

Maintenance Contract Information

Invest in the Success of your TeleDynamics™ Software.

When you invest in a leading Telecoms Rating, Routing and Billing Solution, you want to ensure the continued success of your strategic business initiatives - for your users and your customers.

Throughout your deployment, TeleDynamics™ Annual Maintenance Contracts help you ensure that your system and users are running at the speed of your business. With maintenance, you'll receive a priority response to your inquiries.

With free upgrades to the next version of TeleDynamics™, you'll stay current with the latest updates and best technology. On top of that, Annual Maintenance customers gain insight into more productive and useful ways to use TeleDynamics™ through our senior customer support technicians who have experience with installations worldwide. So your business will continue to minimize negative margins, attract new terminating carriers, create profit making opportunities, increase traffic and win new customers.

Purchased at the same time as your software licenses, Annual Maintenance provides you with:

- Free major upgrades to the next version of TeleDynamics™, to stay current with the best technology**
- Unlimited support calls for designated contacts to ensure your users are always up and running***
- Email support for designated contacts
- Priority response to customer support inquiries by a senior customer support technician
- Direct notification of free software updates including hot fixes, service releases, and documentation updates
- Discounts on web training sessions to increase productivity for sales, marketing, customer service users and administrators
- Priority consideration for product suggestions to help us shape the next version of TeleDynamics™ with the features that are most useful to our customers

Your TeleDynamics™ software is important to the day-to-day operations of your business, and we are committed to providing you with the support you need to succeed with your customers.

Annual Maintenance Contracts are available for TeleDynamics™ Single User customers, and are mandatory for all other customers.

Costs are:

Edition	# of Users	Monthly Remote Support & Upgrade Costs
Single User	1	\$100 + \$50 for Optional Intelligent Routing Module
Work Group	Up to 5	\$200 + \$50 for Optional Intelligent Routing Module
Standard	Up to 10	\$350
Enterprise	Up to 25	\$450
Global Enterprise	Unlimited	Price on Application

To receive benefits of Annual Maintenance, including free upgrades, your contract must be current.

** Free upgrade does not include upgrades to third-party software such as MS SQL databases.

*** Priority customer support for Annual Maintenance customers is offered 7:30am to 5:30pm GMT; does not include implementation/installation, database administration, system/network/network security configuration, software customization, or training (other than how-to questions). Designated contacts must be named help-desk individuals. Customer support policies are subject to change.