

DOLBY VOICE® END-OF-LIFE SOFTWARE SUPPORT

SCOPE

This document describes the End-of-Life (“EoL”) software support for Dolby Voice Products (“Product”).

SOFTWARE SUPPORT FOR DOLBY VOICE EOL PRODUCTS

Dolby will continue to offer support services for the Dolby Voice Room and Dolby Conference Phone hardware under Product Warranty or as covered by separate Agreements, which includes:

- Incident Management
- Technical Consultation

The Dolby Voice Room and Dolby Conference Phone must run a minimum of 5.0.1 firmware. Dolby will only support patch releases for the Dolby Voice Room and Dolby Conference Phone to address:

- Critical bugs
- Critical security vulnerabilities

Dolby will continue to offer limited support services for the Dolby Conferencing Console provided that the customer is running the minimum version of 2.4 (which is expected to release in December 2020). Dolby will only support patch releases for the Dolby Conferencing Console to address:

- Critical bugs
- Critical security vulnerabilities

Dolby intends to support updates and improvements to the Dolby Voice Console and Help portal in its sole discretion.

Dolby will NOT support the following types of requests:

- New features
- Improvements to existing features
- Service changes that are not backward compatible with the minimum required versions of firmware specified above