

CUSTOMER SERVICES BULLETIN FOR: CIM / PRECISION CPE

Bulletin Number: Precision CPE Product Support Bulletin 0912 (Dec 2009)
Date: December 2009
Replaces: CIM Product Support Bulletin 0904 (April 2009)

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE CURRENT RELEASES AVAILABLE?

In 2007 Call Information Module (CIM) was re-branded as part of the Precision range of Call Management products available from Datapulse. After CIM version 3, the next release is:

Precision CPE version 4

WHY DO CUSTOMERS NEED TO UPGRADE?

The key reasons to upgrade are:

- **Works on both IP and non-IP Infrastructures:** Precision CPE can be installed on either digital or IP infrastructures and is therefore suitable for all customers:
 - Customer with no plans to upgrade to IP
 - Customers moving to CS1000 IP infrastructure soon
 - Customers who have already moved to CS1000 IP infrastructure
- **New Product Features:** To benefit from any new system features which were not previously available in any releases of CIM or Precision CPE.
- **Support Availability:** 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 which is provided at a higher annual cost.

HOW OFTEN DO CUSTOMERS 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 typically available every one to two years.

PRODUCT SUPPORT MATRIX

Product	Launched	Mainstream Support	Extended Support
Precision CPE version 4	2007	List price until further notice	Not yet applicable
CIM 3	2004	Not available	Standard support price + 60% surcharge
CIM 2 or earlier	1999 to 2003	Not available	Standard support price + 80% surcharge

- Support for version 2 or earlier moved to Extended Support level on 01/01/08.
- Support for version 3 moved to Extended Support level on 01/01/09.
- In October 2008 Datapulse gave 12 months notice that support for versions on Extended Support would be withdrawn from 01/01/10. Datapulse will continue to provide Extended Support where possible but reserves the right not to renew support (and to therefore withdraw support) for versions on Extended Support at the end of the customer's current support contract.

MAINSTREAM AND EXTENDED SUPPORT DEFINITIONS

MAINSTREAM SUPPORT

All support options 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

Customers with EXTENDED Support will receive:

- 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.
- A limited support service from Datapulse. Support only allows for the provision of telephone assistance, remote access dial-in and on-site engineer visits. 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.

REPLACEMENT OF FAULTY EQUIPMENT FOR CUSTOMERS WITH EXTENDED SUPPORT

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 upgrade 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 CIM / Precision CPE is part of a Connect solution, please refer to Sales Department for further action (see section on Upgrading Connect Solutions for more details).

IMPORTANT NOTES ON UPGRADING

Customers can purchase either software only upgrades or software and hardware upgrades. Customers purchasing software only upgrades will need to provide hardware (to meet Datapulse's specifications) at their own expense.

MULTIPLE SITE SYSTEMS

All sites in a multiple site network environment will need to be compatible with the main site version. Therefore, where the main site needs to be upgraded then all other sites may also need to be upgraded. Customers will need to do this to ensure their system operates in accordance with Datapulse guidelines.

UPGRADING CONNECT SOLUTIONS

Customers with a Connect solution (integrated Precision/Intuition or CIM/Operator Module) will be referred to the Sales Department. The customer will need to discuss any upgrade with the Sales Department because each component of a Connect solution needs to be compatible in order for the Connect solution to work. Each component that requires upgrading will be 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.

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).