

Trunking and Access Release 7 End of Product Sale Notification

Summary

Sonus announces the End of Product Sale dates for Release 7 (R7) software running on all Sonus Trunking products (e.g. GSX9000, SBC9000, GSX4010, DSI, EMS, PSX, etc.) and Access products (ASX and ADS).

Please note this notice does not affect R7.3.6 software running in an SGX4000 platform. Any service reduction regarding software that runs on the SGX4000 platform will be announced in a separate document.

Details

The Sonus SW maintenance policy is to support the **Current Major Release**, the Preceding Two Major Releases and all Minor Releases of the supported major releases. However, Sonus' support obligation shall cease on the **Oldest Major Release** and all **Minor Releases of the Oldest Major Release** within twelve (12) months from the general availability of the Current Major Release.

In March of 2013, Sonus made the 9.0 branch of code (Current Major Release) generally available. Per the aforementioned support policy, this notice serves to announce the End of Service dates for Sonus Networks **Release 7** (Oldest Major Release) and **all instances of Release 7.X.X** (Minor Releases of the Oldest Major Release). Table 1 describes the events, definitions of events, and event dates for the affected products. Furthermore, please refer to the [Trunking and Access Release 7 End Of Life Product Matrix](#) for a partial list of affected products (those products that include Release 7 software with hardware when first acquired by customers).

Please note this End of Product Sale announcement does **not** affect the hardware life cycle for any Sonus Trunking and Access product not explicitly mentioned in the [Trunking and Access Release 7 End Of Life Product Matrix](#). However, this announcement affects all

Release 7 software running on any Sonus Trunking and Access product¹, whether that product is listed in the Trunking Release 7 End Of Product Life Product Matrix or not.

For customers with active maintenance support service on the EOSL date (3/24/14 for R7 and 6/23/14 for R7.3.7), maintenance support for such software will be extended to the end of the then current contract quarterly period of the maintenance support service term under the customer's applicable contract.

Table 1: R7 End of Product Life milestones

Milestone	Definition	Date
R7 End of Product Sale	The date the document that announces the end of service for all R7 products is distributed to the general public. Software maintenance (i.e. bug fix support) will be primarily limited to critical problems only until the relevant Last Date of Support milestone defined below is reached.	March 22, 2013
R7 Last Order Date	The last date to order certain R7 software enabled products (listed in the <u>Trunking and Access Release 7 End Of Service Product Matrix</u>) through Sonus point-of-sale mechanisms. The products are no longer for sale after this date.	September 23, 2013
R7 End of Service Life	The last date to receive R7 (except R7.3.7) software service and support for any Sonus Trunking and Access product. After this date, all software support services for R7 products are unavailable.	March 24, 2014
R7.3.7 End of Service Life	The last date to receive R7.3.7 software service and support for any Sonus Trunking and Access product. After this date, all software support services for R7.3.7 products are unavailable.	June 23, 2014

Product Migration Options

Sonus recommends that current R7 customers work with their Sonus account executives to upgrade to the Current Major Release (Release 9.0) or an earlier release not subject to an End of Product Life notification.

¹ The only exception is the SGX4000 product running R7.3.6 software.