

CUSTOMER SERVICES BULLETIN FOR: Speech Attendant (also known as VAD or Liaison)

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END OF SALE NOTICE FOR SPEECH ATTENDANT

Further to a strategic decision by speech recognition suppliers Nuance to no longer actively market its voice activated directory access products, please be advised that Datapulse Ltd has decided to withdraw its Speech Attendant product from general sale. Customers should however be assured that we will continue to support their installations as per the following timetable.

The timetable of events concerning the End-Of-Sale process is as follows:

END OF SALE

Speech Attendant will no longer be available for new purchases from Datapulse Ltd from 14th September 2009.

MAINTENANCE

Customers with valid existing maintenance contracts will continue to receive support from Datapulse under the terms of that contract.

Maintenance will continue to be available until 14th September 2012 (Therefore new 12 month maintenance contracts will be accepted up until 14th September 2011). Any existing longer term maintenance contracts will remain valid for the term of that contract.

UPGRADES

Upgrades in either port capacity or software version may be purchased up to 14th September 2012.

For more information about this notice and to discuss alternative speech recognition technologies, please contact your Datapulse Account Manager or alternatively e-mail info@datapulse.com

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE CURRENT RELEASES AVAILABLE?

The latest release of Speech Attendant is version 10. Upgrades in either port capacity or software version may be purchased up to 14th September 2012.

WHY DO I NEED TO UPGRADE TO SPEECH ATTENDANT VERSION 10?

The key reasons to upgrade are:

- Customers will need to upgrade to Speech Attendant version 10 to ensure continuity of product performance
- To benefit from any new system features which were not previously available in any releases of Speech Attendant.
- 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. Upgrades in either port capacity or software version may be purchased up to 14th September 2012.

DO I NEED TO UPGRADE?

Customers with older Speech Attendant versions will soon have their support withdrawn and will need to upgrade to Speech Attendant to ensure continuity of Datapulse support until 14 September 2012.

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

PRODUCT SUPPORT

Customers with valid existing maintenance contracts will continue to receive support from Datapulse under the terms of that contract.

Maintenance will continue to be available until 14th September 2012 (therefore new 12 month maintenance contracts will be accepted up until 14th September 2011). Any existing longer term maintenance contracts will remain valid for the term of that contract.

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.

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

Upgrades in either port capacity or software version may be purchased up to 14th September 2012.

PRODUCT SUPPORT MATRIX

Product	Mainstream Support	Extended Support	Support Withdrawn
Speech Attendant version 10	Ongoing until 13/09/11	14/09/11	14/09/12
Speech Attendant version 9	Ongoing until 13/09/10	14/09/10	14/09/11
Speech Attendant versions 6 to 8	Not available	Not available unless otherwise agreed with customer	01/01/09 (unless otherwise agreed with customer)
Speech Attendant version 5 or earlier	Not available	Not available	01/01/08

EXTENDED SUPPORT SURCHARGES MATRIX

Product	Mainstream Support	Extended Support
Speech Attendant version 10	List price until 13/09/11	Standard support price + 20% surcharge
Speech Attendant version 9	List price until 13/09/10	Standard support price + 20% surcharge
Speech Attendant versions 6 to 8	Not available	Standard support price + 60% surcharge (where available)
Speech Attendant version 5 or earlier	Not available	Not available