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

EOPS Service Product Code	Description	Replacement Service Product Code
SVC-OOW-TENOR-APPSVR	OUT OF WARRANTY REPAIR - APP SERVER	N/A – Product already EOSL
SVC-OOW-TENOR-AS	OUT OF WARRANTY REPAIR - AS	N/A – Product already EOSL
SVC-OOW-TENOR-DXBX	OUT OF WARRANTY REPAIR - DX/BX	**SVC-VXT-TAC-DX** – TAC only for Tenor DX **SVC-VXT-BAS-DX** – BASIC for Tenor DX **SVC-VXT-ADV-DX2X** – ADVANCE for Tenor DX
SVC-OOW-TENOR-AF	Out of Warranty Repair, Tenor AF	**SVC-VXT-TAC-AG** – TAC only for Tenor AF **SVC-VXT-BAS-AG** – BASIC for Tenor AF **SVC-VXT-ADV-AG** – ADVANCE for Tenor AF
SVC-OOW-TENOR-AX	Out of Warranty Repair, Tenor AX	**SVC-VXT-TAC-AX** – TAC only for Tenor AX **SVC-VXT-BAS-AX** – BASIC for Tenor AX **SVC-VXT-ADV-AX** – ADVANCE for Tenor AX
SVC-OOW-TENOR-HYBGW	Out of Warranty Repair, Tenor Hybrid GW	N/A – Product already EOSL

Sonus Product Life Cycle Dates:

Milestone	Date
End of Life Announcement: Date on which Sonus has announced EOL	02/15/2015
Last Order Date: Date on which the affected products are no longer orderable	04/30/2015
Last Ship Date/Manufacturer's Discontinuance: Date on which the products can no longer be shipped from Sonus	04/30/2015
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.	04/30/2015

Major System	Tenor Out of Warranty Repair Service
Sub System	Service
Hardware	N
Firmware	N
Software	N
Plug-in	N
NEW PRODUCT CODE	Existing Service codes or order new product to replace failed on
NEW FIRMWARE CODE	N/A
OLD PRODUCT CODE	SVC-OOW-TENOR-APPSVR SVC-OOW-TENOR-AS SVC-OOW-TENOR-DXBX SVC-OOW-TENOR-AF SVC-OOW-TENOR-AX SVC-OOW-TENOR-HYBGW
OLD FIRMWARE CODE	N/A
NEW CLEI CODE	N/A
OLD CLEI CODE	N/A
ASSOCIATED PRODUCTS	N/A
DRAWING NUMBER	N/A
REFERENCE DRAWINGS	N/A
CHANGE CLASSIFICATION	D
REASON FOR CLASS	EOPS Notice
Vacant	
REASON FOR CHANGE	End of Product Sale
DESCRIPTION OF CHANGE	End of Sale (EOS) Notice
CHANGE VERIFICATION	

PROCEDURES	
SAFETY Y/N	N
FIRE NOTICE Y/N	N
SERVICE AFFECTING Y/N	N
TRANSMISSION AFFECTING Y/N	N
MAINTENANCE AFFECTING Y/N	Y
RELIABILITY AFFECTING Y/N	N
POWER AFFECTING Y/N	N
TRAFFIC AFFEC TING Y/N	N
EFFECT OF CHANGE (*72 CHAR)	Service
MATERIAL AFFECTED	N/A
DOCUMENTATION AFFECTED (*72 CHAR)	N/A
VENDOR IMPLEMENTATION DATE MM/DD/YYYY (10 CHAR)	02/15/2015
MODIFICATION COMPLETION DATE MM/DD/YYYY (10 CHAR)	N/A
MODIFICATION LOCATION (*72 CHAR)	N/A
TRIALED (F)IELD/(L)AB/(N)A (1 CHAR)	N/A