

January 16, 2012

## NOTICE

It has been brought to our attention that the AudioCodes Support Department has been receiving requests for support from end-users and resellers of our customers' products. These calls were for installation and troubleshooting assistance with the SmartWORKS call recording boards and software.

The AudioCodes business model for its call recording business line is based upon providing direct Tier 3 and/or Tier 4 Development Support only to the Manufacturers of Call Recording Systems utilizing our enabling technology. Our customers, the Manufacturers of Call Recording Products are trained and capable of referring support calls to us. AudioCodes currently has support agreements with these customer that includes only Tier 3 and/or Tier 4 Developer Support and does not include support for direct end-users or resellers.

Effective immediately, all sales to End Customers and Resellers require MANDATORY SUPPORT to be sold in conjunction with SmartWORKS technology. ScanSource, our Authorized Distributor will include mandatory support charges for all products purchased by non-Manufacturer Customers. This includes Resellers, DMRs, E-Tailers, Supply Houses and End Customers. Once a customer is under the AudioCodes Support Agreement, we will be happy to provide support.

Regards,



Ron Romanchik  
Vice President,  
Call Recording Business Line