

## **Dialogic Software Support and Maintenance Policy for Hardware Products**

Dialogic Corporation and its subsidiaries (“Dialogic”) will as a general rule provide support for major software releases for a minimum of three (3) years from date of release. This is a guideline and may not always be attainable. Dialogic® Pro Services™ Technical support services are available for purchase and are defined at the [Dialogic Service Center](#) page on the Dialogic Internet. Dialogic software products can be downloaded from Product Center, or the [Dialogic Service Center](#) on the Dialogic Internet and some software products are available for purchase on CDs through the standard order fulfillment process.

A Product Change Notification (PCN) is used to communicate the end of life of a product that is discontinued (Discontinued Product). Support of Dialogic software with a hardware product which is a Discontinued Product is generally available for a limited time following the hardware product’s last shipment date as set out in a PCN. A PCN will include end of support dates for Discontinued Products and will also include migration paths, if applicable. For a list of Discontinued Products and their end-of-support dates, go to <http://www.dialogic.com/products/retired.htm>.

### **The software life cycle within Dialogic consists of the following 3 stages:**

#### **Production Stage**

This is the initial stage of use and support for a major software release following its general availability announcement. During this period the major software release is the most current release and contains the latest and most enhanced features.

#### **Maintenance Stage**

The second stage in the software life cycle begins on the date when a major software release is superseded by a new major release. During this stage of the software life cycle Dialogic continues supporting the existing functionality of the major software release including troubleshooting and seeking to correct any defects encountered.

#### **Extended Support Stage**

The date that a major software release transitions from the Maintenance stage to the Extended Support stage is specified in a PCN as the End of Software Support date of Discontinued Product. Support of Dialogic software products that are no longer in the Maintenance stage may sometimes be obtained through extended support agreements, available as an additional option to support agreements. In the event that a contract is entered into for extended support, Dialogic will support the existing functionality of the major software release including troubleshooting and seeking to correct any defects encountered. When extended support is available and agreed upon for a specific major software release, all updates (fixes or features) will be provided on the last available major software release (i.e. only one branch of software will be maintained and in some cases corrections may only be available in a later release). For pricing and other conditions of extended support, contact your Dialogic sales representative.

The services available during each stage of the software life cycle are listed in the table below.

Service	Production	Maintenance	Extended
Technical support services	Yes	Yes	Yes*
Defect correction	Yes	Yes	Yes*
Feature additions, enhancements	Yes	No	No
Available on www.Dialogic.com	Yes	Yes	No

\* Requires a special support agreement. Depending on the specific support agreement, limitations may apply.

### **Supporting information:**

**Technical support services** and associated service agreement contracts are defined at the [Dialogic Service Center](#) page on the Dialogic Internet.

**Defect corrections** are resolutions to customer or internally generated problem reports that are delivered either as individual program patches or service updates which are minor updates to major releases. Please refer to the various service agreement contracts at the [Dialogic Service Center](#) page on the Dialogic Internet for definitions of updates.

**Major, Minor, and Point release designations** for Dialogic software products are as follows. These designations may vary based on product line.

1. Normal Release Designations: (Example 2.4.1)
  - a. 2. = Major Release: Contains major architectural changes and or major new functionality.
  - b. .4 = Minor release: contains new features / functionality but no major architectural change.
  - c. .1 = Point release: a maintenance release containing bug fixes and /or some new enhancements to functionality. Does not usually contain new chargeable features.

**Feature additions or enhancements** may be developed in response to market evolution. Should customers have specific requests, Dialogic may consider entering into a non-recurring engineering agreement to add such proposed addition or enhancement. Contact your Dialogic sales representative for further information about feature requests.

## Appendix A

### Definitions of Product Change Notification End Of Life terms

<i>Term</i>	<i>Definition</i>
Last Order Date for Discontinued Products	Last Order Date (LOD) is set out in a PCN. The LOD is the deadline or cutoff date for Dialogic to receive a purchase order (PO) for a Discontinued Product.
Last Ship Date for Discontinued Products	Last date that the Discontinued Product will ship to a customer or be available for download
<b>Definitions of End Of Life terms specific to Discontinued Products that are hardware products</b>	
End of Software Support for Discontinued Product	Date when an associated software release will no longer be available, or supported, for the Discontinued Product. From this date forward, no new updates or fixes for the Discontinued Product will be made available and no new feature requests will be accepted. If this date is later than End of Repair Date, then during the interim (after End of Repair Date) the software supported may be a different release than was available on the hardware product's Last Ship Date.
End of Technical Service Support for Discontinued Product	Date when interactive Technical Support Services (i.e. phone, e-mail and web inquires) will no longer be available for Discontinued Product. If this date is later than End of Software Support date, then during the interim period (after End of Software Support Date) no software updates or fixes will be available. Fixes may be provided in a later release, if available.
End of Repair Date for Discontinued Product	Date the Discontinued Product will no longer be repairable. RMAs will no longer be accepted.
<b>Definitions of End Of Life terms specific to Discontinued Products which are software products</b>	
End of Software Support for Discontinued Product	Date when the specified software release will no longer be available or supported. From this date forward, no new updates or fixes for the Discontinued Product will be made available and no new feature requests will be accepted.
End of Technical Service Support for Discontinued Product	Date when interactive Technical Support Services (i.e. phone, e-mail and web inquires) will no longer be available for Discontinued Product. If this date is later than End of Software Support date, then during the interim period (after End of Software Support Date) no software updates or fixes will be available. Fixes may be provided in a later release, if available.