

Discontinued DBS “Live” Support Announcement, Release April 10, 2009

Effective May 10, 2009, Panasonic will no longer be providing telephone technical support for the following DBS, Panavoice products and associated peripherals:

- DBS 824 System
- DBS 40/70/96
- DBS 576/HD System
- SDBS 308/616
- Panavoice System

These products have been withdrawn from sales for a number of years, support for these products will be provided on line to registered Dealers through BTSDDealer.com. Support for these products includes on line documentation and Frequently Asked Questions (FAQs). Dealers seeking technical support at the Panasonic BTS Technical Support Center will be referred to the web site.

Panasonic encourages dealers to upgrade current customers with these systems to current products. These current products offer more capability and growth for customers.

If you have questions about this announcement, please contact your Panasonic Regional Territory Manager or the Panasonic BTS Technical Support Center.

If support for these products is required, your Distributor may offer this service (Please Note — If your Distributor provides Technical Support for these discontinued products, your Distributor may charge for this service).

FAQ's:

Why is Panasonic discontinuing telephone technical support for these products? These products have been withdrawn from marketing for a number of years. Dealers should begin the migration of customers to current products. Panasonic's Telephone Technical Support will be focused on supporting current products only.

Does this impact replacement parts for these products? This announcement does not impact replacement part policies for these products. Whatever policies are in place for each product will continue.

Where do I get technical support for these products? Technical support will be available to registered Dealers at BTSDDealer.com. The support will include all product documentation and answers to the most frequently asked questions for these product.