



End of Life Announcement

End of Sale/End of Life for Tenor A400/A800 Products

The Tenor A Series family of products (A400 and A800) is being replaced by the new Tenor AS and AX Series products. The AS Series products were launched on May 3, 2004, and the AX Series products on June 28, 2004

The last day to order Tenor A Series products will be August 31, 2004.

Introduction

The Tenor A Series family of digital VoIP MultiPath Switches was first introduced in June 2000. These products have been successfully deployed and providing reliable, high quality voice over IP services in enterprise and service provider applications in over 70 countries throughout the world.

End of Sale and End of Life

This document outlines the End of Sale (EoS) and End of Life (EoL) plan for the Tenor A Series family of products. These products include the A400 and A800 Tenor VoIP MultiPath switches, and variants based on this chassis.

The reason for this EoL notice is introduction of the new AS and AX Series of products which will replace the A Series products. The AS and AX Series products offer a wider range of configurations plus enhanced capabilities to better meet the needs of our customers.

Recommended Product Migration

The recommended replacements for Tenor A Series products are shown in the table below -

A Series Product	Nearest AS/AX Series Equivalent
Tenor A400 VoIP MultiPath Switch	ASM400 VoIP MultiPath Switch
Tenor A800 VoIP MultiPath Switch	AXM800 VoIP MultiPath Switch

In addition to the direct replacement products shown above the AS and AX Series feature a number of new configurations, including VoIP MultiPath Switches and VoIP Gateways, with up to twenty four FXS/FXO ports and up to twenty four VoIP channels. Please review Quintum product literature for details of the complete range of Tenor AS and AX Series products.



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End of Sale and Product Support Timelines

Milestone	Description	Date
End of Life Announcement	Date when a Technical Bulletin is issued to notify Quintum partners and customers of the EoL Plan for a specified product	July 19, 2004
End of Sale	Date when the EoL products are no longer orderable or listed in Quintum Price lists. Service contracts can be renewed until the end of contract renewal date. Products are supported until the end of support date listed below.	August 31, 2004 Or when current inventory is exhausted
End of Production	Date when Quintum ceases manufacture of the product and no longer maintains inventory for new sales. Stocks will be maintained to support RMA activities until the end of hardware maintenance date.	September 30, 2004
Last Software Release	Date and release number of the last release of software for this product. Only maintenance releases and patches will be supplied after this date.	September 30, 2004 Release 6-1-X
End of Hardware Maintenance	Date when Quintum will no longer support hardware fixes or repairs.	September 30, 2006
End of Software Maintenance	Date when Quintum will no longer maintain, provide bug fixes, or test the software for the product.	September 30, 2006
End of Contract Renewal	Date when service contracts are no longer renewable for the product.	September 30, 2005
End of Support	Date when Quintum Technical Assistance Center (TAC) will no longer offer support for the product. The product becomes obsolete.	September 30, 2006