# End of Genesys Support for
## Network T-Server for AT&T, MCI and Deutsche Telekom

**End of Support Network T-Server for AT&T, MCI and Deutsche Telekom**
**November 30th, 2021**

# End of Support Network T-Server for AT&T, MCI and Deutsche Telekom Announcement

Last Updated: November 15th, 2021

## Overview

As of November 30th, 2021, Genesys announces the End of Support for AT&T, MCI and Deutsche Telekom.

| Genesys Products | Release |
|---|---|
| Network T-Server for AT&T | All Versions |
| Network T-Server for MCI | All Versions |
| Network T-Server for Deutsche Telekom | All Versions |

| | |
|---|---|
| End of Life Announcement Date | November 30th, 2021 |
| End of Support Date | December 31st, 2023 |

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## Details

This is a notice to all customers and partners that Genesys will stop supporting **Network T- Server for AT&T, MCI and Deutsche Telekom,** effective from **December 31st, 2023**. This means that if an issue arises after this date with any existing Genesys software version that relates to **T-Server for AT&T, MCI and Deutsche Telekom**, Genesys will recommend that the customer migrate to **Genesys MultiCloud**, **Genesys SIP Solution** or a **Genesys Supported Network T-Server**

## Major Versions

Genesys versions that are affected by this Network T-Server EOS announcement:

**Network T-Server for AT&T, MCI and Deutsche Telekom**

| Versions of Genesys products affected |
|---|
| All Versions |

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## Supplemental Information

Migration path: Customers using **Network T-Server for AT&T, MCI and Deutsche Telekom** should migrate to **MultiCloud CX, Genesys SIP Solution** or another supported **Network T-Server** before Genesys ends support on **December 31ˢᵗ, 2023**.

## Related Documents

- Network TServer Product Guide: **Genesys Documentation_NetworkPlatSupp**

- **EOL Life Cycle Table:** Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

# Frequently Asked Questions

## Are customers entitled to any supported Network T-Server as a replacement for EOL/EOS Network T-Servers?

- Yes. Customers are entitled (at no cost) to use any of the supported Genesys Network T-Servers. Customers migrating to a Genesys SIP solution will incur additional costs.

## What if I need help or have questions?

- If you need help or have questions about this migration, reach out to your Customer Success Manager (Genesys Advisor) or contact Genesys Customer Care (My Support).

# Definitions

## End of Life Announcement Date

This is a general announcement for end of support.

## End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

# About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service℠, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

# Products

- Genesys Cloud CX
- Genesys Multicloud CX
- Genesys DX.

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