

IVR Support Plan

1. Executive Summary

1.1 Pronexus Commitment to Support

Pronexus is dedicated to providing a reliable, comprehensive support program. Our highly skilled staff are here to ensure the success of every client by answering day-to-day operational questions or helping you find ways to leverage your investment, ensuring your unique business challenges are addressed.

Under the Pronexus support plan for VBVoice, our customer care group will assist with the isolation and resolution of technical problems arising from the installation, configuration and maintenance of Pronexus software. Please note that the support plan does not include customer upgrades, however, customers may purchase one of our upgrade packages if upgrade support is needed. The Pronexus support plan covers unmodified, generally available versions of the VBVoice toolkit and doesn't apply to alpha, beta or custom applications and software developed with VBVoice.

1.2 Scope, Features and Limitations of Customer Care

The following highlights the scope, features and limitations of customer care:

1. Phone – Users may call in to communicate a current issue to customer care. Should there be no agent available at that time a voice message will be responded to within the timeframe relevant to the user's current support plan.
2. Email - Customers can email support@pronexus.com to report issues.
3. Scope – The scope of premium support is that of the VBVoice toolkit itself, including its functionality and how it interfaces with supported text to speech (TTS) and automated speech recognition (ASR) engines and with the Dialogic telephony interface. The premium support package does not cover the configuration of any private branch exchange (PBX) nor the integration/configuration between the telephony interface and the central office (CO) (see figure in 2.4.3 below for pictorial description). Note that Aculab cards are not supported; please see Appendix for more info.
4. Escalation - An incident will be considered for escalation only after all attempts to provide the customer with a resolution have failed and the customer has provided all information and remote access granted (if requested) by customer care.
5. Controls - The customer care process covers the use of the VBVoice controls. It includes an explanation of what each control is capable of, and to provide direction on how to use these controls in a VBVoice project. The functionality of all VBVoice controls is documented in the VBVoice help file and demonstrated in examples that are available with the installation of VBVoice. Due to the unlimited variations of customer's projects, the customer care team is not in a position to take the functionality of a given control outside of the scope of the control's intended design and will focus only on the supporting documentation and premade VBVoice examples in order to outline the controls' functionality.
It is not in the scope of the Pronexus customer care team to debug the code of a user's particular project or application. Requests for review of the functionality and written code of a VBVoice developed IVR application is available for a fee through the Pronexus professional services group, who can review and make recommendations on VBVoice-based applications. Contact sales@pronexus.com for further details.
6. Should the proposed issue not fall within the confines of what a particular VBVoice Control is designed to accomplish, it will be at the customer care team's discretion to identify this and advise if the goal is possible using the approach in question. Proposals for added functionality are always welcome and will be communicated to our development team at weekly meetings.
7. The customer care team may request remote access to the IVR server (via www.gotomeeting.com) as an extended means to a resolution prior to escalation.
8. Support policies are in place to support the present version of VBVoice along with its previous two versions. This policy is independent of a user's support level. Defect fixes are done on the most current version only. If customers require identified

bugs to be fixed in previous versions they may engage Pronexus in consulting services.

9. The customer care team will use reasonable commercial efforts to assist with the isolation and resolution of technical problems arising from the design, installation, configuration and maintenance of applicable products.

1.3 Obtaining assistance

Depending on the support option chosen, customers who require assistance and support from Pronexus can contact us by phone or email from 9:00am to 5:00pm EST (excluding North American Holidays):

Phone: 1-877-766-3987, and just say "Support" or dial 2

Email: support@pronexus.com

Website: www.vbvoice.com/ivr-solutions-support/ivr-contact-support

1.4 Support Options

To accommodate customers with varying requirements, Pronexus offers premium level support and Card Configuration:

- Premium level support is purchased on an annual basis. The price is based on a standardized price with coverage of license maintenance applied
- Card configuration with an active premium support agreement, purchased on a per-card basis for the card's supported lifespan as predetermined by Dialogic for the model and drivers' lifespan of the card. This includes multiple installations and configurations for the stated serial number of the board for which support is purchased. Note that this is for Dialogic cards only and does not cover Aculab cards; please see Appendix for more info. If the premium support is past due or not active the card support is suspended until the premium support is reactivated back to the date it lapsed.

1.4.1 Premium Level Support

The premium support plan covers the installation and configuration of VBVoice as it relates to the integration and usage in development and production environments. Additionally, the plan supports the integration and configuration with supported third-party TTS and ASR engines and the integration of VBVoice with the Dialogic telephony card. Furthermore, the support package includes maintenance releases and priority notification of upgrades. However, supporting customer upgrades

that fall outside of this agreement can be purchased as an upgrade package. Premium support does not cover configuration and set up between the telephony card and the PBX and/or the CO. If telephony card to PBX and/or the CO configuration and support is required, the Pronexus card support plan must be added or purchased separately to the premium support plan.

1.4.2 Card Configuration

This card configuration add on is available to customers who desire support for the installation and configuration of the voice card itself as it relates to the Dialogic driver installation and card's protocol configuration to match that which is provided by the CO or local PBX. This support covers a lifetime configuration for specific Dialogic card. The card configuration add on can be purchased either at the time the card is purchased or at the deployment stage. This support covers issues that may arise between the card and PBX or CO (whichever the Dialogic card is directly connected to). This service does not cover issues/problems that arise from the PBX or CO. Pronexus is not responsible for configuring the PBX and/or CO settings, but rather only the settings related to the telephony cards as it interfaces with VBVoice.

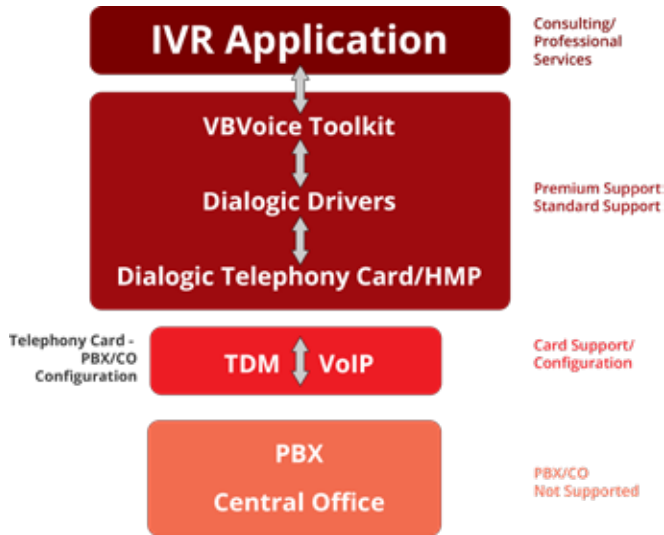
Pronexus is also offering this support option to VBVoice customers who have purchased their voice cards from a third party. If a single company has multiple voice cards (e.g., development activities or organizations) a separate plan is required for each card. The card must be on the Pronexus and Dialogic supported voice card list. Note that this option is on a "best effort" basis (see diagram n the next page).

A list of supported Dialogic cards can be found on the VBVoice.com website.

Card configuration will be initiated only once the data requirements form (see Appendix B) is completed (note that this is for Dialogic cards and does not cover Aculab cards. Please see appendix for more info).

1.4.3 Premium Support with Card Configuration Add On

This support package provides the same value as premium support plus includes the option to configure up to five telephony cards with the PBX or CO.



Upgrade protection (X.X.Y)	Not Included	Included
Email notification on new maintenance releases	Not included	Included
Proactive account Management	Not included	Included
License moves	Not included	Unlimited moves, no charge
Response	See separate table	See separate table

1.4.4 Support Plan Matrix

	Card Configuration	Premium Support
Warranty period	Per card (serial number) for the life of the card (multiple installations). Note that this is for Dialogic cards and does not cover Aculab cards (please see appendix for more info).	Annually
Phone & email support	Prearranged between 9:00am to 5:00pm EST (Mon-Fri) excluding North American holidays	9:00am to 5:00pm EST (Mon-Fri) excluding North American holidays
Web support (customer care portal)	Not included	Included
Priority call handling	No Prearranged	Yes
Standby (after hours) coverage	Additional	Additional
Patches & maintenance releases (X.X.Y)	Not included	Included

Notes:

- Under the Pronexus support plan for VBVoice, our customer care team will assist with the isolation and resolution of technical problems arising from the installation, configuration and maintenance of Pronexus software.
- The Pronexus support plans cover unmodified, generally available versions of VBVoice toolkit and does not apply to alpha, beta or custom applications and software developed with VBVoice.
- Pronexus at its sole discretion may choose not to renew a premium support and/or card support agreement.
- The customer should provide Pronexus with a main contact for all support contact.
- If software has been purchased through a value added reseller (VAR), it is the responsibility of the VAR to provide customer care. The customer should always seek their VAR's assistance before contacting Pronexus. A list of the VARs who provide support is available on request.

1.4.5 Additional Support Options

Pronexus offers the following additional support services that are available for additional fee:

- Onsite customer care service: Pronexus will provide onsite support as requested by the customer (subject to Pronexus' availability and scheduling) at the prevailing hourly rates.
- Code Review: Pronexus will review and deliver a written report about the customer's code at the

prevailing daily/hourly rates.

- **Technical Training Service:** Pronexus will provide technical training on Pronexus products, as requested by the Customer (subject to Pronexus availability and scheduling), at the prevailing rate.
- **Extended After-hours Support:** Pronexus offers extended after hours support. Please contact Pronexus sales to inquire about the details.

2. Renewing Support

You must have a current support agreement with Pronexus to obtain any of the support services described in this guide. If the customer decides to reinstate support after the lapse period, it is Pronexus policy to charge the customer “retroactive” back to the expired due date to renew their support.

The Pronexus support will automatically renew for a further 12 months at the end of the initial support term, unless you have provided Pronexus with a written notice 30 days prior to the end of the support term. Support fees will be paid annually in advance. If the support term is not renewed, then Pronexus has the right to either charge the premium support plan retroactive to the last expiry date or deny the support request.

3. Support Components

At Pronexus, our customer care team is always ready to help, whether you have a high-priority issue or simply a question about product functionality, the team is available when you need them. However, our support plan is designed to include a comprehensive package of services to ensure we provide more than assistance in times of need, enabling you to maximize the investment you have made. This section outlines the standard and optional support components we provide.

3.1 Phone & Email Support

Supported customers are able to contact the Pronexus customer care team by either email or phone during the hours specified in the specific support package.

3.2 Standby Coverage

In addition to the normal hours of coverage, Pronexus agrees to make support personnel accessible (subject to availability and scheduling) on a standby basis during evenings, weekends, and regularly scheduled Pronexus holidays. Standby coverage is payable at the prevailing

hourly rate and is subject to an eight-hour minimum. Service calls placed during the standby period are payable at the prevailing hourly rate and are subject to a two-hour minimum per issue. Pronexus requires a minimum of one (1) week of advance notice for standby coverage to make appropriate coverage arrangements.

3.3 Patches and Maintenance Release

Pronexus will make available all the latest patches, updates and VBVoice releases as defined by the customer’s support package.

3.4 Software Upgrade

Updated versions of VBVoice are applicable at no charge. Pronexus offers additional support packages for a fee for migration of existing built applications.

3.5 Proactive Account Management

With our support plan, Pronexus is dedicated to providing a complete IVR solution that will take into account the demands of business and technology. Considerations for current requirements and future demand are the goals we strive to meet. You will receive notifications and updates (e.g., new release announcements, newsletters and technical information on VBVoice) from Pronexus on a regular basis to keep the best interests of your IVR solution in mind. Please visit the following link (VBVoice Upgrade Support) for the available packages for purchase to support migration of your application to the most recent VBVoice version.

3.6 License Moves

Please contact your sales contact for all license move requests.

Customer Profile	End Users & Customers of our VARS / Resellers	Customers with No Pronexus Support Agreement	End Users & Customers of VARS / Resellers
Support package	Premium support agreement	Purchased license move only	Card only, no Support
What is allowed to be moved	Pronexus runtime license	Pronexus Runtime license	Pronexus runtime license

What constitutes a move	One “block” of VBVoice licenses	One “block” of VBVoice licenses	One “block” of VBVoice licenses
What is not allowed to be moved	HMP, text to speech and speech recognition (each have a separate process)	HMP, text to speech and speech recognition (each have a separate process)	HMP, text to speech and speech recognition (each have a separate process)
How often can moves happen	Unlimited	Charged per license move	Charged per license move
Price for these moves	Free	US \$500 per runtime license “block”	US \$500 per runtime license “block”
Move prerequisites	Proof of purchase (Pronexus.lic file or product card), agreement signed and faxed back	Proof of Purchase (Pronexus.lic file or product card), credit card auth/ PO (if for additional moves), agreement signed and faxed back	Proof of Purchase (Pronexus.lic file or product card), credit card auth/PO, agreement signed and faxed back

3.7 Priority Levels

All new tickets will be reviewed and assigned a priority level of emergency, high, medium and routine. See section 4 for more details.

4. Help Requests

4.1 Help Request Priority and Response Times

The Pronexus customer care team is here to help if you encounter a technical issue that you are unable to resolve. The following section explains our approach for prioritizing and handling issues once your help request is logged.

Severity

The client support analyst will discuss with you the nature of your issue and determine the severity level, which is used to prioritize our response, ensuring that the most critical problems are resolved first.

Issue Severity Level	Potential Examples of Issues
Emergency: Deployed and working application fails	<ul style="list-style-type: none"> Primary RTM has failed for deployed application Connection to lease server for deployed application has failed
High: Finished applications cannot/should not be deployed because of a problem	<ul style="list-style-type: none"> Card configuration on deployment system License configuration for deployment system Deployed application experiences unexpected intermittent failure 25% of faxes are failing in deployment environment, but no test environment Can't run application as a service
Medium: Problems preventing development of an application	<ul style="list-style-type: none"> Errors using VBVoice toolkit in Visual Studio VBVoice log error analysis during debug test VBVoice samples not functioning
Low: Noncritical or documented instructions	<ul style="list-style-type: none"> Installation and configuration of toolkit Installation and configuration of RTM for development machine Installation and configuration of test cards Explanation of control functionality or examples Known issue that is documented

4.2 Premium Support Help Request Priority and Response Times

All response times, target follow up and target resolutions are based on Pronexus Customer Care hours of 9:00am to 5:00pm EST (Mon-Fri) excluding North American holidays.

Regardless of issue priority, initial response time from Pronexus customer care agent shall be two hours from the time the notification of an issue was received by the team. A support ticket will be created at that time and attempts to contact or otherwise follow up with the customer will be made to begin investigation of the issue.

All response times are based on Pronexus customer care hours of 9:00am to 5:00pm EST (Mon-Fri) excluding North American holidays.

Workarounds

When a customer reports a problem, Pronexus customer

care’s primary objective is to find a satisfactory solution immediately. If possible, a workaround will be provided as a temporary solution to complete a task that would not otherwise be possible due to a problem or software limitation.

Software Defects

If it is determined that the problem you have reported is related to a software defect, it is recorded in Pronexus’ defect tracking system and escalated to the Pronexus product development team. A fix for the problem is then scheduled to be included in a future maintenance release or service pack. Although Pronexus endeavours to respond to all customer situations, the timing and incorporation of particular fixes is solely at the discretion of Pronexus. If customers require identified bugs to be fixed in previous versions, they may engage Pronexus in consulting services.

5. Customer Responsibilities

5.1 Customer Care Team Responsibilities

The customer care team will use reasonable commercial efforts to service one (1) named customer authorized contact per support contract, subject to the hours of coverage, as follows:

- Acknowledge ticket receipt as outlined in section 4.2 of this support agreement document.
- Log the support request as a ticket in Pronexus electronic call tracking and management system and provide the associated Ticket Number to Customer for future reference.
- Develop internal problem-specific test cases, as Pronexus deems appropriate, to isolate and reproduce the reported problems to demonstrate correct operation and programming of Applicable Products.
- Verify that any support issue is resolved to customer’s reasonable satisfaction before closing the support ticket.
- Provide regular updates and follow up until such time that the support ticket is closed.

5.2 Customer Responsibilities

It is the responsibility of the customer to:

- Designate one (1) authorized contact person from customer who will be submitting issues to Pronexus premium support team and promptly notify Pronexus of any changes in personnel status.

- Provide a completed customer profile to Pronexus, and promptly notify Pronexus of any changes.
- Where applicable, provide your customer with first level support, and be the interface to your customer on technical issues that have been escalated to Pronexus as 2nd level support, unless you have sold a Pronexus support contract to the customer in which case the customer is able to contact the Pronexus customer care team directly.
- Clearly identify the caller or requestor regarding the type of support you have at the start of any communication.
- **Maintain a test hardware and software configuration that is separate and independent from any production systems that will be available for use to assist with problem isolation and debugging. At no time is Pronexus to access a production system. If the customer has not provided a test environment and needs Pronexus to access a product IVR it must be done during regular business hours, the system may have to be stopped to review issue and may not recover. Pronexus is not liable in any way for lost revenues or time as a result. The customer will hold Pronexus harmless for any and all damages by accepting this agreement.**
- Prepare a comprehensive description of each problem and the environment in which the problem is occurring.
- When necessary, develop simple demonstration cases or provide isolated application program code, which helps reproduce the reported problem.
- To the largest extent possible, completely implement or follow any actions or procedures requested or recommended by Pronexus customer care team in a timely fashion to help isolate or resolve the problem and provide feedback also in a timely fashion.
- Complete the customer profile and submit it to Pronexus.
- Complete the customer acceptance document and return it to Pronexus.

5.3 Customer Profile

Company Name	
Address	
City, State/ Province	

Zip/Postal Code	
Web Site	
Support Contact Name	
Version of VBVoice used to build application	
Support Contact Phone & Email	
IVR Application Description	
IVR Platform: Server, OS, Development environment	
Telephony Infrastructure: Analog, digital, PBX, etc.	

5.4 Definitions

Item	Definition
Customer:	A single developer, IVR project manager or point of contact for support requests, unless otherwise agreed by Pronexus in advance and in writing.
Customer Care Support:	The customer care process covers the use of the VBVoice controls. It includes an explanation of what each control is capable of and to provide direction on how to use these controls in a VBVoice project. The functionality of all VBVoice controls is documented in the VBVoice help file and demonstrated in premade examples that are available with the installation of VBVoice. Due to the unlimited variations of customer's projects, the Pronexus customer care team is not in a position to take the functionality of a given control outside of the scope of the control's intended design and will focus only on the supporting documentation and premade VBVoice examples to outline the controls' functionality. It's not the customer care agent's responsibility to debug the code of a user's particular project.

Applicable Products:	Pronexus software listed as supported products within the release notes of the current or two previous releases of Pronexus software.
Hours of Coverage:	Pronexus provides customer care (as detailed herein) for these applicable products between the hours of 9:00am and 5:00pm EST (Mon-Fri). Pronexus observes a regular schedule of North American holidays, during which support may be unavailable.
Ticket Number:	A unique service request number that is used for tracking the continuing status of an ongoing technical issue.
Tickets:	A report maintained by Pronexus in its customer care database that contains pertinent information on a single customer care issue as reported by a Pronexus customer. Information includes: ticket number; customer contact information; system configuration information; customer issue description; actions taken by Pronexus; actions suggested to and taken by customer; and a record of all customer contact events regarding the customer care issue.
Support Versions:	Support policies are in place to support the present version of VBVoice along with its previous two versions. Defect fixes are done only on the most current versions.
Escalation:	An incident will be considered for escalation only after all attempts to provide the customer with a resolution have failed. Essentially this means that customer care has exhausted all resources and failed to resolve the issue in a timely manner. An incident will also be considered for escalation if the problem has been ongoing for a number of days.
Annual Contract Period:	The contract period is for twelve (12) months.

<p>Best Effort Basis:</p>	<p>Pronexus customer care will utilize all internal resources necessary to troubleshoot/debug a problem and will do whatever can be done internally to resolve said problem. Pronexus can't guarantee availability of third-party support if it's needed. However, we'll try our best to arrange third-party support to work towards resolution of the problem. Pronexus will try to resolve most issues utilizing internal development and support resources to minimize resolution time and maintain our support SLAs.</p>
<p>Third-party Support:</p>	<p>Pronexus support includes support of VBVoice applications integration with third-party partners such as Dialogic. However, Pronexus support doesn't cover your application or environment. Pronexus will advise customers of all third-party support pricing and expects that customers will maintain their maintenance and support under recommended best practices. If a customer hasn't purchased third-party support for the service in question, Pronexus will not be able to troubleshoot the issue further at the application or environment level.</p> <p>Dialogic will assist in complex configuration, hardware and/or software troubleshooting including RMA of defective hardware, bug and defect fixes and updates to new versions of device drivers provided the customer has purchased and maintained their maintenance and support for Dialogic. Customers must have active support for ASR or TTS issues on their third-party licenses. This is renewable annually and can be purchased through Pronexus for any licenses purchased from us.</p>

5.5 Telephony Card Configuration

Legacy IVRs are defined as an IVR currently running in production and hasn't had any software, application or hardware changes done to it since going into production.

Best effort basis of ticket resolution may be offered for legacy IVR applications. Obsolescence of boards results in no availability of formal support agreements and hence, no guaranteed support.

If any changes are made to the application or the hardware the IVR is running on, we will not support said IVR.

Pronexus customer care team covers Dialogic driver installation and card configuration of the specific serial number of the card for which card support is purchased. Support is for the supported lifetime of the board as determined by Dialogic. Inquire with Pronexus sales representative for full details.

Card support doesn't cover configuration of PBX, switch, VoIP or telecommunications provider. Support coverage is solely for the Dialogic card, and its integration with the VBVoice IVR and the supported telephony protocol to which it is being connected.

Pronexus

Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.