Tenor Out of Warranty Repair End of Service Sale

This is the End of Service announcement for the Tenor “Out of Warranty” Repair service.

As of the effective date below, Sonus will no long offer the Tenor Out of Warranty part numbers for any Tenor product, including the active products – the AXT, AXG, AXM, AFT, AFG, AFM and DX products

In order to mitigate Tenor products that are not functioning properly, customers can either place the units under a service contract (see product codes below), or purchase new units under their existing contract terms.

NOTE: As of this bulletin, there is no change to the EOL status of the Tenor HW products. The AXT/G/M, AFT/G/M, and DX are still active products.

The product codes that will no longer be available are listed below

<table>
<thead>
<tr>
<th>EOPS Service Code</th>
<th>Description</th>
<th>Replacement Service Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>SVC-OOW-TENOR-APPSVR</td>
<td>OUT OF WARRANTY REPAIR - APP SERVER</td>
<td>N/A – Product already EOSL</td>
</tr>
<tr>
<td>SVC-OOW-TENOR-AS</td>
<td>OUT OF WARRANTY REPAIR - AS</td>
<td>N/A – Product already EOSL</td>
</tr>
<tr>
<td>SVC-OOW-TENOR-DXBX</td>
<td>OUT OF WARRANTY REPAIR - DX/BX</td>
<td>SVC-VXT-TAC-DX – TAC only for Tenor DX</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SVC-VXT-BAS-DX – BASIC for Tenor DX</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SVC-VXT-ADV-DX2X – ADVANCE for Tenor DX</td>
</tr>
<tr>
<td>SVC-OOW-TENOR-AF</td>
<td>Out of Warranty Repair, Tenor AF</td>
<td>SVC-VXT-TAC-AG – TAC only for Tenor AF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SVC-VXT-BAS-AG – BASIC for Tenor AF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SVC-VXT-ADV-AG – ADVANCE for Tenor AF</td>
</tr>
<tr>
<td>SVC-OOW-TENOR-AX</td>
<td>Out of Warranty Repair, Tenor AX</td>
<td>SVC-VXT-TAC-AX – TAC only for Tenor AX</td>
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<tr>
<td></td>
<td></td>
<td>SVC-VXT-BAS-AX – BASIC for Tenor AX</td>
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<tr>
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<td></td>
<td>SVC-VXT-ADV-AX – ADVANCE for Tenor AX</td>
</tr>
<tr>
<td>SVC-OOW-TENOR-HYBGW</td>
<td>Out of Warranty Repair, Tenor Hybrid GW</td>
<td>N/A – Product already EOSL</td>
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</tbody>
</table>
Sonus Product Life Cycle Dates:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Life Announcement: Date on which Sonus has announced EOL</td>
<td>02/15/2015</td>
</tr>
<tr>
<td>Last Order Date: Date on which the affected products are no longer orderable</td>
<td>04/30/2015</td>
</tr>
<tr>
<td>Last Ship Date/Manufacturer’s Discontinuance: Date on which the products can no longer be shipped from Sonus</td>
<td>04/30/2015</td>
</tr>
<tr>
<td>End of Service Life: Date in which the product can no longer be supported by Sonus—calls to Sonus level 1 no longer supported, no RMA.</td>
<td>04/30/2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Major System</th>
<th>Tenor Out of Warranty Repair Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub System</td>
<td>Service</td>
</tr>
<tr>
<td>Hardware</td>
<td>N</td>
</tr>
<tr>
<td>Firmware</td>
<td>N</td>
</tr>
<tr>
<td>Software</td>
<td>N</td>
</tr>
<tr>
<td>Plug-in</td>
<td>N</td>
</tr>
<tr>
<td>NEW PRODUCT CODE</td>
<td>Existing Service codes or order new product to replace failed on</td>
</tr>
<tr>
<td>NEW FIRMWARE CODE</td>
<td>N/A</td>
</tr>
<tr>
<td>OLD FIRMWARE CODE</td>
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<tr>
<td>NEW CLEI CODE</td>
<td>N/A</td>
</tr>
<tr>
<td>OLD CLEI CODE</td>
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<tr>
<td>ASSOCIATED PRODUCTS</td>
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<tr>
<td>DRAWING NUMBER</td>
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<tr>
<td>REFERENCE DRAWINGS</td>
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<tr>
<td>CHANGE CLASSIFICATION</td>
<td>D</td>
</tr>
<tr>
<td>REASON FOR CLASS</td>
<td>EOPS Notice</td>
</tr>
<tr>
<td>Vacant</td>
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<tr>
<td>REASON FOR CHANGE</td>
<td>End of Product Sale</td>
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<tr>
<td>DESCRIPTION OF CHANGE</td>
<td>End of Sale (EOS) Notice</td>
</tr>
<tr>
<td>CHANGE VERIFICATION PROCEDURES</td>
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<tr>
<td>--------------------------------</td>
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</tr>
<tr>
<td>SAFETY Y/N</td>
<td>N</td>
</tr>
<tr>
<td>FIRE NOTICE Y/N</td>
<td>N</td>
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<tr>
<td>SERVICE AFFECTING Y/N</td>
<td>N</td>
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<tr>
<td>TRANSMISSION AFFECTING Y/N</td>
<td>N</td>
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<tr>
<td>MAINTENANCE AFFECTING Y/N</td>
<td>Y</td>
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<tr>
<td>RELIABILITY AFFECTING Y/N</td>
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<tr>
<td>POWER AFFECTING Y/N</td>
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<tr>
<td>TRAFFIC AFFECTING Y/N</td>
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<tr>
<td>EFFECT OF CHANGE (*72 CHAR)</td>
<td>Service</td>
</tr>
<tr>
<td>MATERIAL AFFECTED</td>
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<tr>
<td>DOCUMENTATION AFFECTED (*72 CHAR)</td>
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<tr>
<td>VENDOR IMPLEMENTATION DATE MM/DD/YYYY (10 CHAR)</td>
<td>02/15/2015</td>
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<tr>
<td>MODIFICATION COMPLETION DATE MM/DD/YYYY (10 CHAR)</td>
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<td>MODIFICATION LOCATION (*72 CHAR)</td>
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<td>TRIALED (F)IELD/(L)AB/(N)A (1 CHAR)</td>
<td>N/A</td>
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