Reseller Bulletin

April 23, 2025

End of Sale Announcement for Tacera Software Suite Versions prior to V4.31

Dear valued partner,

Austco is discontinuing the sale and download of Tacera Software Suite versions prior to V4.31, effective as of **1 July 2025**. This includes both:

- **All Tacera Software Suite versions** up to and including **V4.28** through **V4.30** and
- **All Tacera Pulse Software Suite versions** up to and including **V2.22** (last released version)

Austco will no longer generate software licenses for any Tacera Software Suite version prior to V4.31. Austco may, at its discretion, generate replacement software licenses for versions prior to V4.31 on a case-by-case basis.

This will in no way affect the continued promotion, sales and support of Austco's Tacera Software Suite. Austco is dedicated to designing, installing and supporting new and existing Tacera nurse call systems. This effort aligns with our goal of maintaining customer security + software best practices in our products and with our planned shift toward a scheduled rolling window of supported releases in the future.

We would encourage you to contact us to discuss any impact this might have on your future upgrades or expansion plans in your facilities and to prepare options regarding continued software support and maintenance as well as a migration path to Tacera Software Suite V4.31 or later.

Austco recommends updating customers to the latest version of the Tacera Software Suite, which is currently Tacera Software Suite V4.34. An SMA is required to update customers to the latest software.

Table 1.   End-of-Life Milestones and Dates for Tacera Software Suites Mentioned Above

Milestone	Definition	Date
End-of-Sale Date: SW	The last date to order the products through Austco point-of-sale mechanisms. The products are no longer for sale after this date.	1 July 2025
End of SW Maintenance Releases Date: SW	The last date that Austco Engineering may release any final software maintenance releases or bug fixes. After this date, Austco Engineering will no longer develop, repair, maintain, or test the product software.	31 December 2025
Last Date of Support: SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	31 December 2025

A reminder that all Product End of Sale / End of Life Announcements can be easily accessed here: https://austco.com/product-end-of-sale-end-of-life-list/ .

If you would like more information, please do not hesitate to contact your local Austco representative.

Yours sincerely,

The Austco Team