

## Announcement of Product Retirement and End-of-Support for MacCaption software

Effective **May 1, 2022**, Telestream will no longer offer new licenses of MacCaption for sale.

Effective **May 1, 2023**, Telestream will end support and release of new product versions of MacCaption.

<b>Final Sale</b>	<b>April 30, 2022</b>	Last date to purchase new MacCaption licenses (all versions)
<b>Final ‘1-Year’ Support Contract Sale</b>	<b>April 30, 2022</b>	Last date to order a 1-Year support contract (contracts expiring after this date will be co-termed to 4/30/2023)*
<b>End of Support</b>	<b>May 1, 2023</b>	Telestream concludes support for MacCaption (all versions)

*\*If you do not have a current support contract and would like to reinstate support and update to the latest MacCaption release prior to the EOL date, please contact [MSrenewals@telestream.net](mailto:MSrenewals@telestream.net)*

### Recommended Product Migration Options:

**CaptionMaker:** Customers who currently use MacCaption can use their license on the Telestream CaptionMaker software product (license keys for MacCaption will work on CaptionMaker). Note that CaptionMaker can open MacCaption project files and export previously Mac-only formats such as QuickTime 708 captions. CaptionMaker will continue to be a supported product beyond May 2023.

**Stanza:** Another option for both MacCaption and CaptionMaker users is Telestream’s new multi-platform caption and subtitle editing product, Stanza, which is releasing in late Q1-2022. Attractive migration options will be offered for customers who are currently using MacCaption and are under a current support contract. For more information, please contact [insidesales@telestream.net](mailto:insidesales@telestream.net)

If you have an issue with the functionality of MacCaption, and need support, please contact.

### Enterprise Support Services

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).