

Swyx Update Service

Imagine the convenience of not having to worry about paying each time you want to take advantage of the latest and greatest feature associated with the business communications solution that is a critical part of your organisation. When you buy such a solution you want to know that you are covered for the on-going technological advancements that could help to maintain or enhance your business efficiency, your employees' productivity and the level of service you offer to your customers.

Although SwyxWare is already a functionally rich product, Swyx is committed to on-going improvements and advancements to the SwyxWare portfolio to ensure that SwyxWare always provides the best possible solution for our customers. To best serve the needs of customers who want to take advantage of the breadth of SwyxWare's IP telephony solution, Swyx provides the Swyx Update Service.

Swyx Update Service Overview

The Swyx Update Service is a subscription based service that enables users of SwyxWare solutions to benefit from software updates and associated new

features and enhancements through on-going SwyxWare releases for the duration of their service contract period.

Subscribing to the Swyx Update Service

Once the Swyx Update Service is purchased, the customer simply needs to email the serial number of the SwyxWare server for which the Update Service is required to license@swyx.com. This enables Swyx to link the customer's Swyx Update Service with the customer's SwyxWare server and the date on which that SwyxWare server was first registered with a permanent license key. This means that the customer is assured of receiving

the relevant updates for the duration of the update service.

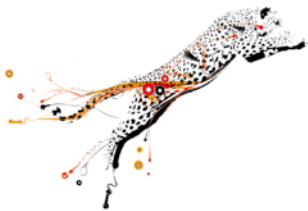
A Swyx Update Service license is required for each licensed user of the SwyxWare solution. To enable exact mapping with the numbers of licensed SwyxWare users, Swyx Update Service licenses are available in blocks of 5, 10, 20, 50, 100 and 200 users.

Swyx Update Service Validity Periods

Once purchased for a given SwyxWare server the start date of the Swyx Update Service is set to the date on which that server was first registered with a permanent license key.

To more closely match the requirements of individual businesses and to give

customers full peace of mind with regards to having access to on-going product enhancements, there are multiple options for the duration of the Swyx Update Service contract i.e. Swyx Update Service licenses are available for 1, 3 or 5 years.



Activating the **Swyx Update Service**

The Swyx Update Service gives the customer the right to keep the SwyxServer up to date for the duration of the Swyx Update Service validity period. To enable customers to choose exactly

when they carry out software updates, update licenses are issued upon request from the customer who can request a server update license key at any time.

Continuation/Extension of **Swyx Update Service**

1. **Validity Period Extension**

The duration of the Swyx Update Service can be easily extended at any time by purchasing a new Swyx Update License for the requisite number of years.

2. **User Extension**

If your business is growing and you add more users to your SwyxServer, you will simply need to add the equivalent number of Swyx Update Licenses in order to continue taking advantage of on-going software updates.

3. **Option Pack Extension**

If a customer purchases an option pack after purchasing the Swyx Update Service for installation on the same SwyxServer for which the update service was purchased, the customer is still entitled to all the functional enhancements for that option pack for the duration of the update service i.e. no additional Swyx Update Service licenses are needed.

Sample Customer Scenarios

Example 1 - Swyx Update Service purchased within 12 months of permanent registration of SwyxWare server

You are using a SwyxWare server with 100 users and have a Swyx Update License for 3 years for 100 users.

You registered your SwyxWare server in September 2005 so you qualify for an update to all current versions of software up to 30th September 2008 at no extra charge.

Example 2 - purchase of Swyx Update Service more than 12 months after SwyxWare server was permanently registered:

You registered your SwyxWare server in May 2005 with 100 users. In order to take advantage of the Swyx Update Service from the 1st June 2006, you will need to purchase a Swyx Update Service that covers you for 2 years or more.

For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit www.swyx.com or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770.