

Announcement of Product Lifecycle and End-of-Support Dates for Aurora Products

Effective **May 1, 2025**, Telestream will no longer offer new licenses of Aurora QC Software products for sale. From this date, active development on this product will stop and there will be no new features added.

Effective **May 1, 2030**, Telestream will end support of all product versions of Aurora Software products.

Final Sale	May 1, 2025	Last date to purchase new Aurora, and associated products (all versions)
End of P1 Support	May 1, 2028	Bug fixes will no longer be offered, and support will be provided on a best-efforts basis.
Final '1-Year' Support Contract Sale	May 1, 2029	Last date to order a 1-Year support contract (contracts expiring after this date will be co-terminated to 5/1/2030)*
End of Support	May 1, 2030	Telestream concludes support for Aurora, and associated products (all versions)

**If you do not have a current support contract and would like to reinstate support and update to the latest Aurora products release prior to the EOL date, please contact MSrenewals@telestream.net*

Recommended Product Migration:

Telestream currently offers the Qualify QC Product Suite. This serves as a direct replacement for Aurora, supporting both on-premises and hybrid functionality with Qualify Cloud. For more information, visit: <https://www.telestream.net/telestream-cloud/quality-control.htm> or <https://www.encoding.com>

Please contact us if you require support for Aurora:

Email: <https://www.telestream.net/telestream-support/captioning/contact-support.htm>

US Toll-free: 877-257-6245 / International: +1 530-470-2036

Hours: 10am to 7PM EST (7AM to 4PM PST)