DUBAI · ABU DHABI · UNITED ARAB EMIRATES

SBC licensing. MSA maintenance. Local integration.

A clear scope for your voice infrastructure lifecycle

Bring licensing and maintenance into the same deployment plan. FOSS matches the commercial request to your installed platform, software release and operating needs, then coordinates the agreed UAE integration scope.

Select the right SBC license

For a new deployment or a capacity extension, confirm the exact platform, software release, required sessions and enabled functions. Sentinel CS production licensing is scoped for the approved deployment.

01 **Platform and release**

Identify the Sentinel platform or other eligible product and the current DGW or software version.

02 **Capacity and functions**

State the required concurrent sessions and the functions you need. Confirm compatibility and license eligibility.

03 **Activation and delivery**

Provide the requested device or deployment identifiers. Confirm activation steps and delivery terms before ordering.

Confirm the commercial terms

- Approved SKU or configuration and quantity
- Price, currency, tax treatment and license term
- Maintenance included or purchased separately
- Activation, fulfillment and cancellation conditions

Ordering follows the published offer and the approved configuration. License delivery or activation is not necessarily immediate. A one-time purchase does not create recurring billing.

MSA

Keep the installed estate maintainable

MSA maintenance services for eligible products start with a clear list of covered equipment, software and dates. FOSS coordinates the request and local integration needs with the applicable maintenance arrangement.

Support and escalation

Define the support channel, escalation path and responsibilities in the agreement.

Software lifecycle

Review update eligibility and plan validation before changes are applied to the operating environment.

Renewal planning

Identify agreement dates, renewal needs and any review required for reinstatement.

Prepare your maintenance request

- Product models and quantities
- Serial numbers or approved device references
- DGW or other software versions
- Current agreement and expiry, when available
- UAE sites, requested period and coverage

The accepted agreement defines coverage, eligibility, service hours and any response commitments. No universal 24/7 coverage, guaranteed resolution time or automatic entitlement to every update is implied.

Discuss your UAE project

Send your installed-base details to FOSS for an MSA review or SBC licensing proposal.

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Product references

M5 Technologies product documentation and public solution pages, reviewed 16 October 2026.

www.m5technologies.com

MSA ↗ SBC licenses ↗ Sentinel CS ↗