

## **AM Product Support Bulletin**

**Bulletin Number:** DC-090409-AM - 02  
**Date:** April 2009  
**Replaces:** DC-090409-AM (April 2009)

### **ADMINISTRATION MODULE (AM) SUPPORT EXTENSION**

In April 2004, Datapulse announced a change in policy stating we are no longer distributors of Administration Module software. In order to allow our customers sufficient time to plan their telecommunications needs, the Datapulse Technical Service Centre announced technical support and assistance on AM (version 3) would be withdrawn after 30<sup>th</sup> April 2007.

Recognizing the concern voiced by Datapulse channels and customers, Datapulse continued to focus on securing resource to continue AM support beyond the 30<sup>th</sup> April 2007. This action was successful and Datapulse is pleased to announce that support for AM (version 3) will be extended to allow customers to renew their support contract in 2006 and beyond.

In the light of this announcement, Datapulse will continue to issue annual support contracts until further notice.

Datapulse will provide 12 months support termination notice to customers at the appropriate time should a decision to withdraw support be made by Datapulse.

### **TECHNICAL SERVICE CENTRE SUPPORT**

The Datapulse Technical Service Centre is located in Reading and is the ideal base for providing support to all of our customers: both for those in London and the home counties but also for those located elsewhere in the United Kingdom.

#### **Service Levels**

- Bronze Care (four hour response, available 8:30am to 5:30pm Mondays to Fridays)
- Silver Care (two hour response, available 8:30am to 5:30pm Mondays to Saturdays)
- Gold Care (one hour response, available on a 24 hours / 365 days per year basis)

#### **System engineers located throughout the United Kingdom**

- Where our Technical Service Centre is unable to resolve your problems over the telephone or by using remote diagnostics, we will arrange for a Datapulse engineer to attend your premises to continue investigation into any unresolved issues.

#### **Administration Module as part of a Datapulse 'Connect' solution**

- Where Administration Module is supplied as part of a Datapulse 'Connect' solution, with full database integration to Datapulse's Call Information Module (CIM) or Operator Module (OM), we would like to remind customers that only Datapulse is licensed to provide support and service on all aspects of the 'Connect' configuration.

# PRODUCT SUPPORT

## MAINSTREAM SUPPORT AND EXTENDED SUPPORT

Support will be provided as Mainstream Support or, in the case of systems integrated with Datapulse Connect (Call Information Module and / or Operator Module) where the age of the system requires greater resource to continue provision of support, Extended Support.

### Mainstream Support

- Mainstream Support is where Datapulse does not have to make extra provision of resources to provide support.
- All support options and programs such as Bronze, Silver and Gold Care support, are available to customers who are under Mainstream Support. All these support options provide for telephone assistance, on-site engineer visits and free of charge replacement hardware (as outlined in the Terms and Conditions of Helpdesk Support). Customers taking out the Gold Care levels of service will be entitled to free minor version upgrades.
- A surcharge is levied on all renewing support contracts of 10%.

### Extended Support

- Extended Support is for systems integrated with older versions of Datapulse Connect as outlined in the **Product Support Matrix** within this document.
- Customers with Extended Support will be provided with a limited support service from Datapulse which only allows for the provision of telephone assistance, remote access dial-in and on-site engineer visits. Please note that Extended Support does not provide for replacement of faulty equipment.
- Datapulse has to provide limited support cover for older versions of Datapulse Connect for the following reasons:
  1. Due to component obsolescence Datapulse will be unable to provide like-for-like hardware replacements for any system components needing to be repaired.
  2. Datapulse will only be able to support Microsoft software that continues to be supported by Microsoft. Support for NT4 workstation and SQL 6.5 has now ceased and security updates for NT4 Server stopped in December 2004.
  3. Microsoft Windows 2000 support went into its Extended Support phase in July 2005. Microsoft only provides for paid support and no longer provides complimentary support options, design change request and non-security hot fixes.

### Extended Support Surcharge

- A support surcharge for providing Extended Support, based on the age and version of the Connect product components will be levied to reflect the additional resource required to provide ongoing telephone assistance, platform expertise and software patches for older versions.
- The surcharge is dependant upon the age and version of the customer's system. Please refer to the **Extended Support Surcharges Matrix** within this document for more information.

## PRODUCT SUPPORT MATRIX

Product	Mainstream Support	Extended Support	Support Withdrawn
	Support will be provided at the Mainstream level up until the below date(s).	Support will be provided at the Extended level from the below date(s).	Support will not be renewed for any contracts due to renew on or after the below date(s).
Administration Module – not integrated to Datapulse Connect	Ongoing until further notice	To be confirmed	To be confirmed
Administration Module – integrated to Datapulse Connect (with either CIM 3 or OM 3)	Not available after 31/12/08	Applies to all contracts renewing on or after 01/01/09	To be confirmed
Administration Module – integrated to Datapulse Connect (with either CIM 2 or OM 2)	Not available after 31/12/06	Applies to all contracts renewing on or after 01/01/07	To be confirmed

## EXTENDED SUPPORT SURCHARGES MATRIX

Product	Mainstream Support	Extended Support
Administration Module – not integrated to Datapulse Connect	Standard support price (support price will be increased by 10% per annum)	Not yet applicable
Administration Module – integrated to Datapulse Connect (with either CIM 3 or OM 3)	Not available after 31/12/08	Standard support price + 60% surcharge for customers with next renewal date on or after 01/01/09
Administration Module – integrated to Datapulse Connect (with either CIM 2 or OM 2)	Not available after 31/12/06	Standard support price + 80% surcharge (where available)

## FOR FURTHER INFORMATION

Further information on support charges can be obtained from David Crosthwaite, Support Contracts Manager ([david.crosthwaite@datapulse.com](mailto:david.crosthwaite@datapulse.com) or 0118 972 8539).