



General

# BT ITS platform EOL Product Lifecycle Information

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Updated - May 2019

Updated - October 2020

Current Issue – January 2021 V1.3

## Change control

May 2019	EOL Statement for ITS
Sept 2020	Customers on 18.5 to 19.7 now have option to extend maintenance beyond May 2021
Oct 2020	Changes to EOL Service Definitions
Jan 2021	Extending Support <19.0 to March 2022, due to Covid. Added description of recovered components (V1.1). Further detail re 3 <sup>rd</sup> Party components.

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# 1 Introduction

BT's trader voice solutions are moving to the next generation of software that can be hosted on premise or in the near future the cloud (Customers Azure tenancy). BT will continue to provide support for BT ITS systems, ahead of customers migrating. However, the level of support is changing.

## For all ITS systems with software Releases before 19.8

Customers looking to maintain existing SLA must upgrade to 19.8 by the 31st of March 2022. The SLA is subject to the customers ITS Central Equipment (section 3) & Desktop Equipment (section 4) also being supported.

The Modified or EOL Extended Support SLA is subject to the customers ITS Central Equipment (section 3) & Desktop Equipment (section 4) also being supported.

	Up to 31 Mar 2022	1st April 2022 to 31st March 2026
Release 19.8	Bronze, Silver & Gold Support SLA No new feature/security/resiliency software released Limited UK working hours L4 (08:00 – 17:00 Mon-Fri Excluding Bank Holidays UK time) Limited scope for security patching, vulnerability testing and bug fixes * Card Repairs no longer available Card / Device Replacement Only (May be recovered cards / devices These are not refurbished, have no Warranty & Limited Stocks)	
19.0 to 19.7	Modified SLA until March 31 <sup>st</sup> 2022**	EOL Extended Support SLA**
18.x & below	Modified SLA until March 31 <sup>st</sup> 2022***	Not Available

**\* Limited scope for Software engineering (security patching, vulnerability testing and bug fixes) (for customers on ITS Release 19.8)**

BT will not do any new software development for new features. Development for bug fixes or changes that require re-engineering of the current software will not be undertaken. For example, re-engineering the interface to a voice recorded OS that migrates from Windows 2016 to 2018 only would not be undertaken. We will provide support to Customers on any of the 19.8.x releases (within the constraints we have introduced around limited software support), but we will only make changes to the latest release of the code. ie 19.8.4 and changes will be limited to security patches and small bug fixes that do not require re-engineering of the ITS software. This means that to have a bug fixed or to get a security patch, the Customer will need to upgrade to the latest release as per our standard versioning process.

BT provides support for Microsoft Windows 2012/16 and SQL Server 2012/14/16 only; BT will continue to provide pen testing results for these environments; we collate and apply Windows & SQL patches and test these once every 3 months; note that we cannot provide these patches to customers but provide a document with list of tested and approved patches that customers can download and apply.

Changes required as a result of issues identified through vulnerability testing or 3rd party integration, that would require additional CPU, memory, disk space will not be undertaken

**\*\*Modified SLA (for customers on ITS Software Release 19.7 and below)**

BT will continue to offer Bronze, Silver and Gold support through to 31<sup>st</sup> March 2022. However, dispatch response times for minor and major failures, both during and outside coverage hours will

increase by one (1) hour. BT will no longer offer Preventive Maintenance checks and Security Patching and Vulnerability Testing. There is no software development available and no access to L4 support. Card / Devices will no longer be repaired. Card/device replacement will use recovered equipment only to 31<sup>st</sup> March 2022 when Modified SLA support will cease. These recovered cards / devices are used parts and are not refurbished. They are supplied without warranty and hardware support is dependent on availability of these recovered components.

**\*\*\*EOL Extended Support SLA (for customers on ITS Software Release 19.0 to 19.7)**

BT will use commercially reasonable efforts to maintain customer's ITS platform and Netrix turrets. The table below reflects the new support model for maintenance agreements renewed after 31<sup>st</sup> March 2022. BT will cease support for agreements that lapse by more than thirty (30) days and will no longer offer time and materials support to Customers without a signed Maintenance Agreement. There is no software development available and no access to L4 support. Card / Devices will no longer be repaired. Card/device replacement will use recovered equipment (limited stock) to 31<sup>st</sup> March 2026, when all ITS support will cease. These recovered cards / devices are used parts and are not refurbished. They are supplied without warranty and hardware support is dependent on availability of these recovered components.

From April 2022 EOL Extended Support SLA **(for customers on ITS Software Release 19.0 to 19.7)**

Principal Period of Maintenance (PPM): Monday to Friday excluding Bank Holidays.	8:00AM-5:00PM Local Time
Dispatch call service during PPM	(included in fixed charges)
Dispatch call service outside PPM	(at hourly rates)
Dispatch response time (Minor Failure)	Next Business Day
Dispatch response time (Major Failure)	5 Hours
Dispatch response time outside of PPM (Minor Failure)	No Target Response Times
Dispatch response time outside of PPM (Major Failure)	No Target Response Times
Telephone assistance during PPM	(included in fixed charges)
Telephone assistance outside of PPM	(at hourly rates)
Preventive Maintenance during PPM performed (frequency):	No Longer Available
For customers that pay for Security Patching and Vulnerability Testing, all patching and testing support will cease in 2021.	No Longer Available
24x7 Remote Monitoring	Available (additional charge)

## 2 The BT ITS Portfolio

For the purposes of defining the lifecycle, the BT ITS portfolio is classified into four parts as follows:

- a) BT ITS Central equipment
  - b) BT ITS Desk equipment
  - c) BT ITS Software
  - d) 3rd party hardware and software that can optionally be purchased with the system.

BT uses many 3rd party components in the manufacture of ITS, these follow the same lifecycle as the central equipment and turrets. In addition, BT has also supplied a range of 3rd party hardware and software products with ITS as part of a turn-key installation. These products typically follow the lifecycle from the manufacturer and BT is only able to provide a maintenance service in line with the product's end of life status.

Your BT sales person will be pleased to help confirm the version of system components you currently have installed.

## 3 ITS Central Equipment

The ITS central equipment is designed, manufactured and supported by BT. The ITS central equipment has evolved through 6 distinct generations, each generation including a small, medium and large platform build. The table below identifies the earliest milestone dates for each generation of the central equipment sub-system:

Central Equipment Generation	Includes	First Sale	End of Sale	End of Extensions Sale	End of Mainstream Support
(i)	Type dS/43/73 (Analog and MegaLink 1)	1990	1997	2000	2011
(ii)	Type 27/29 (Analog, small platform)	1994	2005	2010	March 31 2014
(iii)	Type 43c/98 (MegaLink 2, DLIC 2/3)	1997	2010	2010	March 31 2014
(iv)	Type 47/51/107 config 1 (MegaLink 2, DLIC 2/3)	2000	2010	2010	March 31 2014
(v)	Type 51/107 config 2 (MegaLink 3, DLIC 2/3)	2004	2010	March 31 2019	March 31 2021
(vi)	Type 31/41/51/107 config 3 (MegaLink 3, DLIC 4)	2006	March 31 2019	March 31 2021	March 31 2026

*The upgrade from generation (v) to (vi) involves replacing the line shelves and line cards.*

*Please note that individual cards with older build levels may need to be upgraded to be compatible with the equipment generation.*

## 4 Desktop Equipment

ITS Desk-top equipment is designed, manufactured and supported by BT. The desk-top equipment has evolved through 9 distinct generations, independently of the central equipment. Desktop equipment includes button turrets, touch turrets, mini turrets, speakers, line modules, keypads, etc.

### 4.1 Turrets

The table below identifies the earliest milestone dates for each generation of desktop equipment, note that there is an End of Stock milestone date after which the products may be on a varied lead time and may require a minimum order quantity:

Desktop Generation	Includes	Max. Central Equipment Generation	First Sale	End of Stock	End of Sale	End of Mainstream Support
(i)	P601, pV60, pV400, pV700	(ii)	1990	2000	2000	2010
(ii)	pV60D, pV400D	(iv)	1992	2000	2000	2010
(iii)	pV30, pV705	(iv)	1995	2005	2005	2011
(iv)	pV405, pV405e,	(vi)	1996	2005	2005	2015
(v)	pV405i	(vi)	1999	2008	2008	2015
(vi)	pV405Hi, pV105Hi, pV205Hi	(vi)	2002	2010	2010	2015
(vii)	BT Netrix 1	(vi)	2005	2010	2010	2015
=(viii)	BT Netrix touchscreen	(vii)	2007	2015	Dec. 31 2016	March 31 2019
=(viii)	BT Netrix (R)	(vii)	2007	March 31 2021	March 31 2021 (extensions and spares only, from May 2019)	March 31 2026
(ix)	BT Netrix office	(vii)	2012	March 31 2017	March 31 2019	March 31 2021

Note that BT Netrix HiTouch, introduced in 2014, is not compatible with ITS and is also not compatible with BT Trading.

### 4.2 Handsets and Headsets

The portfolio status of Netrix handsets and Walker handsets are identified below.

Handset	First Sale	End of Stock	End of Sale	End of Mainstream Support
Walker	1992	March 31 2016	March 31 2017	March 31 2018

Netrix 1	2005	2010	2010	2015
Netrix 2	2007	2015	2015	March 31 2018
Netrix 3	2012	-	March 31 2021 (extensions and spares only, from May 2019)	March 31 2026

Since introducing BT Netrix, BT has manufactured the BT Netrix handset, this is currently on its 3rd generation as shown in the photos below. BT will continue to support / supply Netrix Handset 3 to End of Mainstream support for the ITS platform per the lifecycles stated in this document. Support for the handset is dependent on the ITS Central Hardware and software revision being supported in accordance with this document and handsets will not be provided where the ITS platform is out of Support.

In the past, BT also offered Walker handsets to those customers who prefer this traditional handset. Unfortunately, Plantronics, who now own Walkers, have decided to end of life this handset and BT is no longer able to provide or support the Walker handset.



Netrix Handset 3



Netrix Handset 2



Netrix Handset 1

As of 31 March 2022, headsets will no longer be supported by BT and Customers will need to make their own arrangements for support and replacement of faulty headsets.

### 4.3 OLS Speaker Keypads

OLS speaker keypads were introduced to provide a hand-held, remote control of open line speaker channels and speaker groups, for those traders heavily involved in 'shout-down' style voice broking. There are two generations of OLS keypad introduced to support pV405Hi and Netrix:

The portfolio status of OLS keypads is identified in the table below.

Product	First Sale	End of Stock	End of Sale	End of Mainstream Support
OLS for pV405Hi	2002	2010	2010	2015

OLS for Netrix 24-channels	2007	2015	2015	March 31 2019
OLS for Netrix 8/16-channels	2007	2015	March 31 2021 (extensions and spares only, from May 2019)	March 31 2026

## 5 BT ITS Software

This section covers ITS software releases and provides additional information on ITS Appliance servers, security scanning/update patches and integrated recorders.

### 5.1 ITS Software Releases

The table below identifies when BT ITS Software Releases were introduced into production systems. It also states the End of Sale and End of Support arrangement for each software Revision.



ITS Major Release	Introduced	End of Sale	End of Extensions Sale	End of Mainstream Support	End of Modified support	End of Extended support	End of Life
GeniDAD (pre-release)	1990	1999	1999	2003	Not Available	Not Available	2003
12	1999	2002	2002	2005	Not Available	Not Available	2005
13	2001	2003	2003	2006	Not Available	Not Available	2006
14	2002	2005	2005	2008	Not Available	Not Available	2008
15	2004	2006	2006	2010	Not Available	Not Available	2010
16	2005	2008	2008	March 31 2017	Not Available	Not Available	March 31 2017
17	2007	2010	March 31 2019	March 31 2021 After 31 March 2021 no L4 or Software support. Migration to BT Trading required	March 31 2022	Not Available	March 31 2022
18	2009	March 31 2017	March 31 2021	March 31 2021 After 31 March 2021 no L4 or Software support. Migration to BT Trading required	March 31 2022	Not Available	March 31 2022
19.0 to 19.7				March 31 2021 After 31 March 2021 no L4 or Software support. Upgrade to 19.8 required.	March 31 2022	March 31 2026	March 31 2026
19.8	2016	March 31 2019	March 31 2021	March 31 2026 After March 2021 limited L4 or Software support. Migrate to BT Trading suggested.	Not Available	Not Available	March 31 2026

See Section 1 for further details of the Modified Support, Extended Support and software Support limitations.

## 5.2 ITS Appliance Server

The ITS Appliance Server utilises Oracle Linux from version 4.0 onwards. Version 4.0 of the

Appliance Server was introduced in ITS release 18 from 18.5.5 plus feature pack 3 onwards and in ITS release 19 from 19.7.1 onwards. It is compatible only with Encapsulated LAN systems.

ITS Appliance Server versions 3.5.2.0 and below, which used Montavista Linux, are now out of support. Software updates including for addressing security fixes, will only be provided for ITS Appliance Server 4.0 and above and only on Oracle Linux.

## 5.3 Security scans and vulnerability patches

From 31 March 2021, no updates to address any security vulnerabilities in releases 17 and 18, are available; updates for release 19 are limited to release 19.8 and above. In line with current advice from BT, live BT Netrix devices and ITS switch components should continue to be excluded from penetration tests.

## 5.4 BT Recorder

The portfolio status of BT Recorder is identified in the table below.

BT Recorder Version	Introduced	End of Sale	End of Extensions Sale	End of Mainstream Support	End of Extended Support
7.8	2008	June 01 2014	June 01 2015	June 01 2015	Dec 31 2016
11.1	2012	Sept 01 2017	Dec 31 2018	Dec 31 2018	Dec 31 2019
11.2	2016	Sept 01 2017	Dec 31 2018	Dec 31 2018	Dec 31 2019
15.1 Legacy	2016	March 31 2018	Oct 31 2018	Oct 31 2021	Oct 31 2022
15.1 Unified	2016	March 31 2018	Oct 31 2018	Oct 31 2021	Oct 31 2022
15.2	2017	<i>Not defined</i>	<i>Not defined</i>	<i>Not defined</i>	<i>Not defined</i>

Further clarification of milestone dates will be provided when available from Verint. Between End of Mainstream Support and End of Extended support there will be no new bug fixes provided.

## 5.5 ITS Recorder

Prior to the introduction of the BT Recorder from Verint, BT had an OEM agreement with Nice for their small Nice Perform Express 2 platform, known as ITS Recorder. Nice withdrew this product some years ago and it is now beyond End of Extended Support.

## 5.6 ITS Anywhere

Due to Adobe's decision to cease supporting Flash, BT will no longer provide support for the ITS Anywhere capability as it based on Flash. Support for ITS Anywhere ended on December 31, 2020. For our customers that require work from anywhere capabilities we have designed an approach based on our BT Trading Platform that will allow remote traders to operate in parallel with the ITS. The BT Trading platform can then expand to support a smooth migration from ITS to BT Trading.

## 6 3rd party Equipment supplied with ITS

A distinction is made between 3<sup>rd</sup> party equipment lifecycles as follows:

- **3<sup>rd</sup> party components used in the manufacture of the ITS central equipment or turrets** – BT has routinely aligned the ITS lifecycle with that of 3<sup>rd</sup> Party component providers that the BT ITS is dependent on. As many of these suppliers have chosen to end the life or end support for their product/service, BT can no longer manufacture or repair ITS central equipment or Turrets.
- **3<sup>rd</sup> party equipment for which there is an option to purchase through BT or supply from elsewhere** - BT follows the life cycle from the original manufacturer.

In the former case, BT will use commercially reasonable efforts to mitigate any impact by providing recovered equipment where possible in accordance with the lifecycles stated in this document. (These recovered cards / devices are used parts and are not refurbished. They are supplied without warranty)

In the latter case, BT will provide a quotation to upgrade or replace the affected item. The customer is under no obligation to purchase this upgrade or replacement from BT. For all 3<sup>rd</sup> Party equipment supplied by BT, BT will provide a maintenance service in line with the 3<sup>rd</sup> Party product's lifecycle status with support for the component ceasing when the 3<sup>rd</sup> Party supplier ceases support for the component.

The 3<sup>rd</sup> party equipment and software identified below is commonly supplied with ITS platforms and comes under the latter category – option to purchase through BT or supply from elsewhere.

### 6.1 3rd party Hardware components offered for sale with ITS

#### 6.1.1 Power Rectifiers

In the past medium and large builds of ITS central equipment have require a mains rectifier. At the time of publication of this document, the supported power supply is the Eltek Flatpack2 Integrated 19" 2U system. Previous versions of Valere and Eltek Valere power supplies are end of life and no longer supported by BT.

Where a Power Rectifier reaches its end of support, BT can provide a quotation for a suitable replacement for the affected item and the Customer will need to replace the item if they require BT to continue to support the ITS Platform. Support for the ITS Platform is dependent on the ITS Central Hardware and software revision being supported in accordance with this document.

#### 6.1.2 HP Servers

BT has in the past supplied HP servers as ITS applications servers, ITS Admin servers and for Voice Recording.

For all ITS servers, BT adheres to the 3<sup>rd</sup> Party supplier's lifecycle policy and BT support for the server ceases when the server reaches the 3<sup>rd</sup> party suppliers end of support. Where a server has reached the end of support, BT can provide a quotation for the replacement of the affected item and the Customer will need to replace the item with a supported server if they require BT to continue to support the ITS platform.

Note that HP regularly update their models for sale and impose restrictions on server compatibility with different operating systems. For specific details please follow this link to the HP site / information.

[HPE ProLiant Server End of Service Life \(EOSL\) and Retired Matrix \(running-system.com\)](#)

The table below details HP hardware compatibility and support at the time of publication of this document.

Note that for Customers DL360e Gen 8, DL360p Gen 8, DL380e Gen 8 and DL380p Gen 8, these will become unsupported before 31 March 2026. To ensure continued support from BT, the Customer will need to upgrade these servers. BT can provide a quotation for these upgrades when required.

HPE Proliant Servers that were / are supported in ITS																	
HP Proliant Server				Supported in ITS	Windows Server			ITS Appliance Server									
Model	Gen	Retired	EOSL		2008R2SP1	2012R2	2016	v1.0	v1.2	v2.0	v2.1	v3.1	v3.2	v3.3	v3.4	v3.5	v4.0
DL320	5p	30-Sep-09	30-Sep-14														
DL320	6	31-Dec-12	31-Dec-17														
DL360	7	30-Apr-13	30-Apr-18														
DL360e	8	16-Aug-16	16-Aug-21														
DL360p	8	13-Jun-16	13-Jun-21														
DL360e	9	Current															
DL360p	10	Current															
DL380	4	28-Feb-07	28-Feb-12														
DL380	5	30-Nov-09	30-Nov-14														
DL380	6	30-Apr-11	30-Apr-16														
DL380	7	30-Apr-13	30-Apr-18														
DL380e	8	16-Aug-16	16-Aug-21														
DL380p	8	13-Jun-16	13-Jun-21														
DL380	9	Current															
DL380	10	Current															
		Not Compatible			Out of Support			Soon out of support			In Support						

### 6.1.3 Cisco Network Equipment

ITS systems have been supplied with Cisco Ethernet switches. These are subject to Cisco's end of life policy, which can be found on [Cisco's web site](#).

From May 2019, BT has supported Cisco 92xx and 93xx series switches to provide existing customers with an alternative for older Cisco equipment becoming end-of-support. Where a switch has reached the end of support, BT can provide a quotation for the replacement of the affected item and the Customer will need to replace the item with a Cisco supported switch if they require BT to continue to support the ITS Platform. The Customer may choose to provide the replacement switch themselves, but it must meet the specification provided by BT.

## 6.2 3rd party Software components offered for sale with ITS

### 6.2.1 Microsoft Windows Operating System

ITS systems utilise Microsoft's Windows Operating Systems. These are subject to Microsoft's End of Mainstream Support and End of Extended Support policy and dates. BT will not provide support for ITS systems with out-of-support Windows software. Customers will need to have ITS systems upgraded to supported versions of Windows software, for those ITS systems to remain supported by BT.

The table below details Microsoft Windows compatibility and support at the time of publication of this document.

January 2021		ITS Release									
		15.x.x.0 ~ 16.x.x.0	17.2.3.0 ~ 18.5.0.0				18.5.0.1 ~ 19.3.0.0	19.3.1.0	19.4.0.0 ~ 19.5.0.0	19.6.0.0	19.7.x.0 ~ 19.8.x.0
Microsoft Server Platform		ITS Admin Suite									
Windows Server	SQL Server	15.1.x.0 ~ 16.4.x.0	20.0.x.0 ~ 21.1.x.0	21.2.x.0	22.1.x.0 ~ 23.1.1.0	23.1.2.0 ~ 24.1.0.0	24.1.1.0 ~ 24.3.x.0	24.6.0.0	24.7.x.0 ~ 25.0.x.0	25.1.x.0	25.2.0.0 ~ 25.3.x.0
2000 SP4 x86 (2010-04-08)	2000 SP4 x86 (2013-04-09)										
2003 SP2 x86 (2015-07-14)	2000 SP4 x86 (2013-04-09)										
2003 SP2 x86 (2015-07-14)	2005 SP4 x86 (2016-04-12)										
2008 R2 SP1 x64 (2020-01-14)	2005 SP4 x86 (2016-04-12)										
2008 R2 SP1 x64 (2020-01-14)	2008 R2 SP3 x64 (2019-07-09)										
2012 R2 x64 (2023-10-10)	2012 SP4 x64 (2022-07-12)										19.8.x only
2012 R2 x64 (2023-10-10)	2014 SP2 x64 (2024-07-09)										19.8.x only
2016 x64 (2027-01-11)	2016 SP2 x64 (2026-07-14)										19.8.x only
	Not Compatible			Out of Support			Soon out of support				In Support

For Customers on ITS Release 19.0 to 19.7 currently on Windows server and SQL Server 2012, These will become unsupported before 31 March 2026. To ensure continued support from BT, the Customer will need to migrate to Windows server and SQL Server 2016 AND to upgrade to ITS revision 19.8. BT will provide a quotation for these upgrades when required.

## 6.2.2 3rd Party Application Software

There are two third-party software applications that have been supplied with ITS: Voice Recording and Call Logging.

BT Recorder (See 5.4 above) and ITS Recorder (See 5.5 above) are 3rd party Voice Recording applications that BT has supplied in the past. The support arrangements for these applications are explained in these sections.

Call Logging has primarily been provided by the Proteus Trader application from Enghouse Interactive, formerly known as CTI Data Solutions. Enghouse have advised BT that Proteus Trader version 6 became end of support in Q3 2018 and version 7 will be end of support in Q3 2021.

## 7 BT Support Milestones

BT adopts four support milestones that represent a change of support status for the products in the trader voice portfolio:

- End of Stock
- End of Sale
- End of Extensions Sale
- End of Mainstream Support
- End of Extended Support

After the **End of Stock** date BT will no longer be able to supply new individual components from stock. Provided the product is not beyond End of Sale, BT will build to order and quote an advisory lead-time; however, there may be a minimum order quantity applied. It is possible that the quantity available to order may be limited by the availability of components.

The **End of Sale** date determines the last opportunity to purchase new product, for new deployments.

**End of Extensions Sale** is the date when existing installations can no longer be expanded with extra hardware. Beyond this date, support can continue under the same terms with the exception that new product cannot be purchased.

Renewals of support contracts for product beyond End of Extension Sale will normally be restricted to 12 months duration or until the End of Mainstream Support date if this is quoted. For products beyond End of Sale, the duration of support contract offered will depend on the time available before End of Extension Sale or End of Mainstream Support.

Customers are generally advised to upgrade prior to the **End of Mainstream Support** date, after which standard service agreements cannot be renewed. Note that current customer contracts that extend beyond this date will be honoured until expiry.

Upgrade prior to the End of Mainstream Support date is strongly recommended, however if this is not possible, BT may be able to offer an Extended Support arrangement. This will typically be offered under a BCE [Best Commercial Effort] basis, with full maintenance support resuming after the system is upgraded. If an ITS is in Extended Support, it may be necessary to upgrade to a particular 'long-life' release that is suitable for long term support.

If an Extended Support arrangement is possible, BT reserves the right to:

- (i) Change the terms of the service level agreement,
- (ii) Review the maintenance charges,
- (iii) Require the customer to adopt an equivalent 'Long life release'

Please note that our development team will no longer be able to create new software, hot fixes or service packs to rectify any issues encountered during Extended Support.

BT may also advise an **End of Extended Support** date, beyond which support is not possible.

January 2021

Find out more at [bt.com/tradingsolutions](https://bt.com/tradingsolutions)

Offices worldwide

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