



# End-of-Support for Voca CIC Non-Managed Offerings

Product Notice #0560

This Product Notice is a formal announcement by AudioCodes that the Voca CIC Non-Managed Offerings will reach End-of-Support status on **December 31, 2025**. After this date, no further scheduled maintenance releases or fixes will be provided for the Voca CIC Non-Managed products, unless an existing support contract is in Active status.

Customers with active support contracts for the Voca CIC Non-Managed Offerings with coverage end date before the End-of-Support date may extend their support contract until the End-of-Support date.

Support and software updates for the Voca CIC Non-Managed products are available until the end of the coverage period for Customers who have valid AudioCodes support coverage (e.g., ACTS) that is beyond the End-of-Support date.

Software support is provided only with respect to the latest software version release for Voca CIC and is limited to only workarounds, material bug fixes, and security-related updates.

## Product Migration

The direct replacement for the affected offerings is AudioCodes [Live Voca CIC](#), which offers a Managed Service for the Voca CIC solution. We encourage customers to transition to Live Voca CIC, available in the following deployment options:

- **AudioCodes Azure Cloud**, which provides geo-redundancy across 10 Azure regions worldwide, with each region providing High-Availability.
- **Customer's Azure Private Cloud** with optional High-Availability.

Please contact your local sales representative for more information.

## Affected Products

All Voca CIC Non-Managed offerings, including both purchased (CAPEX) and leased (ACM) product items.

## Announcement Date

February 24, 2025



If you have any questions, contact us at  
[www.audiocodes.com/corporate/offices-worldwide](http://www.audiocodes.com/corporate/offices-worldwide)