

Subject: Voice Recording Product Retirement

Dear Customer,

This letter provides you with important information concerning your voice recording system:

- Dictaphone Freedom, Combo and FT,
- Dictaphone Prolog and Guardian,
- Dictaphone daVinci,
- Dictaphone 5000 and 9000 series,
- Dictaphone Call Check (& Encore),
- Dictaphone Call Watch (& Trackdown),
- Wordnet™ Series 3, or
- Mirra™ Series 2.

NICE is announcing retirement plans for these products and related applications and for the Dispatcher Assessment application. We trust that these products have served you satisfactorily over the years, and we are pleased to offer you exciting opportunities to upgrade your systems to the latest technology from NICE.

There are different reasons for retiring each of these products. Those reasons include component and technology obsolescence, NICE's continuing product development, and our commitment to provide world class service and support to our active product line.

NICE's Sunset Policy is designed to minimize disruption to our customers by providing many years' advance notice. We also make our Sunset Policy generous and transparent so you know up front what you can expect. We believe our policy, which provides support up to five years after End of Sale Date, is unique in our industry. The following are general key dates of NICE's Sunset Policy:

- **End-of-Sale Date** - The final date on which a product version will be available for sale.
- **End-of-Expansion-Sale Date** – The final date on which a product version, either hardware or software, can be expanded within the same product version at an existing installation.
- **End-of-Development Date** – The final date on which NICE will cease to provide code fixes, changes, and third party software certifications for a product version.
- **End-of-Support Date** – The final date on which NICE will cease to provide support for a product version including technical support, on-site support, helpdesk support, training, and spare parts. Specific contractual agreements with NICE Systems that extend this date will be honored.

Appendixes A through D to this letter outline specific Sunset Plans for each of the above products. It also details the proposed migration to NICE's most advanced products.

Upgrade Promotion

Now is an ideal time to migrate to **High Density NiceLog®** and **NiceCall® Focus III** – NICE's most advanced recording systems, which are available along with the most innovative applications in the market.

- **High Density NiceLog®** – easy-to-use, future-proof recording solution that works with all *traditional* and *new* telephony interfaces, as well as radio channels, and can be used for advanced audio analysis. Provides maximum storage with a minimal footprint and lowest cost.

- **NiceCall® Focus III** - a full-featured, compact recording solution designed to be a reliable, inclusive, easily operated and compact recording system that provides rapid and efficient incident review. NiceCall Focus III is a single-box solution utilizing advanced PCI technology and a range of applications especially developed to suit the dynamic nature of mission-critical small- and medium-sized sites.
- **Scenario Replay™** – Scenario Replay provides simple yet extremely powerful search capabilities that reduce search times dramatically and minimize the use of valuable resources. Standard, Windows-based controls and user interfaces simplify operation and minimize training requirements. Users are freed from specifying which recorder to search; Scenario Replay searches all the recorders and channels which the user can access.
- **Last Message Replay™** – a simple tool for real-time and instant replay of the last message received by the center at the call-taker and dispatcher desk. This application is especially designed to meet public safety market needs.
- **Reports Package** – simple reporting tool designed to let site managers monitor operations and make informed decisions. The Reports Package provides a systematic decision-support tool based on operational information, supporting workforce allocation and budget spending decisions. This application is especially designed to meet public safety market needs.
- **NiceUniverse®** and **NiceUniverse Compact™** – NiceUniverse is the most comprehensive Quality Management (QM) solution available, enabling your call center to capture, evaluate, analyze and improve call-taker skills and quality of service. NiceUniverse Compact integrates NiceCall Focus III and NiceUniverse, creating a powerful, cost-effective recording and QM application packaged as a unique single-box solution.

To help make your recording solution upgrade as painless as possible, NICE is pleased to offer you a limited time promotion. We will provide you a credit of \$150 per voice recording channel towards a NiceLog system, or a credit of \$75 per voice recording channel towards a NiceCall Focus III system. This proposal is valid through September 30, 2006.

Finally, at this opportunity, I would also like to invite you to join our NICE User Group (NUG). The NUG is an independent knowledge community for customers of NICE Systems. It includes more than 1000 members from various industries and more than 200 public safety members. The NUG is the right venue to optimize the value of NICE applications for your organization through sharing of best practices. Membership is free for any NICE customer. More information, as well as enrollment to the NUG, is available at: www.niceusergroup.org.

I have asked a NICE Sales representative to contact you to answer any questions and explain the various product options available to you. I would also encourage you to contact us at (888) 217-0593 or welcome@nice.com, so that we can take quick action in helping you to assess your current needs and to recommend an effective solution.

We appreciate your business and your support.

Sincerely,



Chris Wooten
Vice President, Public Safety
NICE Systems, Inc.

Appendixes:

Appendix A: Sunset Plan for Dictaphone CRS Voice Recorders and Applications

Appendix B: Sunset Plan for Wordnet Series 3

Appendix C: Sunset Plan for Mirra Series 2

Appendix D: Sunset Plan for Dispatcher Assessment

Appendix A – Sunset Plan for Dictaphone CRS Voice Recorders and Applications

This Sunset Plan affects the following Dictaphone CRS products:

1. Dictaphone Freedom, Combo and FT
2. Dictaphone Prolog and Guardian
3. Dictaphone daVinci
4. Dictaphone 5000 and 9000 series
5. Dictaphone Call Check (& Encore)
6. Dictaphone Call Watch (& Trackdown)

1. Dictaphone Freedom, Combo and FT

The dates below relate specifically to the Dictaphone Freedom, Combo and FT product lines and associated applications, including:

- Freedom recorder and workstation application (System Manager, Events System & Manager, Archive System & Manager)
- ContactPoint™ application
- Freedom Enterprise & Freedom Enterprise CTI
- Freedom Select (selective recording)
- Freedom Connect (CTI and API integration)
- Freedom QMS (quality monitoring)
- Freedom™ Call Check (instant message recall)
- Freedom Authentication
- Freedom Explorer (web-based call retrieval software)
- Freedom Navigator
- Freedom Capture Pro
- Freedom Custom Data Module (ANI/ALI and M/A-COM trunked radio application)
- Freedom SDK (software developer's kit)
- Freedom rDT (radio detrunking for Motorola systems)
- Freedom VoIP

Please note:

End of Sale Date for Freedom rDT (trunked radio recording) and Freedom VoIP (VoIP recording) is April 15, 2006.

Key Dates

End of Sale Announcement	- April 15, 2006
End of Sale Date	- March 1, 2007
End of Software Development	- March 1, 2008
End of Expansion (Last upgrade Order)	- March 1, 2008
End of Support Date	- March 1, 2010

Migration to NiceLog

NiceLog offers all the recording capability of Freedom plus advanced applications and storage options. NICE recommends moving to NiceLog as soon as possible to ensure you receive the latest supported solutions and so that impact on support is minimized.

Capability Summary

Below is a brief comparison between NiceLog and Freedom. More information is available by contacting your NICE representative or by visiting www.nice.com.

Capability	Freedom	NiceLog	Benefit
Operating System	QNX	Windows 2003 appliance edition	Standards based, secure and supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	800MB = 192 ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer, improved stand-alone capability
Archive Options : DVD (4.7GB) DDS (13GB) AIT (60GB)	Yes No No	Yes Yes Yes	More offline archive options to suit your preference within the recorder. Less media, changes and maintenance, reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM, G729a, G723	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization, and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	Yes	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	Yes (HDD array or archive device)	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	Yes (Enterprise Option)	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	Call Check only	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	Enterprise & Contact Point only	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

2. Dictaphone Prolog and Guardian

The Prolog and Guardian products are currently in the support phase of their lifecycle, and NICE offers support for these systems on a best endeavors basis.

NICE will end support for these products on March 1, 2008. Customers are urged to upgrade these solutions as soon as possible. This affects product versions including, but not limited to, 30000 Series and 40000 Series

Key Dates

End of Support Date - March 1, 2008

Capability Summary

Below is a brief comparison between NiceLog and Guardian. More information is available by contacting your NICE representative or by visiting www.nice.com.

Capability	Guardian	NiceLog	Benefit
Operating System	DOS5	Windows 2003 appliance edition	Standards based, secure and supports latest drivers, integrations, and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	9GB = 1280 ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) DDS (13GB) AIT (60GB)	No Yes No	Yes Yes Yes	More offline archive options to suit your preference within the recorder. Less media, changes and maintenance reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	Yes, Basic Media Library	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence

Instant Replay – ‘New’ Last Message Replay	Call Check only	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	Symphony only	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

3. Dictaphone daVinci

The daVinci product has now been withdrawn from sale, and NICE is providing current customers with upgrades and ongoing support.

NICE will end support for this product on March 1, 2007. Customers are urged to upgrade these solutions as soon as possible.

Key Dates

End of Expansion Date

- April 15, 2006

End of Support Date

- March 1, 2007

4. Dictaphone 5000 and 9000 Series Voice Recorders

The 5000 and 9000 Series of voice recorders have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products

NICE will end support for these products on April 15, 2006. Customers are urged to upgrade these solutions as soon as possible. This affects product versions including, but not limited to, the following:

- 5700
- 5712
- 57xx
- 5900
- 5901
- 5912
- 59xx
- Model 5842
- Model 9800's
- Sentinel 51100-xxx
- Sentinel 51200-xxx
- Veritrac reel to reel, 5000, 5600, 9000
- 9700 Series
- 9900 Series

Key Dates

End of Support Date

- April 15, 2006

5. Dictaphone Call Check & Encore

These products have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products
NICE will end support for these products on April 15, 2006. Customers are urged to upgrade these solutions as soon as possible.

Call Checks

- 1100, 5700, 5900, 6600

Key Dates

End of Support Date - April 15, 2006

6. Dictaphone Call Watch & Trackdown

These products have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products
NICE will end support for these products on April 15, 2006. All partners and channels with customers utilizing this type of product should urgently seek to offer alternative solutions to ensure ongoing functionality.

Call Watch

- 9060, 9065, 9066, 9067, 9068, 9069

Key Dates

End of Support Date - April 15, 2006

**Appendix B – Sunset Plan for Wordnet Series 3
Voice Recorder and Applications**

Key Dates

End of Sale Date	- Wordnet Series 3 is no longer available for sale
End of Software Development	- December 1, 2006
End of Expansion (Last upgrade Order)	- December 31, 2006
End of Support Date	- March 1, 2010

This announcement affects the following products:

- Wordnet Series 3 Recording Platform
- Wordnet Web Replay Application
- Wordnet Alarms Server Application
- Investigator (with Wordnet)
- Wordnet Replay to Phone Server
- Wordnet Label Printing Application
- Wordnet Series 3 Upgrade Kits
- RecorderLink/SARA

Migration to NiceLog

NiceLog offers many benefits over Wordnet plus advanced applications and storage options. NICE recommends moving to NiceLog as soon as possible to ensure your agency has the latest technology for today and into the future.

Capability Summary

Below is a brief comparison between NiceLog and Wordnet Series 3. More information is available by contacting your NICE representative or by visiting www.nice.com.

Capability	Wordnet Series 3	NiceLog	Benefit
Operating System	Windows 2000 Pro	Windows 2003 appliance edition	Standards based, secure & supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	150GB = 25,000ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) DDS (13GB) VXA (33GB) AIT (60GB)	Yes No Yes No	Yes Yes No Yes	More offline archive options to suit your preference within the recorder. Less media, changes, and maintenance reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	Yes	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	Yes	Storage Center	Intelligently managed network-based storage & retention of data

NAS - Storage	Yes	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	Yes	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

**Appendix C - Sunset Plan for Mirra Series 2
Voice Recorder and Applications**

Key Dates

End of Sale Announcement	- April 15, 2006
End of Sale Date	- March 1, 2007
End of Software Development	- March 1, 2008
End of Expansion (Last upgrade Order)	- March 1, 2008
End of Support Date	- March 1, 2011

All Mirra hardware and compatible software applications are affected, including:

- Mirra Series 2 Recording Platform
- Mirra Applications
- Mirra Remote Audio Unit
- Investigator Replay
- Last Message Replay (for use with Mirra)
- ANI-ALI (for use with Mirra)

What Product Replaces Mirra Series 2?

Over the past four years, NICE has invested extensively in the NiceCall Focus product line, increasing its functionality, performance and ease of use. Its latest variant, NiceCall Focus III, has a new, easy-to-maintain low-cost design and very competitive pricing. NiceCall Focus III now outperforms Mirra Series 2's (and most of the competition) with its extended capacity of up to 48 mixed channels per recorder. NiceCall Focus III offers many benefits and enhancements over the Mirra Series 2.

Benefits of Moving to NiceCall Focus III:

Below is a simple summary of the benefits of NiceCall Focus III. For full details of the NiceCall Focus III's capabilities, please contact your NICE representative or visit www.nice.com.

Capability	Mirra Series 2	NiceCall Focus III	Benefit
Operating System	Proprietary	Windows XP	Standards based, secure and supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	None	250 GB = 50,000 hours	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) AIT-Turbo (40 GB)	Yes No	Yes Yes	Less media, changes and maintenance reducing cost of ownership
Compression	G.729A	G.729A	
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario	No	Yes	Fast, powerful disclosure of evidence

Replay			
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Tool-less maintenance	No	Yes	Fast, simple maintenance procedures and easy training

Appendix D - Sunset Plan for Dispatcher Assessment (DA)**Key Dates**

End of Sale Date	- April 15, 2006
End of Software Development	- March 1, 2007
End of Expansion (Last upgrade Order)	- March 1, 2007
End of Support Date	- March 1, 2008

All DA and AQM software and associated hardware (excluding loggers – see separate sunset / support statements) are affected by this announcement.

What Product Replaces Dispatcher Assessment?

Over the past four years, NICE has invested extensively in the NICE Universe product line, increasing its functionality, performance and ease of use. The latest variant, NICE Universe Compact, has a new configuration for smaller environments and very competitive pricing. NICE Universe Compact is available for use on NiceCall Focus III. NiceLog solutions, offering flexibility of deployment and powerful scaleable features, are available for all customer environments.