base7/OpenIN
All Products and Versions

End of Life Announcement
July 3, 2017

ၐ GENESYS

End of Life

Last Updated: June 17, 2017

Overview

As of July 3, 2017, Genesys announces the End of Life for the products listed below, and includes all currently available base7 and OpenIN OEM products:

Genesys Products	Releases
OpenIN	All Versions
HA - base7	
OpenIN - External Billing	
OpenIN - GENSPEC	
OpenIN - H.324M Gateway	
OpenIN - INAP	
OpenIN - ISUP	
OpenIN - ISUP GATEWAY/MGCP/H.248/SIP	
OpenIN - M3UA	
OpenIN - MAP	
OpenIN - MTP2 / M2UA	
OpenIN - MTP3	
OpenIN - SCCP	
OpenIN - SCTP	
OpenIN - SIP - T	
OpenIN - SLEE	
OpenIN - SUA	
base7 - A/V Codec Support	
base7 - A/V Transcoding Framework	
base7 - Diameter R Series IF IMS	
base7 - External Billing	
base7 - GENSPEC	
base7 - GR-1129 Service Extensions	
base7 - H.248 Series IF IMS	
base7 - H.324M Gateway	
base7 - INAP	
base7 - IPv6 Proxy	
base7 - ISUP	
base7 - M3UA	
base7 - MAP	
base7 - MTP2 / M2UA	
base7 - MTP3	
base7 - Mobile Number Portability	
base7 - PRI Gateway IUA/H.248/SIP	
base7 - RTP Proxy	
base7 - SCCP	
base7 - SCTP	
base7 - SIP - T	
base7 - SIP UA	
base7 - SIP UA GED-125 IF	
base7 - SIP UA-M Series IMS	
base7 - SLEE	
base7 - SMPP	
base7 - SUA	
base7 - ISUP GATEWAY/MGCP/H.248/SIP	

Supplemental Information

Genesys has changed its strategy for mobile carrier IVR applications, SIP signalling is now primarily used in carrier networks instead of SS7, and Genesys technical sales/support expertise for base7 products is greatly diminished.

Customer Migration Options

- Some products may have replacement options from Audiocodes, and may require additional hardware.
- Primary customer migration will involve transfer of support to base7, along with professional services, and system expansions and upgrades. Replacement of software may not be required since base7 was the original supplier to Genesys.

Entitlement

Customers will need to contact base7 to obtain new software, expansion of existing software, professional services, and customer care and support services.

EOL Life Cycle Dates

End of Life Announcement Date	July 3, 2017
Last Order Date	July 3, 2017
End of Maintenance	July 3, 2017
End of Support	October 1, 2017 (from Genesys, not base7)

Frequently Asked Questions

What is the impact upon current partners and customers?

- Answer: Genesys will provide base7 information concerning customers currently licensed to use their products, and arrange transfer of support responsibility. Genesys Maintenance contracts will end when Genesys support ends. Customers will work directly with base7 to address future product and support needs.

What happens to new customers, or old customers who need professional services or system expansions?

- Answer: All customer sales opportunities for products and services will be referred to base7. Local and global contact information for base7 will be available from product management. Base7 will provide any needed licensing.

Whom do we contact with questions?

- Answer: All customer sales opportunities for products and services will be referred to base7. Local and global contact information for base7 will be available from product management. We anticipate that base7 will support all currently installed products (although names and model numbers may differ), and might have newer versions available.base7 can be contacted at Support@base7.com or sales@base7.com. Website is www.base7.com.