

CUSTOMER SERVICES BULLETIN FOR: OPTIVITY TELEPHONY MANAGER (OTM)

Bulletin Number: DC-061031-OTM
Date: 31 October 2006

SUPPORT NOTICE FOR OTM

Due to imminent component obsolescence Datapulse is formally announcing the Support Withdrawal date for OTM. 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 OTM up until 31st October 2007 (the Support Withdrawal Date).

After the support withdrawal date OTM support will be withdrawn and will not be available. If individual customers have been notified of an earlier support withdrawal date for their OTM 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 OTM systems. To this effect, Datapulse will refer customers wishing to use or upgrade their OTM after the Support Withdrawal Date to an appropriate recommended source for continued provision of support.

FURTHER INFORMATION

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