

## Web Directory Product Support Bulletin

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Date: 15 September 2005

### SUPPORT NOTICE FOR WEB DIRECTORY (WD)

#### INTRODUCTION

Due to imminent component obsolescence Datapulse is formally announcing the Support Withdrawal date for Web Directory. 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 WD up until 30<sup>th</sup> September 2006. After 30<sup>th</sup> September 2006 WD support will be withdrawn and will not be available. If individual customers have been notified of an earlier support withdrawal date for their specific WD system then this earlier support withdrawal date will take precedence over the 30<sup>th</sup> September 2006.

Datapulse will continue to issue annual support contracts but where a 12 month contract is scheduled to run beyond the Support Withdrawal date (30<sup>th</sup> September 2006) 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 30<sup>th</sup> September 2006 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.

#### UPGRADES TO TOTAL INFO

Datapulse recognises the significant investment made by customers in purchasing their WD systems. To this effect, Datapulse is offering an upgrade to **Total Info** for customers who wish to maintain similar functionality to the WD system after 30<sup>th</sup> September 2006.

For more information on upgrading WD to Total Info please contact Datapulse Sales on 080 442 4423 ([sales@datapulse.com](mailto:sales@datapulse.com)).

#### FURTHER INFORMATION

Further information on support charges and upgrades to Total Info can be obtained from David Crosthwaite, Contracts and Policies Manager ([david.crosthwaite@datapulse.com](mailto:david.crosthwaite@datapulse.com) or 0118 972 8539).