

CUSTOMER SERVICES BULLETIN FOR: VOOD (all versions)

Bulletin Number: DC-070410-VOOD
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SUPPORT NOTICE FOR VOOD

Considering changes in market requirements and developments with the product itself Datapulse is no longer providing Vood Terminal Adapters. Therefore, in October 2006 Datapulse formally announced the Support Withdrawal date for VOOD.

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 VOOD up until 31st October 2007 (the Support Withdrawal Date).

After the support withdrawal date VOOD support will be withdrawn and will not be available. If individual customers have been notified of an earlier support withdrawal date for their VOOD 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. However, contracts due to renew on or after 1st May 2007 will not be automatically 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.

ALTERNATIVE SOLUTIONS

Datapulse will refer customers wishing to replace their VOODs to an appropriate Nortel recommended source. Nortel have accredited the equivalent products from:

<http://www.mediatrix.com/>
<http://www.audiocodes.com/>
<http://www.quintum.com/>

For more details please contact Simon Harrison, Product Management, (simon.harrison@datapulse.com or 0118 972 8598).

FURTHER INFORMATION

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