



Phase Out of Hardware and Software

Information on the Phase Out of innovaphone Hardware and Software

innovaphone continually develops its hardware and software to always be technologically up-to-date and to extend the functionalities. The life cycles of manufactured components also become ever shorter. Here, innovaphone depends on the suppliers. This results in innovaphone being forced to cancel products in regular intervals. For us to be reliable towards our partners to a certain degree, we will strive to keep to the following guidelines.

Hardware

“End of Life” without Immediate Successor Product

Generally, we try to announce discontinued hardware products four months in advance. Together with this announcement, we state a date until which orders will be accepted (“Last Time Buy”).

“End of Life” with Successor Product

Typically, there will not be an announcement in advance if one device is replaced by a successor product as long as this successor has at least equivalent functions and the price remains the same. In this case, notification of the replacement may be on short notice.

“Deliveries after “Last Time Buy”

Hardware products might still be available after the date of “Last Time Buy”, while stock lasts. We will inform you about our product stock figures of the relevant devices on our innovaphone Partner Portal.

Compatibility Hardware and Software

New software often brings about new demands concerning the hardware. innovaphone cannot guarantee new software to operate on older hardware. We will try to offer commercially attractive promotions in order to ease the transition. The same applies to new hardware. innovaphone does not guarantee that older software runs on new hardware. We recommend you to set the project under Software Service and to always have the latest software on the installation. You can find detailed information on our Software Service in the guidelines for Software Service Agreement (SSA).

Repairs / Maintenance / Replacement

Simultaneous to the announcement of products being discontinued, there will be a notification to what extent repairs, maintenance and replacements can be offered beyond already ensured legal or contractual requirements.

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Software

innovaphone software is continuously enhanced. We differentiate between:

1. Further Development of Software Modules and their Range of Functions

In order to keep the innovaphone software up-to-date at any time, we recommend you to put the project under Software Service. You can find detailed information in the guidelines for Software Service Agreement (SSA). If a project is put under SSA, the download of all new versions of the software purchased is authorised. innovaphone does not offer any specific update promotions.

2. New Functionalities

Fundamentally new functionalities are offered as new products and potentially new licenses can be bought additionally.

3. Maintenance Releases

The current software version and the two previous software versions undergo maintenance. This means that there are regular maintenance releases for these latest software versions. With the release of a new software version, maintenance service will cease automatically for software versions that are older.

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Maintenance releases are available free of charge within the bought software version.

4. Software Support

innovaphone guarantees support to eligible Partners for the current software version and the two previous software versions.

You can Find more Information on Licensing and SSA here:

- Guidelines for Software Service Agreement
- License guidelines for the innovaphone PBX