



Product / Program Bulletin

OAISYS Software Assurance & Support Re-Enlist Promotion and Upcoming Changes to Re-Enlist Fees

Reference #: PB20150057

Summary: EarthBend is pleased to announce a limited-time promotion waiving the Software Assurance and Support re-enlistment fees ordinarily required for the OAISYS call recording solution portfolio.

Software Assurance purchases made during the period of April 1, 2015 to September 30, 2015 will not include the Re-enlistment Fee that is charged for a system that is not subscribed (e.g. Software Assurance or Warranty has expired or was never subscribed). Pricing will only include the subscription fee of the Software Assurance coverage itself. This promotion is available to all EarthBend Business Partners and their OAISYS customers in North America.

This bulletin also notifies Partners of changes in the re-enlist fee policy, to take effect at the end of the Promotion period, or October 1, 2015.

Effective Date: April 1, 2015

Target Market / Opportunity / Positioning

Software Assurance and Support services play an important role in keeping OAISYS call recording solutions in optimal working order, and provide a strong foundation for ensuring your customers remain satisfied and happy with their OAISYS solution investment for years to come. Important advantages of Software Assurance and Warranty coverage for your OAISYS customers include:

- easy access to resolving technical issues;
- the ability to engage with OAISYS Product Development for bug fixes when needed; and
- ongoing availability to receive the latest OAISYS software releases, which can deliver enhanced functionality or integration support for different business frameworks.

Program Duration

This limited time promotion is valid for Software Assurance and Support re-enlistment orders received between April 1, 2015 and end of business day September 30, 2015.

Manufacturer reserves the right to cancel this program by providing further information to partners at any time.

Third-Party Opportunities

The OAISYS Software Assurance and Support Re-Enlist Promotion provides a limited time offer waiving any applicable re-enlistment fees typically associated with the renewal of Software Assurance and Support programs for your clients.

This means all Software Assurance subscription purchases made during the promotion time period will reflect only the subscription price of the Software Assurance coverage itself and will not include the re-enlistment fee that is normally charged for a system that is not under a current subscription (e.g. Software Assurance or Warranty has





previously expired or was never subscribed).

To take advantage of this offer, quotes must be purchased prior to the end of the promotion period (September 30, 2015). OAISYS strongly recommends purchase orders be submitted to EarthBend no later than 9:00 PM GMT on September 29, 2015 to help avoid any potential issues with the order.

This promotion enables channel partners to proactively and cost-effectively address their customer base they may not have previously not enrolled in OAISYS Software Assurance.

Important Changes to Re-Enlist Fees and Policy

This bulletin notifies EarthBend Business Partners of two important changes to OAISYS re-enlist fees, which become effective on October 1, 2015 (coinciding with the end of the OAISYS Software Assurance & Support Re-Enlist Promotion period).

1. Re-enlist fees will increase from the current amount of 50% of the one-year subscription fee for Standard Software Assurance subscription to 100% of the one-year fee, which as today, in addition to the subscription fee itself. A minimum subscription term of one year is also required, as is the case today.
2. A 30-day grace period will be implemented, where no re-enlist fee would apply for subscription purchases up to 30 days after the current subscription or warranty expiry. Subscription purchases within the grace period will be retroactive to the original expiry date. This will provide some flexibility to deal with last minute purchasing due to approval delays with customers or processing of purchase orders. The 30-day grace period is currently in effect today for the OAISYS Call Recording & Quality Management solution portfolio, and will remain.

Questions and Answers

Q: How much is the Re-enlistment Fee for Software Assurance?

A: Today, the Re-enlistment Fee is a charge, in addition to the subscription price, of 50 percent of a one-year subscription of Standard Software Assurance for the product being enlisted.

The actual subscription for the Software Assurance coverage is still purchased at its regular price. The current 50 percent re-enlistment fee is being waived for the promotional period. As previously stated, this will increase to 100% of a one-year subscription fee at the end of this promotion period.

Q: What do I do if I have a Software Assurance quotation not purchased yet that includes Re-enlist Fees?

A: The existing quotation can be cancelled in the OAISYS Application Management Center (AMC) and a new quote initiated. The Re-enlistment Fee will not be included on the new quote.

Q: Can this promotion be used with Hospitality customers?

A: Yes, clients in different verticals markets such as Hospitality can utilize this promotion.

Q: Can this promotion be used by Service Providers with hosted customers?

A: No, it does not apply. Service Provider Software Assurance is a mandatory requirement as part of that program, therefore does not apply. This promotion is currently available to Channel Partners and OAISYS end-customers only.





Terms and Conditions

- OAISYS Software Assurance & Support Re-Enlist Promotion provides a limited time offer (between April 1, 2015 and end of business day September 30, 2015) waiving any applicable re-enlistment fees typically associated with the renewal of OAISYS Software Assurance and Support programs for your clients.
- Quotes must be purchased prior to September 30, 2015. It is strongly recommended that purchase orders be submitted to EarthBend by no later than 9:00 PM GMT on September 29, 2015 to avoid any potential issues with the order.
- This program supersedes any previous OAISYS Software Assurance and Support programs offered by the manufacturer.
- This promotion may be altered, amended, or cancelled at any time at the manufacturer's sole discretion.
- In the case of any dispute with respect to the promotion, manufacturer's decision is final.
- This promotion may be used in conjunction with other OAISYS-related price promotions.
- Only eligible product purchases made during the qualifying period (promotion start date and end date) will qualify for inclusion in the promotion.
- All participants in this promotion must be a contracted channel partner, accredited to sell the product(s) upon which a claim is based.
- To the extent EarthBend or the manufacturer detect a fraudulent claim; the right is reserved to exclude the sales person and/or channel partner from this promotion and/or future promotions.
- Manufacturer and EarthBend reserve the right to audit and true-up prior payments for a period of one (1) year after the partner account has been credited. If discrepancies are found versus the program rules and requirements, EarthBend may debit or credit the partners account as appropriate, at its discretion.

DISCLAIMER: Certain OAISYS products referenced within this document may not be available to all dealer partners. To purchase available products, OAISYS product certification is required.

