

## **CIM-Micro Product Support Bulletin**

**Bulletin Number:** DC-071107-CM  
**Date:** 7 November 2007  
**Replaces:** DC-061031-CM (October 2006)

### **SUPPORT POLICY FOR CIM-MICRO**

Due to imminent component obsolescence Datapulse is formally announcing the Support Withdrawal date for CIM-micro. In order to allow our customers sufficient time to plan their telecommunications needs, the Datapulse Technical Service Centre will continue to provide technical support and assistance on CIM-micro up until 31<sup>st</sup> December 2008 (the Support Withdrawal Date).

After the support withdrawal date CIM-micro support will be withdrawn and will not be available. If individual customers have been notified of an earlier support withdrawal date for their CIM-micro system then this earlier support withdrawal date will take precedence over the Support Withdrawal Date.

Datapulse will continue to issue annual support contracts but where a 12 month contract renewal would run beyond the Support Withdrawal Date Datapulse will only charge the customer pro rata up to the Support Withdrawal Date, rather than invoice for the full 12 months.

Contracts due to renew on or after the Support Withdrawal Date will not be renewed. This is because Datapulse will not issue short term contracts when the support contract renewal date is so close to the Support Withdrawal Date.

Datapulse recognises the significant investment made by customers in purchasing their CIM-micro systems. To this effect, Datapulse will be offering an upgrade to a Precision Call Management in 2008.

### **PRODUCT VERSIONS SUPPORTED UP UNTIL 31 DEC 2008**

<b>Version</b>	<b>Launched</b>	<b>Comment</b>
2.60	July 2006	Costings upgrade for updated tariffs
2.60	August 2005	Costings upgrade for updated tariffs
2.60	July 2004	Major upgrade and new tariffs

### **PRODUCT VERSIONS NO LONGER SUPPORTED**

From 1st August 2006, any versions 2.55 or earlier have not had their support contracts renewed.

### **FURTHER INFORMATION**

Further information on upgrades to the latest version can be obtained from Michelle Harman (Telephone 0118 972 8576 or e-mail [michelle.harman@datapulse.com](mailto:michelle.harman@datapulse.com)).