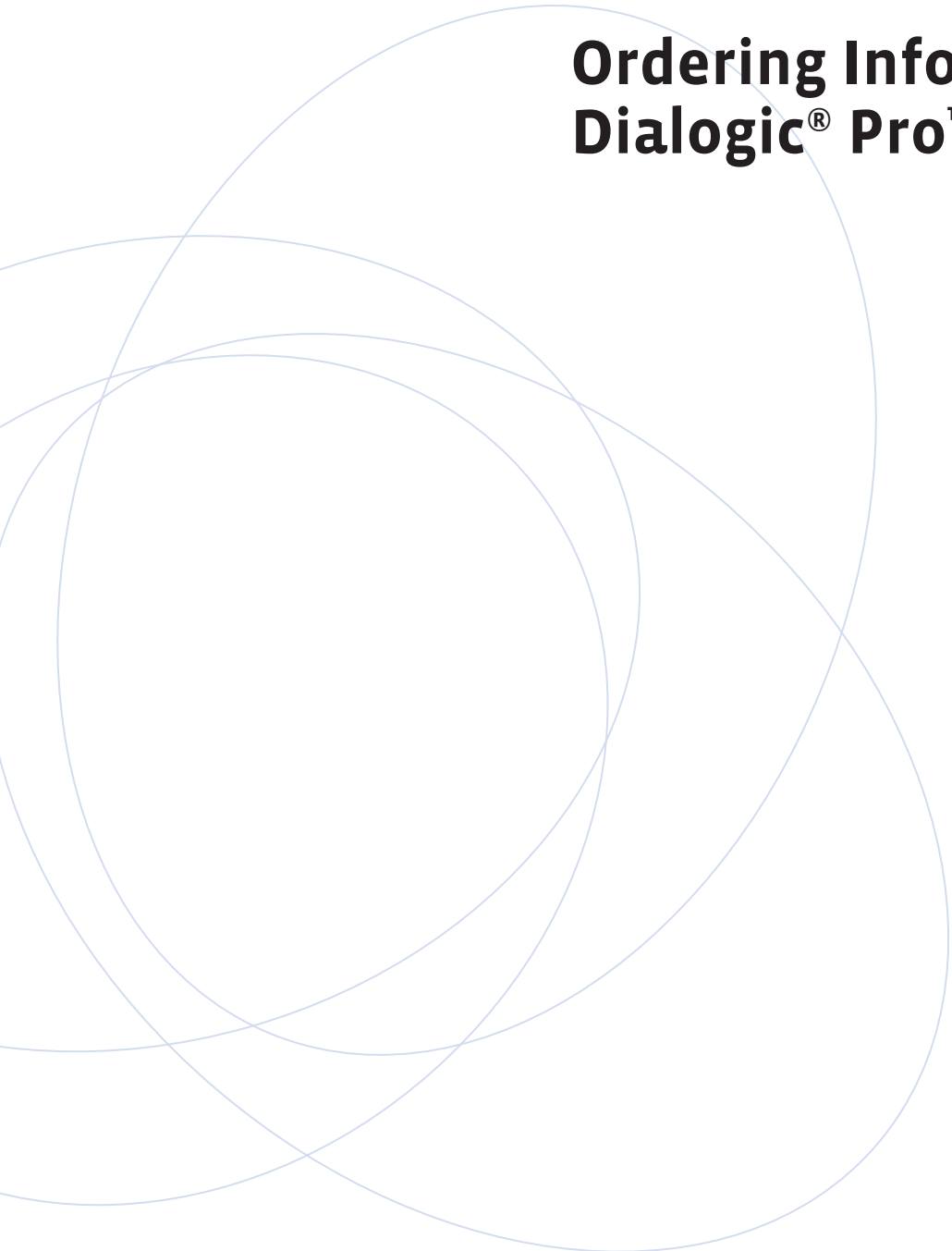


**Ordering Information for
Dialogic[®] Pro[™] Services**



Ordering Information for Dialogic® Pro™ Services

Updated: August 2008

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Note: This application note contains “Service Order Codes” to be used only for purchasing support while purchasing products or for purchasing renewals of existing contracts.

Introduction to Dialogic® Pro™ Services

Dialogic provides two types of service contracts: Service Agreements and Per Unit Plans. Both are available at premium and standard levels.

Service Agreements at both the premium and standard levels are available in two versions. One version is designed for Independent Software Vendors (ISVs) who do not resell Dialogic® products. A second version (referred to as "plus") combines the features and benefits of both a Service Agreement and a Per Unit Plan, and is designed for Value Added Resellers (VARs), Original Equipment Manufacturers (OEMs), or large Enterprises who are providing support for Dialogic products. The links below will direct you to more information about the Service Agreements at each level, including features and availability by product line.

- Dialogic® Pro™ Premium Service Agreement
<http://www.dialogic.com/products/services/service-agreements/premium-service-agreement.htm>
- Dialogic® Pro™ Standard Service Agreements
<http://www.dialogic.com/products/services/service-agreements/standard-service-agreement.htm>

Per Unit Plans harness Dialogic's expertise to help ensure a specific level of availability and performance for Dialogic products and are sold separately as price list items through Dialogic distribution and reseller channels. They are registered at time of purchase to provide service coverage for specific Dialogic product units. The links below will direct you to more information about the Per Unit Plans at each level.

- Dialogic® Pro™ Premium Per Unit Plan
<http://www.dialogic.com/products/services/per-unit-plans/premium-per-unit-plan.htm>
- Dialogic® Pro™ Standard Per Unit Plan
<http://www.dialogic.com/products/services/per-unit-plans/standard-per-unit-plan.htm>

Premium Per Unit Plans are available for the following products:

- Dialogic® CSP 2040 and 2090 Converged Services Platforms
- Dialogic® IMG 1010 and 1004 Integrated Media Gateway
- Dialogic® IP Media Server
- Dialogic® MSP 1010 Multi-Services Platform

Standard Per Unit Plans are available for a variety of Dialogic product lines, including:

- Dialogic® Media Gateway Series (DMG Gateways)
- Dialogic® Diva® Boards
- Dialogic® DM3 Media Boards
- Dialogic® JCT Media Boards
- Dialogic® Station Interface Boards
- Dialogic® Digital Telephony Interface Boards
- Dialogic® Brooktrout® Fax Boards and Software

Dialogic also offers optional additional services.

- Dialogic® Pro™ Advantage Services
<http://www.dialogic.com/products/services/optional/advantage-services.htm>

Provide access to leading experts with unparalleled real-world experience. Only customers who have purchased a Dialogic Pro Premium Service Agreement may also purchase Dialogic Pro Advantage Services. You can view a summary of the Pro Advantages Services available online.

- Dialogic® OEM Partner Services (OPS)
<http://www.dialogic.com/main/dialogic/home/products/services/optional/oem-partner-services.htm>

Provide integration, testing, sourcing, and support services for Telecom Equipment Manufacturers (TEMs), VARs, and application developers worldwide who are deploying integrated solutions using Dialogic products. OPS will work with each customer to develop services according to the customer's needs and specifications.

Ordering Dialogic® Pro™ Services

A Dialogic representative will help you select the Dialogic® Pro™ Services that meet your needs. When ordering, you will need the “Services Order Code” for the product or products that you wish to include in your Plus Service Agreement or Per Unit Plan. This application note provides the “Services Order Code” for each product currently covered by Dialogic Pro Services.

Click on the type of product you wish cover in the Table of Contents above, and you will see a table containing “Services Order Codes” for the products of that type currently covered.

Note: The following service plans have been replaced by Standard Per Unit Plans:

- **Advanced Replacement Insurance (ARI)** – Replaced by Standard Per Unit Plans for Dialogic® Boards (excluding Dialogic® Diva® Boards and Dialogic® Brooktrout® Fax Boards)
- **Express Exchange Services Plan** – Replaced by Standard Per Unit Plans for Dialogic® Brooktrout® TR1034 Fax Boards
- **High Availability Service Contracts for Dialogic® Media Gateways (HAMG)** – Replaced by Standard Per Unit Plans for Dialogic® Media Gateway Series (DMG Gateways)

Table 1: Dialogic® Brooktrout® SR140 Fax Software -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
SR140	1	970-024-13	Direct
SR140	2	970-024-25	Direct
SR140	3	970-024-37	Direct
SR140	4	970-024-49	Direct
SR140	5	970-024-61	Direct
SR140	1	970-024-73	Indirect
SR140	2	970-024-85	Indirect
SR140	3	970-024-97	Indirect
SR140	4	970-025-09	Indirect
SR140	5	970-025-21	Indirect
SR140	1	970-025-33	Shared
SR140	2	970-025-45	Shared
SR140	3	970-025-57	Shared
SR140	4	970-025-69	Shared
SR140	6	970-025-81	Shared

Table 2: Dialogic® Brooktrout® TR1034 Fax Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
TR1034+P10H-E1-1N-R	1	971-001-07	
TR1034+P10H-E1-1N-R	2	972-001-07	
TR1034+P10H-E1-1N-R	3	973-001-07	
TR1034+P16H-E1-1N-R	1	971-001-08	
TR1034+P16H-E1-1N-R	2	972-001-08	
TR1034+P16H-E1-1N-R	3	973-001-08	
TR1034+P16H-T1-1 N-R	1	971-001-09	
TR1034+P16H-T1-1 N-R	2	972-001-09	
TR1034+P16H-T1-1 N-R	3	973-001-09	
TR1034+P20H-E1-1N-R	1	971-001-10	
TR1034+P20H-E1-1N-R	2	972-001-10	
TR1034+P20H-E1-1N-R	3	973-001-10	
TR1034+P24H-T1-1N-R	1	971-001-11	
TR1034+P24H-T1-1N-R	2	972-001-11	
TR1034+P24H-T1-1N-R	3	973-001-11	
TR1034+P30H-E1-1N-R	1	971-001-12	
TR1034+P30H-E1-1N-R	2	972-001-12	
TR1034+P30H-E1-1N-R	3	973-001-12	
TR1034+P4H-E1-1N-R	1	971-001-13	
TR1034+P4H-E1-1N-R	2	972-001-13	
TR1034+P4H-E1-1N-R	3	973-001-13	
TR1034+P4H-T1-1N-R	1	971-001-14	
TR1034+P4H-T1-1N-R	2	972-001-14	
TR1034+P4H-T1-1N-R	3	973-001-14	
TR1034+P8H-E1-1N-R	1	971-001-15	
TR1034+P8H-E1-1N-R	2	972-001-15	
TR1034+P8H-E1-1N-R	3	973-001-15	
TR1034+P8H-T1-1N-R	1	971-001-16	
TR1034+P8H-T1-1N-R	2	972-001-16	
TR1034+P8H-T1-1N-R	3	973-001-16	
TR1034+P2-2L-R	1	971-002-06	
TR1034+P2-2L-R	2	972-002-06	
TR1034+P2-2L-R	3	973-002-06	
TR1034+P2-2L-R UK	1	971-002-07	
TR1034+P2-2L-R UK	2	972-002-07	
TR1034+P2-2L-R UK	3	973-002-07	
TR1034+P2-2L-R ZA/NZ/HK/SG	1	971-002-08	
TR1034+P2-2L-R ZA/NZ/HK/SG	2	972-002-08	
TR1034+P2-2L-R ZA/NZ/HK/SG	3	973-002-08	
TR1034+P4-4L-R	1	971-002-09	
TR1034+P4-4L-R	2	972-002-09	
TR1034+P4-4L-R	3	973-002-09	
TR1034+P4-4L-R UK	1	971-002-10	
TR1034+P4-4L-R UK	2	972-002-10	
TR1034+P4-4L-R UK	3	973-002-10	
TR1034+P4-4L-R ZA/NZ/HK/SG	1	971-002-11	
TR1034+P4-4L-R ZA/NZ/HK/SG	2	972-002-11	
TR1034+P4-4L-R ZA/NZ/HK/SG	3	973-002-11	

Table 2: Dialogic® Brooktrout® TR1034 Fax Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
TR1034+P8-8L-R	1	971-002-12	
TR1034+P8-8L-R	2	972-002-12	
TR1034+P8-8L-R	3	973-002-12	
TR1034+P8-8L-R ZA/NZ/HK	1	971-002-13	
TR1034+P8-8L-R ZA/NZ/HK	2	972-002-13	
TR1034+P8-8L-R ZA/NZ/HK	3	973-002-13	
TR1034+P8-8L-R UK	1	971-002-14	
TR1034+P8-8L-R UK	2	972-002-14	
TR1034+P8-8L-R UK	3	973-002-14	
TR1034+P2-1B-R	1	971-003-03	
TR1034+P2-1B-R	2	972-003-03	
TR1034+P2-1B-R	3	973-003-03	
TR1034+P2-1B-R ZA/NZ	1	971-003-04	
TR1034+P2-1B-R ZA/NZ	2	972-003-04	
TR1034+P2-1B-R ZA/NZ	3	973-003-04	
TR1034+P4-2B-R	1	971-003-05	
TR1034+P4-2B-R	2	972-003-05	
R1034+P4-2B-R	3	973-003-05	
TR1034+P4-2B-R ZA/NZ	1	971-003-06	
TR1034+P4-2B-R ZA/NZ	2	972-003-06	
TR1034+P4-2B-R ZA/NZ	3	973-003-06	
TR1034+uP2C-R HALF	1	971-004-01	
TR1034+uP2C-R HALF	2	972-004-01	
TR1034+uP2C-R HALF	3	973-004-01	
TR1034+uP2D-R HALF	1	971-004-02	
TR1034+uP2D-R HALF	2	972-004-02	
TR1034+uP2D-R HALF	3	973-004-02	
TR1034+uP4C-R HALF	1	971-004-03	
TR1034+uP4C-R HALF	2	972-004-03	
TR1034+uP4C-R HALF	3	973-004-03	
TR1034+uP4D-R HALF	1	971-004-04	
TR1034+uP4D-R HALF	2	972-004-04	
TR1034+uP4D-R HALF	3	973-004-04	
TR1034-P2-2L-R HALF	1	971-004-05	
TR1034-P2-2L-R HALF	2	972-004-05	
TR1034-P2-2L-R HALF	3	973-004-05	
TR1034-P2-2L-R HALF UK	1	971-004-06	
TR1034-P2-2L-R HALF UK	2	972-004-06	
TR1034-P2-2L-R HALF UK	3	973-004-06	
TR1034+E10H-E1-1N	1	971-006-07	
TR1034+E10H-E1-1N	2	972-006-07	
TR1034+E10H-E1-1N	3	973-006-07	
TR1034+E16H-E1-1N	1	971-006-08	
TR1034+E16H-E1-1N	2	972-006-08	
TR1034+E16H-E1-1N	3	973-006-08	
TR1034+E16H-T1-1N	1	971-006-09	
TR1034+E16H-T1-1N	2	972-006-09	
TR1034+E16H-T1-1N	3	973-006-09	

Table 2: Dialogic® Brooktrout® TR1034 Fax Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
TR1034+E20H-E1-1N	1	971-006-10	
TR1034+E20H-E1-1N	2	972-006-10	
TR1034+E20H-E1-1N	3	973-006-10	
TR1034+E24H-T1-1N	1	971-006-11	
TR1034+E24H-T1-1N	2	972-006-11	
TR1034+E24H-T1-1N	3	973-006-11	
TR1034+E30H-E1-1N	1	971-006-12	
TR1034+E30H-E1-1N	2	972-006-12	
TR1034+E30H-E1-1N	3	973-006-12	
TR1034+E4H-E1-1N	1	971-006-13	
TR1034+E4H-E1-1N	2	972-006-13	
TR1034+E4H-E1-1N	3	973-006-13	
TR1034+E4H-T1-1N	1	971-006-14	
TR1034+E4H-T1-1N	2	972-006-14	
TR1034+E4H-T1-1N	3	973-006-14	
TR1034+E8H-E1-1N	1	971-006-15	
TR1034+E8H-E1-1N	2	972-006-15	
TR1034+E8H-E1-1N	3	973-006-15	
TR1034+E8H-T1-1N	1	971-006-16	
TR1034+E8H-T1-1N	2	972-006-16	
TR1034+E8H-T1-1N	3	973-006-16	
TR1034+E2-2L	1	971-007-06	
TR1034+E2-2L	2	972-007-06	
TR1034+E2-2L	3	973-007-06	
TR1034+E2-2L UK	1	971-007-07	
TR1034+E2-2L UK	2	972-007-07	
TR1034+E2-2L UK	3	973-007-07	
TR1034+E2-2L-R ZA/NZ/HK	1	971-007-08	
TR1034+E2-2L-R ZA/NZ/HK	2	972-007-08	
TR1034+E2-2L-R ZA/NZ/HK	3	973-007-08	
TR1034+E4-4L	1	971-007-09	
TR1034+E4-4L	2	972-007-09	
TR1034+E4-4L	3	973-007-09	
TR1034+E4-4L UK	1	971-007-10	
TR1034+E4-4L UK	2	972-007-10	
TR1034+E4-4L UK	3	973-007-10	
TR1034+E4-4L ZA/NZ/HK/ID	1	971-007-11	
TR1034+E4-4L ZA/NZ/HK/ID	2	972-007-11	
TR1034+E4-4L ZA/NZ/HK/ID	3	973-007-11	
TR1034+E8-8L	1	971-007-12	
TR1034+E8-8L	2	972-007-12	
TR1034+E8-8L	3	973-007-12	
TR1034+E8-8L ZA/NZ/HK	1	971-007-13	
TR1034+E8-8L ZA/NZ/HK	2	972-007-13	
TR1034+E8-8L ZA/NZ/HK	3	973-007-13	
TR1034+E8-8L UK	1	971-007-14	
TR1034+E8-8L UK	2	972-007-14	
TR1034+E8-8L UK	3	973-007-14	

Table 2: Dialogic® Brooktrout® TR1034 Fax Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
TR1034+E2-1B	1	971-012-03	
TR1034+E2-1B	2	972-012-03	
TR1034+E2-1B	3	973-012-03	
TR1034+E2-1B ZA/NZ	1	971-012-04	
TR1034+E2-1B ZA/NZ	2	972-012-04	
TR1034+E2-1B ZA/NZ	3	973-012-04	
TR1034+E4-2B	1	971-012-05	
TR1034+E4-2B	2	972-012-05	
TR1034+E4-2B	3	973-012-05	
TR1034+E4-2B ZA/NZ	1	971-012-06	
TR1034+E4-2B ZA/NZ	2	972-012-06	
TR1034+E4-2B ZA/NZ	3	973-012-06	
TR1034+E2-2L HALF	1	971-013-01	
TR1034+E2-2L HALF	2	972-013-01	
TR1034+E2-2L HALF	3	973-013-01	
TR1034+E2-2L UK HALF	1	971-013-02	
TR1034+E2-2L UK HALF	2	972-013-02	
TR1034+E2-2L UK HALF	3	973-013-02	
TR1034+E2C HALF	1	971-013-04	
TR1034+E2C HALF	2	972-013-04	
TR1034+E2C HALF	3	973-013-04	
TR1034+E2D HALF	1	971-013-05	
TR1034+E2D HALF	2	972-013-05	
TR1034+E2D HALF	3	973-013-05	
TR1034+E4C HALF	1	971-013-06	
TR1034+E4C HALF	2	972-013-06	
TR1034+E4C HALF	3	973-013-06	
TR1034+E4D HALF	1	971-013-07	
TR1034+E4D HALF	2	972-013-07	
TR1034+E4D HALF	3	973-013-07	
TR1034+E2-2L 32bit-MSF	1	971-001-01	
TR1034+E2-2L 32bit-MSF	2	972-001-01	
TR1034+E2-2L 32bit-MSF	3	973-001-01	
TR1034+E2-2L UK 32bit-MSF	1	971-001-02	
TR1034+E2-2L UK 32bit-MSF	2	972-001-02	
TR1034+E2-2L UK 32bit-MSF	3	973-001-02	
TR1034+E2-2L ZA/NZ/HK 32bit-MSF	1	971-001-03	
TR1034+E2-2L ZA/NZ/HK 32bit-MSF	2	972-001-03	
TR1034+E2-2L ZA/NZ/HK 32bit-MSF	3	973-001-03	
TR1034+E4-4L 32bit-MSF	1	971-001-04	
TR1034+E4-4L 32bit-MSF	2	972-001-04	
TR1034+E4-4L 32bit-MSF	3	973-001-04	
TR1034+E4-4L UK 32bit-MSF	1	971-001-05	
TR1034+E4-4L UK 32bit-MSF	2	972-001-05	
TR1034+E4-4L UK 32bit-MSF	3	973-001-05	
TR1034+E4-4L ZA/NZ/HK 32bit-MSF	1	971-001-06	
TR1034+E4-4L ZA/NZ/HK 32bit-MSF	2	972-001-06	
TR1034+E4-4L ZA/NZ/HK 32bit-MSF	3	973-001-06	

Table 2: Dialogic® Brooktrout® TR1034 Fax Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
TR1034+E2-2L HALF 32BIT-MSF	1	971-020-05	
TR1034+E2-2L HALF 32BIT-MSF	2	972-020-05	
TR1034+E2-2L HALF 32BIT-MSF	3	973-020-05	
TR1034+E2-2L UK HALF 32bit-MSF	1	971-020-06	
TR1034+E2-2L UK HALF 32bit-MSF	2	972-020-06	
TR1034+E2-2L UK HALF 32bit-MSF	3	973-020-06	
TR1034+P2-2L-R 32bit-MSF	1	971-194-01	
TR1034+P2-2L-R 32bit-MSF	2	971-194-02	
TR1034+P2-2L-R 32bit-MSF	3	971-194-03	
TR1034+P2-2L-R UK 32bit-MSF	1	971-194-04	
TR1034+P2-2L-R UK 32bit-MSF	2	971-194-05	
TR1034+P2-2L-R UK 32bit-MSF	3	971-194-06	
TR1034+P2-2L-R ZA/NZ/HK/SG 32bit-MSF	1	971-194-07	
TR1034+P2-2L-R ZA/NZ/HK/SG 32bit-MSF	2	971-194-08	
TR1034+P2-2L-R ZA/NZ/HK/SG 32bit-MSF	3	971-194-09	
TR1034+P4-4L-R 32bit-MSF	1	971-194-10	
TR1034+P4-4L-R 32bit-MSF	2	971-194-11	
TR1034+P4-4L-R 32bit-MSF	3	971-194-12	
TR1034+P4-4L-R UK 32bit-MSF	1	971-194-13	
TR1034+P4-4L-R UK 32bit-MSF	2	971-194-14	
TR1034+P4-4L-R UK 32bit-MSF	3	971-194-15	
TR1034+P4-4L-R ZA/NZ/HK/SG 32bit-MSF	1	971-194-16	
TR1034+P4-4L-R ZA/NZ/HK/SG 32bit-MSF	2	971-194-17	
TR1034+P4-4L-R ZA/NZ/HK/SG 32bit-MSF	3	971-194-18	
TR1034+P8-8L-R 32bit-MSF	1	971-194-19	
TR1034+P8-8L-R 32bit-MSF	2	971-194-20	
TR1034+P8-8L-R 32bit-MSF	3	971-194-21	
TR1034+P8-8L-R ZA/NZ/HK 32bit-MSF	1	971-169-08	
TR1034+P8-8L-R ZA/NZ/HK 32bit-MSF	2	972-169-08	
TR1034+P8-8L-R ZA/NZ/HK 32bit-MSF	3	973-169-08	
TR1034+P8-8L-R UK 32bit-MSF	1	971-194-22	
TR1034+P8-8L-R UK 32bit-MSF	2	971-194-23	
TR1034+P8-8L-R UK 32bit-MSF	3	971-194-24	
TR1034-P2-2L HALF 32BIT -MSF	1	971-169-10	
TR1034-P2-2L HALF 32BIT -MSF	2	972-169-10	
TR1034-P2-2L HALF 32BIT -MSF	3	973-169-10	
TR1034+P2-2L-R UK HALF 32bit-MSF	1	971-169-11	
TR1034+P2-2L-R UK HALF 32bit-MSF	2	972-169-11	
TR1034+P2-2L-R UK HALF 32bit-MSF	3	973-169-11	

Table 3: Dialogic® Converged Services Platform (CSP) -- Premium Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
CSP 2040 and 2090 -- all models	1	ESP-CSP-I001	Indirect
CSP 2040 and 2090 -- all models	2	ESP-CSP-I002	Indirect
CSP 2040 and 2090 -- all models	3	ESP-CSP-I003	Indirect

Table 4: Dialogic® Digital Telephony Interface Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
DMT160TECW (882-699)	1	S01-024	
DMT160TECW (882-699)	3	S02-024	

Table 5: Dialogic® Diva® Media Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
4BRI-8 (305-486)	1	330-049	EMEA; Valid for PCI and PCI Express versions
4BRI-8 (305-486)	3	330-056	EMEA; Valid for PCI and PCI Express versions
4BRI-8 (305-486)	1	330-055	US; Valid for PCI and PCI Express versions
4BRI-8 (305-486)	3	330-054	US; Valid for PCI and PCI Express versions
BRI/Analog	1	330-051	US; Valid for PCI and PCI Express versions
BRI/Analog	3	330-050	US; Valid for PCI and PCI Express versions
BRI/Analog	1	330-053	EMEA; Valid for PCI and PCI Express versions
BRI/Analog	3	330-052	EMEA; Valid for PCI and PCI Express versions
PRI/E1/T1-8 (306-206)	1	330-027	International
PRI/E1/T1-8 (306-206)	3	330-028	International
PRI/E1/T1-8 (306-207)	1	330-035	North America
PRI/E1/T1-8 (306-207)	3	330-036	North America
PRI/E1/T1-CTI (306-211)	1	330-025	PCI
PRI/E1/T1-CTI (306-211)	3	330-026	PCI
PRI/E1/T1-CTI (306-212)	1	330-033	PCI North America
PRI/E1/T1-CTI (306-212)	3	330-034	PCI North America
PRI/E1-30 (306-209)	1	330-029	International (PCI Version)
PRI/E1-30 (306-209)	3	330-030	International (PCI Version)
PRI/T1-24 (306-208)	1	330-037	North America
PRI/T1-24 (306-208)	3	330-038	North America
V-2PRI/E1-60 (306-249)	1	330-041	International
V-2PRI/E1-60 (306-249)	3	330-045	International
V-2PRI/T1-48 (306-250)	1	330-047	US
V-2PRI/T1-48 (306-250)	3	330-043	US
V-4PRI/E1-120 (306-251)	1	330-048	International
V-4PRI/E1-120 (306-251)	3	330-044	International
V-4PRI/T1-96 (306-252)	1	330-046	US
V-4PRI/T1-96 (306-252)	3	330-042	US
V-PRI/E1-30 (306-214)	1	330-031	International
V-PRI/E1-30 (306-214)	3	330-032	International
V-PRI/T1-24 (306-213)	1	330-039	North America
V-PRI/T1-24 (306-213)	3	330-040	North America

Table 6: Dialogic® DM3 Media Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
DMV12004E1PCIW (882-691)	1	S01-027	
DMV12004E1PCIW (882-691)	3	S02-027	
DMV1200BTEPEQ (888-903)	1	S01-032	
DMV1200BTEPEQ (888-903)	3	S02-032	
DMV1200BTEPW (881-806)	1	S01-020	
DMV1200BTEPW (881-806)	3	S02-020	
DMV4800BCW (881-808)	1	S01-029	
DMV4800BCW (881-808)	3	S02-029	
DMV600BTEPW (881-810)	1	S01-026	
DMV600BTEPW (881-810)	3	S02-026	
DMV9604T1PCIW (882692)	1	S02-030	
DMV9604T1PCIW (882-692)	3	S02-030	

Table 7: Dialogic® Integrated Media Gateways -- Premium Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
IMG 1010 and 1004 -- all models	1	ESP-IMG-D001	Direct
IMG 1010 and 1004 -- all models	2	ESP-IMG-D002	Direct
IMG 1010 and 1004 -- all models	3	ESP-IMG-D003	Direct
IMG 1010 and 1004 -- all models	1	ESP-IMG-I001	Indirect
IMG 1010 and 1004 -- all models	2	ESP-IMG-I002	Indirect
IMG 1010 and 1004 -- all models	3	ESP-IMG-I003	Indirect

Table 8: Dialogic® IP Media Server -- Premium Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
IP Media Server -- all models	1	ESP-SMS-D001	Direct
IP Media Server -- all models	2	ESP-SMS-D002	Direct
IP Media Server -- all models	3	ESP-SMS-D003	Direct
IP Media Server -- all models	1	ESP-SMS-I001	Indirect
IP Media Server -- all models	2	ESP-SMS-I002	Indirect
IP Media Server -- all models	3	ESP-SMS-I003	Indirect

Table 9: Dialogic® JCT Media Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
D120JCTLSWEU (881-816)	1	S01-031	
D120JCTLSWEU (881-816)	3	S02-031	
D240JCTT1W (881-766)	1	S01-022	
D240JCTT1W (881-766)	3	S02-022	
D300JCTE1120W (881-767)	1	S01-028	
D300JCTE1120W (881-767)	3	S02-028	
D480JCT2T1W (881-772)	1	S01-021	
D480JCT2T1W (881-772)	3	S02-021	
D600JCT1E1120W (881-776)	1	S01-025	
D600JCT1E1120W (881-776)	3	S02-025	
D600JCT2E1120W (881-778)	1	S01-023	
D600JCT2E1120W (881-778)	3	S02-023	

Table 10: Dialogic® Media Gateway Series (DMG Gateways) -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
DMG1004LSW (310-877)	1	S02-019	
DMG1004LSW (310-877)	3	S03-019	
DMG1004LSW (310-877)	5	S01-019	
DMG3008BRI (306-310)	1	S01-006	
DMG3008BRI (306-310)	3	S03-006	
DMG3008BRI (306-310)	5	S02-006	
DMG3016BRI (306-311)	1	S01-007	
DMG3016BRI (306-311)	3	S03-007	
DMG3016BRI (306-311)	5	S02-007	
DMG4060DTI (306-313)	1	S01-009	
DMG4060DTI (306-313)	3	S03-009	
DMG4060DTI (306-313)	5	S02-009	
DMG4120DTI (306-314)	1	S01-010	
DMG4120DTI (306-314)	3	S03-010	
DMG4120DTI (306-314)	5	S02-010	
DMG1008DNIW (884-211)	1	330-061	
DMG1008DNIW (884-211)	3	S01-011	
DMG1008DNIW (884-211)	5	330-071	
DMG1008LSW (884-214)	1	330-064	
DMG1008LSW (884-214)	3	S01-012	
DMG1008LSW (884-214)	5	330-074	
DMG1008MTLDNIW (884-212)	1	330-062	
DMG1008MTLDNIW (884-212)	3	S01-013	
DMG1008MTLDNIW (884-212)	5	330-072	
DMG1008RLMDNIW (884-213)	1	330-063	
DMG1008RLMDNIW (884-213)	3	S01-037	
DMG1008RLMDNIW (884-213)	5	330-073	
DMG2120DTIQ (886-426)	1	330-059	
DMG2120DTIQ (886-426)	3	S01-016	
DMG2120DTIQ (886-426)	5	330-069	
DMG2030DTIQ (886-427)	1	330-060	
DMG2030DTIQ (886-427)	3	S01-014	
DMG2030DTIQ (886-427)	5	330-070	
DMG2060DTIQ (886-418)	1	330-058	
DMG2060DTIQ (886-418)	3	S01-015	
DMG2060DTIQ (886-418)	5	330-068	
DMG2060DTISQ	1	S01-038	
DMG2060DTISQ	3	S02-038	
DMG2060DTISQ	5	S03-038	
DMG2120DTISQ	1	S01-039	
DMG2120DTISQ	3	S02-039	
DMG2120DTISQ	5	S03-039	

Gateway Bundles

Product Code of Gateway in Bundle	Contract Length in Years	Services Order Code	Notes
DMG1008MTLDNIW	3	306-350	Standard Plan & Gateway Bundle (S01-013 with 884-212)
DMG1008RLMDNIW	1	306-363	Standard Plan & Gateway Bundle (330-063 with 884-213)
DMG1008RLMDNIW	3	306-352	Standard Plan & Gateway Bundle (S01-037 with 884-213)
DMG1004LSW	1	310-886	Standard Plan & Gateway Bundle (S02-019 with 310-877)
DMG1004LSW	3	310-885	Standard Plan & Gateway Bundle (S03-019 with 310-877)
DMG1008LSW	1	306-362	Standard Plan & Gateway Bundle (330-064 with 884-214)
DMG1008LSW	3	306-351	Standard Plan & Gateway Bundle (S01-012 with 884-214)
DMG1008DNIW	1	306-364	Standard Plan & Gateway Bundle (330-061 with 884-211)
DMG1008DNIW	3	306-353	Standard Plan & Gateway Bundle (S01-011 with 884-211)
DMG2030DTIQ	1	306-360	Standard Plan & Gateway Bundle (330-060 with 886-427)
DMG2030DTIQ	3	306-349	Standard Plan & Gateway Bundle (S01-014 with 886-427)
DMG2060DTIQ	1	306-359	Standard Plan & Gateway Bundle (330-058 with 886-418)
DMG2060DTIQ	3	306-348	Standard Plan & Gateway Bundle (S01-015 with 886-418)
DMG2120DTIQ	1	306-358	Standard Plan & Gateway Bundle (330-059 with 886-426)
DMG2120DTIQ	3	306-347	Standard Plan & Gateway Bundle (S01-016 with 886-426)
DMG3008BRI	1	306-357	Standard Plan & Gateway Bundle (S01-006 with 306-310)
DMG3008BRI	3	306-346	Standard Plan & Gateway Bundle (S03-006 with 306-310)
DMG3016BRI	1	306-356	Standard Plan & Gateway Bundle (S01-007 with 306-311)
DMG3016BRI	3	306-345	Standard Plan & Gateway Bundle (S03-007 with 306-311)
DMG4060DTI	1	306-355	Standard Plan & Gateway Bundle (S01-009 with 306-313)
DMG4060DTI	3	306-344	Standard Plan & Gateway Bundle (S03-009 with (306-313)
DMG4120DTI	1	306-354	Standard Plan & Gateway Bundle (S01-010 with 306-314)
DMG4120DTI	3	306-343	Standard Plan & Gateway Bundle (S03-010 with 306-314)

Table 11: Dialogic® Multi-Services Platform (MSP) -- Premium Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
MSP 1010 -- all models	1	ESP-MSP-I001	Indirect
MSP 1010 -- all models	2	ESP-MSP-I002	Indirect
MSP 1010 -- all models	3	ESP-MSP-I003	Indirect

Table 12: Dialogic® Station Interface Boards -- Standard Per Unit Plan

Product Code	Contract Length in Years	Services Order Code	Notes
DI0408LSW (884-440)	1	S01-034	
DI0408LSW (884-440)	3	S02-034	
DISI16W (882-698)	1	S01-035	
DISI16W (882-698)	3	S02-035	
DISI24W (882-701)	1	S01-036	
DISI24W (882-701)	3	S02-036	
DISI32W (882-702)	1	S01-033	
DISI32W (882-702)	3	S02-033	

To learn more about Dialogic® products, visit www.dialogic.com.

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