

CUSTOMER SERVICES BULLETIN FOR: Contact Centre Coach (CCC)

Bulletin Number: DC090420-CCC
Date: April 2009
Replaces: CCC Product Support Bulletin DC081001-CCC (October 2008)

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE CURRENT RELEASES AVAILABLE?

From late 2006 the latest release of CCC will be version 6.5

WHY DO I NEED TO UPGRADE TO CCC VERSION 6.5?

The key reasons to upgrade are:

- Customers will need to upgrade to CCC version 6.5 to ensure continuity of product performance
- To benefit from any new system features which were not previously available in any releases of CCC.
- Older systems that are not upgraded will be liable to component obsolescence and will take more resource to support. Therefore older systems will only be provided with limited support cover (Extended Support), for which a surcharge fee will be applied in order to cover the extra cost incurred by Datapulse to provide support.

HOW OFTEN DO I NEED TO UPGRADE?

Datapulse has maintained a policy of carefully controlling the number of major releases for each product so as to ensure that customers do not have to upgrade too often. A major release is available every 2 to 3 years.

DO I NEED TO UPGRADE?

Customers with older CCC versions will soon have their support withdrawn and will need to upgrade to CCC version 6.5 to ensure continuity of Datapulse support. Support will soon be withdrawn for the following CCC versions:

All releases prior to version 6.5

Please refer to the **Product Support Matrix** within this document for support withdrawal dates for all versions of CCC.

PRODUCT SUPPORT

MAINSTREAM SUPPORT AND EXTENDED SUPPORT

Mainstream Support

- Mainstream Support is for any recent versions where Datapulse does not have to make extra provision of resources to provide support.
- All support options and programs such as Bronze, Silver and 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.

Extended Support

- Extended Support is for older versions 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 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 system, 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.

GOLD CARE CUSTOMERS

Although customers with Gold Care will receive minor software upgrades as part of their support contract they will not receive major upgrades to ensure Mainstream Support continuity. Customers with Gold Care services will, therefore, need to purchase a major upgrade at the appropriate time to ensure that their system remains under Mainstream Support.

- A minor software upgrade, provided in the Gold Care contracts, is defined as any minor, maintenance or build number change in the product version that does not require new hardware. The minor software upgrade usually includes small enhancements, slight modifications and bug fixes. The software upgrade applies to minor versions within a major release (for example, from version 1.0 to 1.1).
- A major upgrade, not provided in the Gold Care contracts, is defined as any new major release of the product that contains significant improvements (new features, essential optimizations, lots of small modifications, etc.) or which requires new hardware. In this case Datapulse will increase the version number (for example, from 1.0 to 2.0).

ACTION WHEN SYSTEM ON EXTENDED SUPPORT CANNOT BE REPAIRED

As outlined previously in this document, Datapulse will be unable to provide like-for-like software or hardware replacements for customers on Extended Support. Systems on Extended Support which need software or hardware repairs will need to be upgraded to the latest version.

- Customers will be referred to the Datapulse Sales Department. The Sales Department will then discuss the purchase of an upgrade to the latest version. Customers are advised that the lead time for an upgrade is approximately 5 to 10 working days. Where the customer purchases an upgrade within three months of renewing their support contract then the Extended Support surcharge applied to their support contract will be discounted off the price of the upgrade.
- Customers who do not purchase an upgrade may, at Datapulse's discretion, receive an upgrade. These upgrades will take approximately 15 to 20 working days.
 1. Any hardware that needs to be provided for this upgrade will be chargeable and a surcharge to the customer's support contract will still be applied to cover costs incurred by Datapulse in upgrading the system. The reason for the continued surcharge is to cover the non-hardware costs (such as time and resource) incurred by Datapulse when supplying an upgraded system under the Extended Support level of service.
 2. If the customer requires additional services such as the transferring of data and training then they will be chargeable at the time of the upgrade.
- Customers who decide against an upgrade will be deemed to have given notice to terminate their support agreement with Datapulse, with the termination to come into effect at the end of the current support period. A refund of any unused support will not be provided by Datapulse.

IMPORTANT NOTES ON UPGRADING

PERIPHERAL PC HARDWARE

Unless otherwise specified, upgrades performed at Datapulse's discretion will only provide for a replacement base unit, for which the colour cannot be guaranteed to match the customer's existing equipment. If the customer wishes to purchase a monitor, keyboard and mouse to match the replacement base unit then this is a chargeable option, with a replacement monitor, keyboard and mouse available at the standard list price from Datapulse.

CHARGEABLE SERVICES

Customers are advised that services such as the transferring of data and training are chargeable.

PLACING AN ORDER

To be able to progress an upgrade Datapulse requires an official purchase order from the customer to cover the cost of any chargeable equipment, software or services which may be incurred.

UPGRADES WHERE EXTENDED SUPPORT HAS EXPIRED

Customers with products where Extended Support has expired will need to upgrade and should contact Datapulse to discuss their upgrade options.

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).
CCC version 6.5	Ongoing until further notice	To be confirmed	To be confirmed
CCC versions 5 to 6.4	Not available	Not available unless otherwise agreed with customer	01/01/09 (unless otherwise agreed with customer)
CCC version 4 or earlier	Not available	Not available	01/01/08

The below example is for a customer with CCC version 5 with a support contract that is due for renewal on 1st April 2008:

- Regardless of the level of support the product was on as at 31st December 2007, from 1st January 2008 support will be provided at the Extended level.
- The customer will be offered the opportunity to renew their support with a 12 month Extended level of support contract for the period 1st April 2008 to 31st March 2009.
- The customer will not be offered the opportunity to renew their support contract beyond 31st March 2009. This is because no support renewals will be issued on or after for 1st January 2009 for CCC version 5.
- If, at any point, during the above timescales the customer upgrades to a version on Mainstream Support then all Mainstream Support options and pricing will be effective from the point of upgrade.

EXTENDED SUPPORT SURCHARGES MATRIX

Product	Mainstream Support	Extended Support
CCC version 6.5	List price until further notice	Not yet applicable
CCC versions 5 to 6.4	Not available	Standard support price + 60% surcharge (where available)
CCC version 4 or earlier	Not available	Not available

FURTHER INFORMATION

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