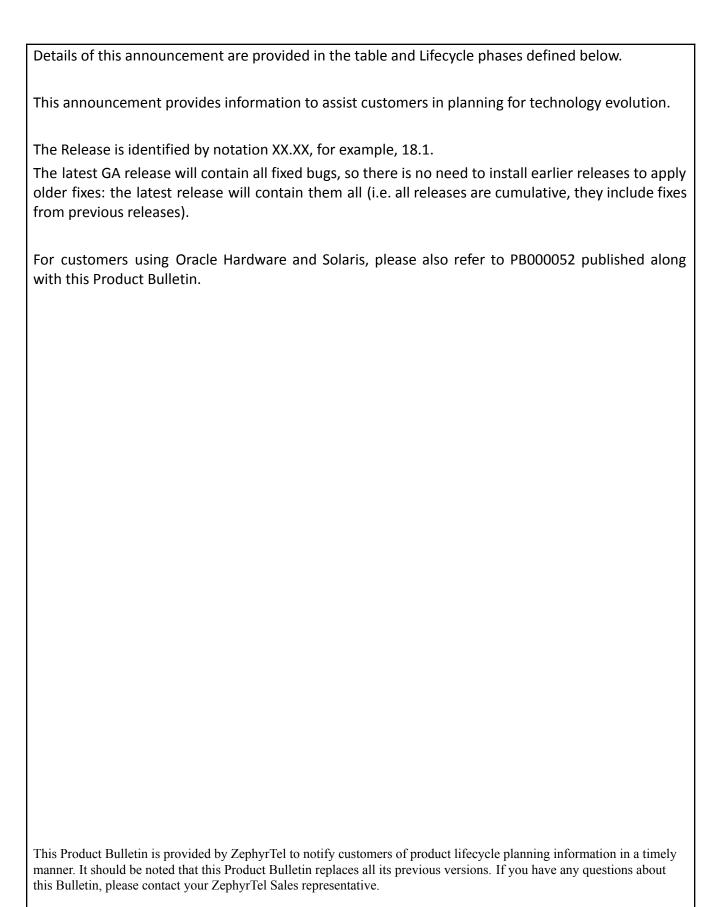
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Concerned Area:	Software	Har	dware
Tills Table Table 11 Access to 1111 to Cafe and 115 and Access to 1111			
<u>Title:</u>	ZephyrTel Mobile Messaging Lithium Software Lifecycle Announcement		
Product:	Lithium	Issued:	April 2021
Customers: Affected	All ZephyrTel Lithium Customers and Partners		
Releases: Affected	Lithium Software Releases (see below)	Author:	Prasad Mane
Feature(s): Affected	As per the software release notes		
Notification Statement			
This is a half-yearly Product Bulletin concerning the Lithium Mobile Messaging software product from ZephyrTel. This Product Bulletin replaces all the earlier versions: 'Textpass and NewNet Mobile Messaging software lifecycle announcement'.			
Customer Impact			

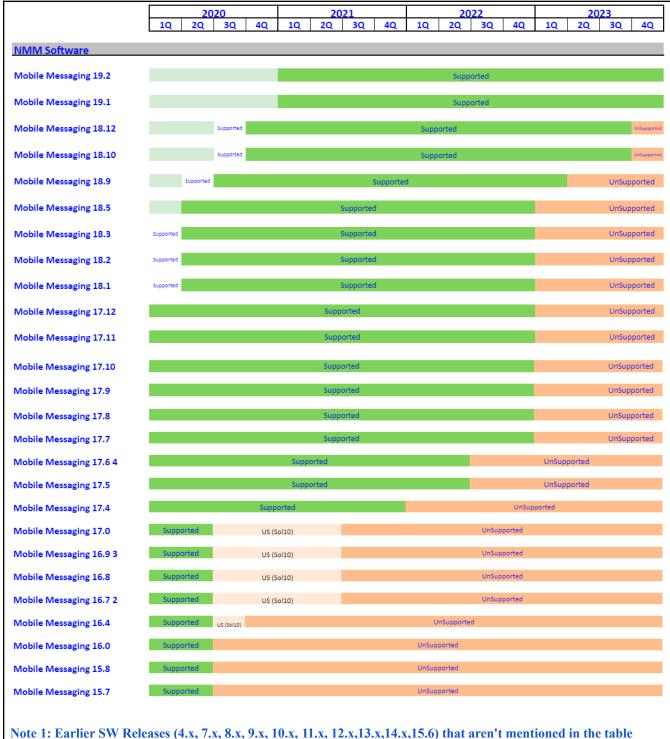
This Product Bulletin is provided by ZephyrTel to notify customers of product lifecycle planning information in a timely manner. It should be noted that this Product Bulletin replaces all its previous versions. If you have any questions about this Bulletin, please contact your ZephyrTel Sales representative.

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Note 1: Earlier SW Releases (4.x, 7.x, 8.x, 9.x, 10.x, 11.x, 12.x, 13.x, 14.x, 15.6) that aren't mentioned in the table above are EOL.

Note 2: 16.7 release is Limited Availability, and not a GA release.

Note 3: 16.9 release is Limited Availability, and not a GA release.

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Lifecycle Phases

Supported Phase

- Upgrades are supported if the customer wants to upgrade from such a supported version to the latest GA release.
- RFFs are accepted RFFs from customers shall be accepted, assessed and estimated before the quote is prepared & shared with the customer. However, if the quote is approved and PO is provided, ZT will accommodate the new RFF based on the current ongoing release plan.
- GA Releases are available to customers from the download site
- Support is provided: Critical, Major, and Minor Customer Support Requests (Cases) will be accepted.

UnSupported Phase

- Software release that is no longer available or supported by ZephyrTel.

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