

# T5 Dispatch Consoles Discontinue of Manufacturing (DOM) Announcement FAQ and On-Going Support Schedule

FEBRUARY 2, 2009

## Summary

*Positron Public Safety Systems has announced the Discontinue of Manufacture (D.O.M.) of new T5 Dispatch Console systems. Positron will honor orders for new T5 systems accepted previously and will recognize new orders from non-expired quotes for T5 solutions through their expiration (or April 30, 2009, whichever is earlier). Positron will no longer issue new quotes or proposals for T5 systems effective immediately. For the installed base of T5 Customers, Positron will continue to sell position / cabinet expansions and spare parts for one year, and supply repair service and support until the end of April, 2014. Please refer to this Frequently Asked Question documentation for details of the future support options available to channel partners and end users.*

## Frequently Asked Questions

### **Which Specific Product Lines are affected by the Discontinue of Manufacturing notification?**

The Discontinue of Manufacturing affects T5 products. Manufacturing of the TDM and Primet Dispatch Consoles product lines were discontinued in 2007. Positron's Power Radio offering will continue to be made available.

### **Are you planning to announce a new Dispatch Console offering as a replacement for the T5 platform?**

Not at this time.

### **How does the Discontinue of Manufacturing (D.O.M.) announcement affect the availability of new sales of T5 system solutions?**

Positron will honor orders for new T5 systems accepted previously and will recognize new orders from non-expired quotes for T5 solutions through their expiration (or April 30, 2009, whichever is earlier). Please refer to the Support Schedule at the end of this document for all relevant T5 D.O.M. dates.

### **Does the Discontinue of Manufacturing (D.O.M.) announcement affect the warranty coverage for existing or newly delivered T5 systems?**

No, the applicable T5 warranty programs will be fully supported without any change regardless of when your T5 system was purchased.

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### **How does the Discontinue of Manufacturing (D.O.M.) announcement affect the availability of T5 Position / Cabinet expansions and Spare Parts?**

Positron will honor all current orders, provide proposals and accept new orders for T5 position / cabinet expansions and spare parts through January 29, 2010. Position expansion equipment includes T5-OPP with seat license, and Cabinet expansion refers to the ability to add additional card shelf capacity to an existing system. Please refer to the Support Schedule at the end of this document for all relevant T5 D.O.M. dates.

### **Is there any expected impact on maintenance and serviceability of T5 systems as a result of this D.O.M. Announcement?**

Existing T5 customer installations are not immediately affected by this Discontinue of Manufacturing announcement. Positron will continue to supply repair service and support to the best of our abilities through the end of April, 2014, or longer for individual support obligations that expire beyond that date. Renewal of maintenance agreements will generally be available until the last year of support, but will not extend beyond the end of April, 2014. Please refer to the Support Schedule at the end of this document for all relevant T5 D.O.M. dates.

For systems whose warranty support periods have expired, Positron offers Maintenance Service packages which include Help Desk Call Center Support and Advance Replacement services. Information on purchasing these support packages can be obtained by contacting the Regional Sales Directors listed at the end of this FAC document.

### **Is there any expected impact on the support policy regarding the previously discontinued TDM and Primet Dispatch Consoles?**

No, this will not affect our prior commitment to supply service, spare parts, telephone support, and on-site support for the TDM and Primet installed base of customers. Positron still offers Maintenance Service packages which include Help Desk Call Center Support and Advance Replacement services for the TDM / Primet products. Information on purchasing these support packages can be obtained by contacting the Regional Sales Directors listed toward the end the FAQ section of this document.

### **Does the Discontinue of Manufacturing (D.O.M.) announcement affect the availability of Power Radio solutions or support offerings?**

No, the Power Radio Dispatch Console product will continue to be offered by Positron and is not affected by the T5 DOM announcement.

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### Who can I contact should I have questions regarding the T5 Discontinue of Manufacture plan or the general discontinuation policy?

For further information, please contact your Positron Regional Sales Director listed below:

Western Region:	Philip Rotheram	(916) 772-4911
Northwest Region:	Maureen Dieckmann	(303) 986-9911
Northeast Region:	Randy Young	(203) 339-7089
Southeast Region:	Stanley Tart	(770) 996-0055

### T5 DOM On-Going Support Schedule

Refer to the below table for important support dates and milestones.

Last Day for Issuance of New T5 Quotes	Discontinued
Last Day for Acceptance of Orders from Issued (Non-Expired) Proposals for T5 System Solutions	Published Expiration Date on the Quote or April 30, 2009, whichever is earlier
Last Day for Acceptance of Orders for T5 Cabinet / Position Expansions and Spare Parts	January 29, 2010
Conclusion of Supply of Repair Service, Telephone Support and On-Site Support	April 30, 2014*

\* Or longer for individual support obligations which expire beyond that April 30, 2014