



End of Life Announcement

End of Sale/End of Life for Tenor D800/D3000 Products

The Tenor D Series family of products (D800/D1600/D2400/D3000) is being replaced by the new Tenor DX Series, which was launched on November 18, 2003.

The last day to order Tenor D Series products will be March 31, 2004.

Introduction

The Tenor D Series family of digital VoIP MultiPath Switches was first introduced in December 1999. 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 D Series family of products. These products include the D800, D1600, D2400, and D3000 Tenor VoIP MultiPath switches.

The reason for this EoL notice is introduction of the new DX Series of products which will replace the D Series products. The DX Series offers a wider range of configurations plus enhanced capabilities to better meet the needs of our customers.

Recommended Product Migration

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

D Series Product	Nearest DX Series Equivalent
Tenor D800 VoIP MultiPath Switch	DX2008 VoIP MultiPath Switch **
Tenor D1600 VoIP MultiPath Switch	DX2016 VoIP MultiPath Switch
Tenor D2400 VoIP MultiPath Switch	DX2024 VoIP MultiPath Switch
Tenor D3000 VoIP MultiPath Switch	DX2030 VoIP MultiPath Switch

** Please note that the DX2008 is not software upgradeable to a higher VoIP call capacity like its predecessor the D800. Customers requiring a future software upgradeable call capacity should purchase the Tenor DX2016.

In addition to the direct replacement products shown above the DX Series features a number of new configurations, including VoIP MultiPath Switches and VoIP Gateways, with up to eight T1/E1 ports and up to one hundred and twenty VoIP channels. Please review Quintum product literature for details of the complete range of Tenor DX Series products.



End of Life Announcement

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	February 1, 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.	March 31, 2004
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.	December 31, 2003
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.	March 31, 2004 Release 6-1-X
End of Hardware Maintenance	Date when Quintum will no longer support hardware fixes or repairs.	March 31, 2006
End of Software Maintenance	Date when Quintum will no longer maintain, provide bug fixes, or test the software for the product.	March 31, 2006
End of Contract Renewal	Date when service contracts are no longer renewable for the product.	March 31, 2005
End of Support	Date when Quintum Technical Assistance Center (TAC) will no longer offer support for the product. The product becomes obsolete.	March 31, 2006