



Switchvox User Subscriptions and Software Maintenance

Service Components

Every installation of Switchvox includes two service components, a User Subscription and Software Maintenance. User Subscriptions are measured in number of users with a minimum of 10 per installation, and type of subscription – Silver, Gold or Platinum differentiated by support contact method and availability. User Subscriptions only apply to certain extension types on the system. See page 3 for more detailed information on extension types. Software maintenance is one per installation differentiated by the type of Switchvox to which it is to be applied – SOHO or SMB.

Support and maintenance for each installation of Switchvox is provided for one year from the date of activation not to exceed 90 days from the date of shipment/delivery by Digium to a customer (distributor, reseller, end user or OEM), with support commensurate to the level (Silver, Gold or Platinum) purchased and software maintenance commensurate with the type of Switchvox (SOHO or SMB) purchased. A new installation of Switchvox may not be purchased without both a minimum of 10 Silver user subscriptions and software maintenance. Activation of Switchvox occurs when the customer registers the product by entering the Registration Code provided with the system using the registration utility inside the Switchvox admin web interface. Prior to activation, a warning message is displayed in the admin web interface and the system cannot be configured with more than 3 extensions. Upon activation, the warning message is removed, the limit on extensions is lifted and the customer's initial period of service begins.

Definitions

Software maintenance is defined as updates to a software product. These updates include bug fixes, minor point-code and major releases. For example, a customer who purchased 3.0 is entitled to any point code releases (3.5, 3.6) or any major releases (4.0) which occur within 12 months of the customer's original activation of the product.

Support is defined in three levels. Silver support provides unlimited business hours e-mail based support. Customers of Gold support receive unlimited business hours e-mail support and unlimited business hours telephone based support. Customers of Platinum support receive unlimited business hours email and unlimited business hours telephone support, and five (5) out of business hours support incidents. Any additional support incidents beyond 5 within a one year period will result in a \$200.00 per incident charge. Business hours are defined as 7 am to 8 pm CT.

Subscriptions can be purchased as needed and are sold in any quantity necessary. Silver users are \$50/user, Gold are \$70/user and Platinum are \$100/user.

End of Service

At the end of the initial 12 month period, Digium's obligation to provide services to the installation of Switchvox is terminated. From this date, Digium will not provide phone or email support. The software itself will continue to function with the following exceptions: 1) Switchboard panels that are hosted by Digium including the Google map, Salesforce.com and SugarCRM panels will cease to function; 2) Additional Subscriptions (extensions), beyond the maximum number already possible on the system while the service period is active, may not be added, meaning that one cannot purchase or add any additional users to a system with terminated services. Further, the customer's installation will not be able to view, retrieve or apply any additional software updates, including bug fixes.

Ongoing Service

In order to continue to receive support, to add additional extensions beyond the amount purchased while the service period is active, to operate the Digium-hosted Switchboard panels or to receive software updates, a customer must purchase renewals of both User Subscriptions and Software Maintenance. A renewal purchase of one of the two components will not result in the delivery of partial services; a renewal purchase of both components is required for the delivery of any of the services.

Renewals are purchased in one-year increments with the following MSRP: Silver users are \$10/user. Gold users are \$15/user and Platinum users are \$25/user. SOHO software maintenance is \$200/year and SMB software maintenance is \$500/year.

Upgrades can also be purchased at any time to change your existing subscriptions to a different level of support if needed. Silver to Gold upgrades are \$20/user. Gold to Platinum upgrades are \$30/user. Silver to Platinum upgrades are \$50/user. Once your subscriptions have been upgraded, you will pay the renewal price for that support level (Silver, Gold, or Platinum) moving forward.

Extension Types

Here are all the Extension types that require a User Subscription:

- SIP Phone or SIP Adapter for Analog Phone (ATA) – These include desk phones, soft-phones and any Analog Telephone Adapters (ATAs)
- Analog Phone - This extension type is for regular analog telephones that are physically plugged into the PBX via an FXS port
- Virtual Extension - Virtual Extensions are extensions for users without a phone. They can be used for voicemail boxes, or can be set up with call rules that always cascade to the user's cell phone. They behave exactly like SIP Phone extensions except they do not show the phone as "Unreachable" in the System Status screen.

And here are all of the Extension types that do NOT require a User Subscription:

- IVR (Interactive Voice Response)
- Simple Conference Room
- Meet-Me Conference Room
- Group Pickup
- Intercom/Paging
- Directory
- Voicemail Access
- Call Parking
- Dial Tone
- Feature Codes
- Call Queue
- Agent Login
- Agent Log-off

You may also reference the link below for additional information on extension types:

http://www.switchvox.com/sv?page=customer_center/subscriptions