

Fujitsu F9600 Support Announcement

SUMMARY

Altura announced the Fujitsu F9600 End of Sale on November 1st, 2001. Altura has provided support for the last 15 year, and will continue to provide service support for Fujitsu F9600 as qualified below.

BACKGROUND

November 1, 2001: Discontinuation of all Fujitsu Business Communication Systems (FBCS) manufactured products, including the F9600, and certain specified private-labeled OEM products sold by FBCS.

April 21, 2013: Altura will no longer provide Time and Material service for Fujitsu F9600. Since 2009, Altura has only provided technical support to Fujitsu F9600 customers that have a maintenance contract in place.

ANNOUNCEMENT

Effective immediately:

- a. Software Activation: Altura will no longer provide software feature activations or software upgrades.
- b. Replacement Parts: Altura will provide replacement parts on a Best Effort Basis for scarce and difficult to re-manufacture items such as hard drives, attendant consoles and monitoring equipment.
- c. Phone Availability: Altura cannot guarantee the availability of specific model/color combination of select F9600 phones, and based on inventory availability may provide substitute equipment with like functionality.

Products include: All F9600 products

- **“For any questions, please contact us at 1-800-654-0715 or visit us at www.alturacs.com**