



AT&T Global Network Client for Mac

Product Lifecycle Support Policy

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AT&T Global Network Client Product Lifecycle Policy

AT&T's product lifecycle policy for the AT&T Global Network Client includes support for each release of the client for three (3) years. Announcements are made when specific releases or groups of client releases are withdrawn from support. Support for client releases includes actively working with customers to address connectivity issues that are re-creatable on the current version.

Lifecycle Plan for Release Support

Releases of the AT&T Global Network Client are generally supported by the help desk for three (3) years. The AT&T help desk will take calls on supported releases to work with customers to resolve connectivity issues and to work with the development team should a defect be found in the Client. Should a defect be found in the AT&T Global Network Client, AT&T will generally correct the defect in the next version of the Client to be released. Customers that need a Client with the fix will generally need to deploy the next generally available version of the Client which will contain the fix. An announcement will be published when a release of the Client or a group of releases of the Client are withdrawn from support. Customers using unsupported Client releases may still be able to call the help desk for connectivity assistance not related to the client software. In order to receive assistance with potential software defects customers will need to be using a supported release of the Client.

Lifecycle Plan for Operating System Support

AT&T will only make new versions and releases of the Client available for download on supported versions of the applicable operating systems. In the event a customer is using an unsupported operating system, the only versions of the Client that are available for download are the last versions of the Client for that unsupported operating system. While there may be newer versions of the Client, they will not be displayed in the Software Updates feature of the Client as long as the Client is running on an unsupported platform. If installation of a new version of the Client is attempted on an unsupported operating system, the installer will display an informational message and exit without installing the Client.