# Dialogic® Pro™ Services Value-Per-Unit Plans Expanded to Dialogic® Host Media Processing Software

## Replaces Dialogic® Pro™ Host Media Processing Maintenance Plans

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Dialogic® Pro™ Host Media Processing (HMP) Maintenance is transitioning to Dialogic® Pro™ Value Per Unit Plan (VPUP) service in order to provide more consistent service offerings across Dialogic® software products. Full, official details and dates of transition are reflected in the associated Product Change Notification (PCN), which is reproduced below as *Appendix A*.

Following the transition, VPUP service will be available at the time of initial purchase of the associated Dialogic HMP Software product.

This transition allows customers to receive services as part of the VPUPs that are in addition to what was previously offered as part of HMP Maintenance, with no price difference. These additional VPUP features include:

- Technical support covering installation, configuration and deployment
- Business hours remote technical support direct from Dialogic
- Software maintenance

VPUPS are available in one (1) year and three (3) year renewable terms. VPUPs also allow for consistent support plan tracking for coverage entitlement and expiration notification. For VPUP details, go to the following link: [Dialogic® Pro™ Value Per Unit Plan](#).

# Product Change Notification
# D000093-00

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# Product Change Notification

**Change Notification #:**    D000093-00

**Change Title:**    Dialogic® Pro™ Host Media Processing (HMP) Maintenance, PCN D000093-00, Product Discontinuance

**Date of Publication:**    July 6, 2010

## Key Characteristics of the Change:
Product Discontinuance

## Forecasted Key Milestones:
Availability Date for Migration Product:    August 6, 2010
Last Order Date for Discontinued Product:    August 6, 2010

## Description of Change to the Customer:
Dialogic® Pro™ Host Media Processing (HMP) Maintenance is transitioning to Dialogic® Pro™ Value Per Unit Plan (VPUP) service in order to provide more consistent service offerings and part numbering across Dialogic® software products. As part of this transition, the orderable part number of existing Dialogic® Pro™ Host Media Processing (HMP) Maintenance is changing to VPUP orderable part numbers as of August 6, 2010, which is also the date on which the Dialogic® Pro™ Host Media Processing (HMP) Maintenance offering ("Discontinued Product") will be discontinued, as indicated in the Forecasted Key Milestones above.

## Customer Impact of Change and Recommended Action:
Those customers who have software that is currently covered by the Discontinued Product will automatically receive comparable VPUP coverage for the remainder of the term that would have applied to the Discontinued Product. For more details, go to the following link: Dialogic® Pro™ Value Per Unit Plan.

Beginning August 6, 2010, when purchasing service contracts for Dialogic® HMP Software via the Dialogic Product Center, customers will have the option to order either the 1 year or 3 year Value Per Unit Plan (VPUP) ("Migration Product") instead of the Discontinued Product..

Product Center will change to automatically calculate the VPUP Service fee based on the HMP product configuration and display the service fee in US dollar values. The current Maintenance calculation displays a variable quantity of Maintenance units at a fixed dollar amount. As of the PCN availability date, Product Center will calculate the VPUP at quantity of 1 at variable dollars (based on the configuration).

Product Center will default to including a VPUP with every order. Customers will need to deselect the VPUP if they are not interested in purchasing it.

Please include Dialogic supported third party contact information on all Purchase Orders. This information is important to allow for Dialogic's Technical Service organization to track supported parties and will assist you when receiving renewal reports from Dialogic. Supported third party information should include:

- Supported Company
- Supported Company contact name
- Supported Company E-mail address

Please refer to the new service part numbers in the Affected Products table below when ordering the Migration Product.

## Affected Products:

| Discontinued Product Part Number | Discontinued Product Description | Migration Product Part Number | Migration Product Description |
|---|---|---|---|
| 878-198 | DMIPS10A20W Maintenance | S01-HMP-1V | 1-Year Value Per Unit Plan HMP |
| | | S01-HMP-3V | 3-Year Value Per Unit Plan HMP |

## Revision History:

| Date of Revision: | Revision Number: | Reason: |
|---|---|---|
| July 6, 2010 | 00 | Originally Published PCN |