



XpressCare™

DATASHEET

Software Protection and Manufacturer Maintenance Program

XpressCare: The easy way to stay current and keep your system in top form

The XpressCare program provides full software maintenance for your AVST product in one easy-to-buy plan. 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 such as Voice Over IP, 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. XpressCare is the easy way to remain current — it provides all major and minor upgrades to your software as they are released by AVST.

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. It is priced on a per port basis, with additional 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 helps keep your system “tuned up” and running smoothly. Several times a year, AVST releases new software packages. XpressCare guarantees that you will receive all the latest software for your system. An XpressCare software package can include improvements in four categories:

- Adaptive - seamless integration with other network applications
- Perfective – adding new features, enhancements, and capabilities
- Corrective – correcting any software errors
- Preventative – preserving future maintenance, reliability and improved basis for future enhancements

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 to your reseller 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 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:

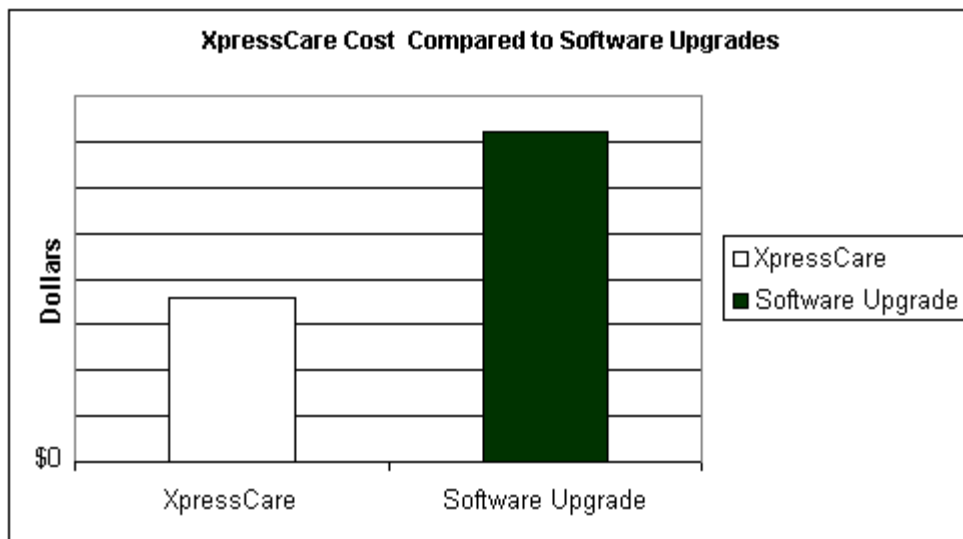
- Reduce upgrade costs and simplify budgeting through annual subscription renewals.
- Realize the benefits of new unified communication innovations.
- Gain peace of mind by securing your system's ability to grow with new demands.
- Maintain compatibility with other network applications.
- Gain access to complete technical application support offered through AVST's worldwide network of Authorized Resellers.
- Maximize and protect your application software investment.
- 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 that your system benefits from the latest software application functionality — security, performance and more.

XpressCare Plans

AVST includes one year of XpressCare with the purchase of CallXpress® Advanced Messaging, CallXpress Unified Messaging and Seneca™ Call Management software. Additional one and two year XpressCare plans are available for purchase at point of sale or for renewals.

For More Information

Applied Voice & Speech Technologies, Inc. ("AVST") is a leader in the unified communications ("UC") marketplace uniquely combining the strengths of its world-class messaging platform, CallXpress®, with its speech-enabled call management module, Seneca™, to create a powerful, next-generation unified communications solution. The Company's products are designed to scale and support organizations of all sizes. For more information please contact us at: www.avstgroup.com or +1.949.699.2300.



XpressCare offers a more economical method for maintaining updated software versions. This chart shows the relative one-year costs of purchasing XpressCare versus purchasing software upgrades separately.

