

# Window 10 end of Support

## What does end of support mean?

After October 14, 2025, computers running Windows 10 will still function, but Microsoft will no longer provide the following:

- Technical support of any issue
- Software updates
- Security updates or fixes

While you could continue to use a PC running Windows 10, without continued software and security updates, your PC will be at a greater risk for viruses and malware. After this date, we recommend upgrading to a version of Windows that is still supported. A new device that can run Windows 11 makes for an easy transition and a great experience.

## What are your options to stays supported on Windows OS?

If your devices are running *Windows 10 an upgrade to Windows 11* – a more modern, secure and highly efficient computing is recommended.

Some devices do not meet the technical requirements to run on Windows 11, which we then recommend *replacing the device with one that supports Windows 11*.

## Will your Windows 10 PC stop working?

No. Your PC will continue to work, but support will be discontinued. If you plan to keep using Windows 10 PC, *we recommend keeping your files backed up*.

## How is Windows 11 more secure?

Windows 11 is the most secure Windows ever built, with comprehensive end-to-end security that covers antivirus, firewall, internet protections, and more.

## How much does it cost to upgrade to Windows 11?

It's free. But only Windows 10 PCs that are running Windows 10, version 22H2 and meet the minimum hardware specifications will be able to upgrade. To check if your PC is eligible for upgrade contact us at [support@smartel.com.au](mailto:support@smartel.com.au) or 03 5177 8000.

## How long does the upgrade may take?

Upgrade will take sometimes and needs to be done at the end of the day or during weekends to avoid any delays with your work during the day, but if you have a spare laptop or PCs to use that will be good.

## Where can I purchase a new Windows 11 computer?

Smart Telco and IT can offer you a wide range of laptop or PCs that can run with Windows 11. Big brands like Lenovo, Surface, HP and Asus. Speak to one of our sales team at 03 5177 8000 or email us at [support@smartel.com.au](mailto:support@smartel.com.au).

**Can I transfer all my files to my new devices?**

Yes, using Windows back up, all files and photos can easily be transferred from your old device to the new device so you can instantly feel at home on your new computer. And our team at Smart Telco and IT can do this for you to save you the hassle.

**Will my Microsoft 365 Apps be supported when Windows 10 reaches end of support?**

Support for Microsoft 365 Apps on Windows 10 will end on October 14, 2025, when Windows 10 reaches end of support. Although these applications will continue to run on Windows 10, we strongly recommend upgrading to Windows 11 to avoid performance and reliability issues with using those apps over time.

In the interest of maintaining your security while you upgrade to Windows 11, Microsoft will continue to provide security updates for Microsoft 365 on Windows 10 for a total of three years after Windows 10 end of support, ending on October 10, 2028.

**How will end of support for Windows 10 affect my Microsoft Office apps?**

On October 14, 2025, support for non-subscription versions of Office will be affected in two ways:

- Support for Office 2016 and Office 2019 will end, across all operating systems.
- Office 2024 and Office 2021 (including Office LTSC versions) will continue to run on Windows 10 but will no longer be supported.

To maintain a supported configuration, we recommend that you upgrade your device to Windows 11 and consider subscribing to Microsoft 365. If you are running Office 2021, Office LTSC 2021, Office 2024, or Office LTSC 2024, you can also migrate that license to a new Windows 11 device. As you consider your options, please note that support for Office 2021 and Office LTSC 2021 will end one year later, in October 2026.

**What can I do with my old computer?**

You may opt to recycle it by dropping it to the nearest e- waste collector in your area or we can do that for you. Whatever suits you.

**What if I have existing IT service and support with Smart Telco and It?**

If you are an existing customer, we will contact you and give you an update on how many devices need to be updated and upgraded. The upgrade and/or data transfer to new device will be free of charge if it is under the workstation support and maintenance.

