

Weston Digital Voice Recorder Product Support Bulletin

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SUPPORT NOTICE FOR WESTON DIGITAL VOICE RECORDER

INTRODUCTION

Datapulse is formally announcing the Support Withdrawal date for Weston Digital Voice Recorder (WDVR). 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 WDVR up until 31st December 2005. After this date WDVR support will be withdrawn and will not be available. If individual customers have been notified of an earlier support withdrawal date for their specific WDVR system then this earlier support withdrawal date will take precedence over the 31st December 2005.

Datapulse will continue to issue annual support contracts but where a 12 month contract is scheduled to 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 31st December 2005 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

Datapulse recognises the significant investment made by customers in purchasing their WDVR systems. To this effect, Datapulse is offering an upgrade to **IDVR**.

For more information on upgrading to IDVR please contact Datapulse Sales on 080 442 4423 (sales@datapulse.com).

FURTHER INFORMATION

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