

XpressCare[®] Program

Software Protection and Maintenance

The XpressCare program provides full software maintenance for your CallXpress[®] or Repartee[®] system. XpressCare helps to maximize the benefits of your system through continuous software improvements and proactive service. This ensures optimal software performance, continued stability, and on-going compatibility, which equates to increased customer satisfaction and smooth operations.

Leveraging New Technology

AVST products help you get the most of Unified Communications technology, both now and in the future. New developments in high availability, voice over IP, unified messaging, speech recognition and enhanced mobility help you leverage technology to gain competitive strides. That's why it's important to run the current version of AVST products, so you can take full advantage of new efficiencies.

Making Budgeting Easier

XpressCare is an important component of your AVST investment. XpressCare provides a pricing structure that takes the guesswork out of budgeting for software upgrades and offers discounts for multi-year plans. Put simply, XpressCare makes economic sense. And you can be assured that your AVST system will continue to meet your business objectives in a cost-effective way.

Keeping Your System at Top Speed

XpressCare is the easy way to remain current — it provides all major and minor upgrades to your software as they are released. XpressCare helps keep your system “tuned up” and running smoothly. When AVST releases a new software version, XpressCare guarantees that you will receive all the latest software for your system.

Receiving Top-Notch Technical Support

A key component to the quality of our support services is our global network of Authorized AVST Resellers. These trained and certified technical experts provide local support for AVST products.

With XpressCare, your AVST Reseller has access to the highest level of technical support from AVST. If technical issues require escalation, AVST Technical Support offers a formal escalation procedure in order to quickly resolve system issues. Systems covered by XpressCare receive full software maintenance, which includes resolution to software-related system issues. Our highly

FEATURES

- Reduce upgrade costs
- Simplify budgeting with annual renewals
- Maintain compatibility with other network applications
- Protect your software investment
- Access to AVST Technical Support through an Authorized AVST Reseller
- Access the AVST User Group and online User Forum

skilled staff offers years of telephony, voice, speech and data experience to assist reseller technicians in resolving issues quickly and efficiently.

XpressCare is the best way to:

- Gain peace of mind by securing your system's ability to grow with new demands.
- Gain access to complete technical application support offered through AVST's worldwide network of Authorized Resellers.
- Reduce the cost of ownership of your software applications by taking advantage of AVST expertise and knowledge.
- Increase customer satisfaction by maximizing application availability, reliability and stability.
- Ensure your system benefits from the latest software application functionality – security, performance, and more.
- Gain access to the AVST User Group and online User Forum where you can network with your peers and contribute to the development of AVST products.

XpressCare Plans

XpressCare is available in 1-5 year plans, at the time of initial sale and for annual renewals.

About AVST

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of Unified Communications solutions with over 15 million users relying on its products and services to maximize their productivity. With three decades of innovation excellence, AVST is solely focused on delivering communications solutions that increase individual, group and enterprise productivity. Its flagship Unified Communications platform, CallXpress, offers best in class interoperability, scalability and resiliency while delivering [advanced call processing](#), [voicemail](#), [unified messaging](#), [personal assistant](#), [fax](#), [speech](#) and [notification](#) capabilities. With CallXpress, an organization can uniquely protect and extend its existing IT and telephony infrastructure investments— now and into the future. To learn more visit www.avst.com.

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