

CUSTOMER SERVICES BULLETIN FOR: FEATURENET SBC / INTUITION 2000

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FREQUENTLY ASKED QUESTIONS

WHAT ARE THE CURRENT RELEASES AVAILABLE?

From late 2006 / early 2007 FeatureNet Screen Based Consoles for IP connectivity (CS2000) will be launched under the name Intuition 2000.

Featurenet Screen Based Consoles for Featurenet 6000 series

- For Featurenet consoles on non-IP networks (i.e. DMS 100).

Intuition 2000

- For Featurenet consoles operating on IP networks (i.e. consoles have IP connectivity through CS2000). This will include an Intuition Gateway within the package. Upgrade paths from Featurenet consoles to Intuition 2000 are available.

UPGRADE PATHS

The following upgrade paths for Featurenet Screen Based Consoles are recommended:

Where console connectivity remains through DMS 100

- Featurenet consoles on Featurenet 5000 will need to upgrade to Featurenet consoles compliant with Featurenet 6000 series

Where console connectivity moves from DMS 100 to CS2000

- Featurenet consoles will need to upgrade to Intuition 2000 (which includes console and Intuition Gateway within the package)

WHY DO I NEED TO UPGRADE TO INTUITION 2000?

The key reasons to upgrade are:

- Customers moving to CS2000 IP infrastructure will need to upgrade their Featurenet consoles to Intuition 2000 to ensure continuity of product performance
- To benefit from any new system features which were not previously available in any releases of Featurenet consoles
- 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. This limited support cover is known as Bronze Care Extended Support, for which a surcharge fee will be applied in order to cover the extra cost incurred by Datapulse to provide support. For more information on Bronze Care Extended Support please read section entitled Product Support within this document.

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Customers with older Featurenet consoles have already had their support withdrawn and will need to upgrade to Intuition 2000 to ensure continuity of Datapulse support. Support has already been withdrawn for the following Featurenet consoles:

Featurenet consoles on Featurenet 5000 series

Support withdrawal is not imminent for customers with Featurenet consoles on Featurenet 6000 series but they may wish to upgrade to Intuition 2000 to benefit from new features and IP technology.

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

PRODUCT SUPPORT

MAINSTREAM SUPPORT AND BRONZE CARE EXTENDED SUPPORT

In line with industry standards, Datapulse will typically provide support for at least the latest major version and two previous major versions of a product. Support will be provided as Mainstream Support or, in the case of older major versions where the age of the system requires greater resource to continue provision of support, Bronze Care 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 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.

Bronze Care Extended Support

- Bronze Care Extended Support is for older versions as outlined in the **Product Support Matrix** within this document.
- Customers with older versions who previously had Silver or Gold Care under Mainstream Support will only be renewed as Bronze Care Extended Support.
- Customers with Bronze Care Extended Support will be provided with a limited support service from Datapulse. Support will be offered at the standard Bronze Care Technical Service Centre opening hours and response times, but only allows for the provision of telephone assistance, remote access dial-in and on-site engineer visits. Please note that Bronze Care 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.

Bronze Care Extended Support Surcharge

- A support surcharge for providing Bronze Care 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 **Bronze Care Extended Support Surcharges Matrix** within this document for more information.

GOLD CARE 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 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 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 Bronze Care Extended Support. Systems on Bronze Care 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 Bronze Care 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

UPGRADING MULTIPLE CONSOLE SYSTEMS

All consoles in a multiple console environment will need to operate on the same version. Therefore, where there is one faulty console that needs to be upgraded then all other consoles will also need to be upgraded. Customers will need to upgrade all consoles to ensure their system operates in accordance with Datapulse guidelines.

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 Bronze Care 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 Bronze Care 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).
Intuition 2000	Ongoing until further notice	To be confirmed	To be confirmed
Featurenet consoles (6000 series)	Ongoing until further notice	To be confirmed	To be confirmed
Featurenet consoles (5000 series)	Not available after 31/12/05	Not available after 31/12/05	01/01/06

BRONZE CARE EXTENDED SUPPORT SURCHARGES MATRIX

Product	Mainstream Support	Extended Support
Intuition 2000	List price until further notice	Not yet applicable
Featurenet consoles (6000 series)	List price until further notice	Not yet applicable
Featurenet consoles (5000 series)	Not available after 31/12/02	Not available after 31/12/05

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).