

Switchvox User Subscriptions and Software Maintenance

Created: Monday, March 12, 2009
Last Updated: Thursday, June 30, 2009

Revision History

Revision	Date	By	Notes
0.1	March 12, 2009	Chris Langford	Initial Draft
0.2	April 16, 2009	Malcolm Davenport	Updates for Multi-Year Subscriptions
0.3	June 30, 2009	Malcolm Davenport	Updates for Support Reinstatement Fee

Definitions

Software maintenance is defined as updates to a software product. These updates include bug fixes, minor point-code and major releases. For example, a customer who purchased revision 3.5 of Switchvox is entitled to any point code releases (3.6) or any major releases (4.0) that occur within 12 months of the customer's original activation of the product.

Support is defined in three levels. Silver support provides unlimited business hours e-mail based support. Customers of Gold support receive unlimited business hours e-mail support and unlimited business hours telephone based support. Customers of Platinum support receive unlimited business hours e-mail, unlimited business hours telephone and five (5) out-of-business hours support incidents. Any additional support incidents beyond 5 within a one year period will result in a per-incident charge. Business hours are defined as 7am to 8pm Central Time.

Service Components

Every installation of Switchvox includes two service components, a User Subscription and Software Maintenance. User Subscriptions are measured in number of users – with a minimum of 10 per installation – and type of subscription – Silver, Gold or Platinum differentiated by support contact method and availability. User Subscriptions only apply to certain extension types on the system. Software maintenance is one per installation differentiated by the type of Switchvox to which it is to be applied – SOHO or SMB.

Initial Service Period

Support and maintenance for each installation of Switchvox is provided for one year from the date of activation, not to exceed 90 days from the date of shipment or delivery by Digium to a customer (distributor, reseller, end user or OEM), with support commensurate to the level (Silver, Gold or Platinum) purchased and software maintenance commensurate with the type of Switchvox (SOHO or SMB) purchased.

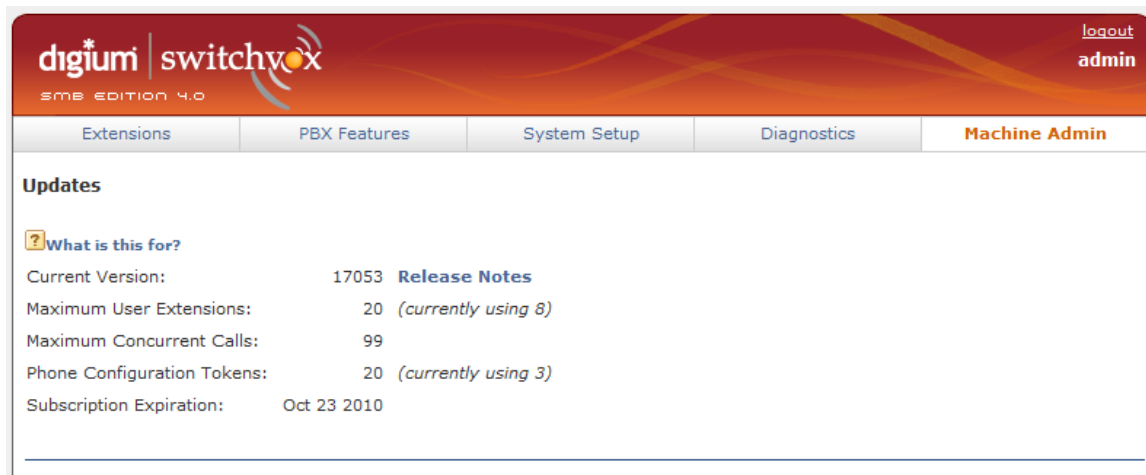
Switchvox Activation – Begin Service

Activation of Switchvox occurs when the customer registers the product by entering the Registration Code provided with the system using the Product Registration utility inside the Machine Admin section of the Switchvox admin web interface. Prior to activation, a warning message is displayed in the admin web interface and the system cannot be configured with more than 3 extensions, nor can it receive software updates or utilize

Standard Panels Switchboard plug-ins. Upon activation, the warning message is removed, the aforementioned limitations are removed and the customer's initial period of service begins.

User and Subscription Status

The number of available User Subscriptions and the Support expiration date can be found on the Updates utility inside of the Machine Admin section of the Switchvox admin web interface, e.g.:



The screenshot shows the 'Machine Admin' section of the Switchvox admin interface. The 'Updates' utility is active, displaying the following information:

Current Version:	17053	Release Notes
Maximum User Extensions:	20	(currently using 8)
Maximum Concurrent Calls:	99	
Phone Configuration Tokens:	20	(currently using 3)
Subscription Expiration:	Oct 23 2010	

Maximum User Extensions displays the total (20) and in-use (8) User Subscriptions. In this case, there are 12 ($20 - 8 = 12$) available User Extensions.

Subscription Expiration displays the date on which the User Subscriptions and Software Maintenance will expire (23rd, October, 2010).

This in-product information does not display the level of Subscription – Silver, Gold or Platinum.

The Switchvox Subscriptions portal (<http://www.switchvox.com/subscriptions>) can also be used to retrieve information about User Subscriptions and Support Expiration for an installation of Switchvox.



Here, the total number (20), type (Silver), and expiration date (13th, October, 2009) of a system are shown.

The Subscriptions portal does not display information about the number of available User Extensions on a system.

Using Switchvox User Subscriptions

The creation of one of the following extension types requires an available User Extension:

- SIP Phone or SIP Adapter for Analog Phone (ATA) – These include desk phones, soft phones, and any Analog Telephone Adapters (ATAs)
- Analog Phone – This extension type is for regular analog telephones that are physically plugged into the PBX via an FXS port of a Digium telephone interface card
- Virtual Extension – Virtual Extensions are for users without a phone. They can be used for voicemail boxes or can be setup with call rules that, for example, cascade to the user's mobile phone. They behave exactly like SIP phone extensions except that they do not show the phone's status in the System Status screen of the admin web interface.

When a new extension of one of these types is added, a count of one will be added to the number of in-use User Extensions, thus reducing the number of available User Extensions by one. When the number of available User Extensions reaches zero, none of the above types of extensions may be added.

Deleting an extension of one of the above types will increase the number of available User Extensions by one.

The creation of any of the following extension types does not require an available User Extension:

- IVR (Interactive Voice Response)
- Simple Conference Room
- Meet-Me Conference Room
- Group Pickup
- Intercom/Paging
- Directory
- Voicemail Access
- Call Parking
- Dial Tone
- Feature Codes
- Call Queue
- Agent Login
- Agent Log-off

You may also reference the link below for additional information on extension types:

http://www.switchvox.com/sv?page=customer_center/subscriptions

Adding Additional User Subscriptions

If extensions are required beyond the number of available User Extensions, one should purchase additional User Subscriptions. User Subscriptions are sold in bundles of 1, 5, 25, and 100 Users. SKUs for packs of users are found on the Digium price list and named using the following convention:

1SWX[Type of Subscription – Silver (S), Gold (G), Platinum (P)]SUB[Number of Users – One (1), Five (5), Twenty-Five (25), One Hundred (100)]

Examples include:

- 1SWXSSUB1 – 1 Switchvox Silver Subscription for 1 User
- 1SWXSSUB5 – 5 Switchvox Silver Subscriptions for 5 Users
- 1SWXGSUB25 – 5 Switchvox Gold Subscriptions for 25 Users
- 1SWXPSUB100 – 100 Switchvox Platinum Subscriptions for 100 Users

Before placing an order, one should visit the Switchvox Subscriptions portal at:

<http://www.switchvox.com/subscriptions>

There, customers should click the Add/Upgrade Subscriptions link and input their Switchvox Registration Code. The Subscriptions Portal will guide customers through a wizard to determine which bundles should be purchased to achieve the desired total number of users for their Switchvox system.

Digium does not prorate User Subscriptions. A customer wishing to add a new user in the first month of their initial Switchvox service period purchases the same item as a customer wishing to add a new user in the eleventh month of their initial Switchvox service period. For example, a Customer buys 10 Gold Subscriptions on January 1st and...

- 2 months later wants to add 1 extension
 - Customer Buys 1x Gold User Subscription
- 6 months later wants to add 2 extensions
 - Customer buys 2x Gold User Subscriptions
- 11 months later wants to add 1 extension
 - Customer buys 1x Gold User Subscription

Additional user subscriptions are delivered to customers in the form of Subscription Code. This Subscription Code should be input, along with the customer's Switchvox Registration Code, to the Activate Subscriptions section of the Switchvox Subscriptions portal. Once the user has successfully input their Subscription Code, the user should return to the Switchvox admin web interface and visit the Updates page of the Machine Admin section. The system will check for updates and find any additional user licenses that have been added. The user may then apply those updates to allow the use of additional User Subscriptions on their installation of Switchvox.

Upgrading Users

Switchvox SOHO users are only available at the Silver level. Switchvox SMB users are available at Silver, Gold, and Platinum levels.

User Upgrades can be purchased at any time to change existing subscriptions to a different level of support if needed. Like User Subscriptions, User Upgrades are sold in

bundles of 1, 5, 25, and 100 User Upgrades. SKUs for upgrade packs are found on the Digium price list and are named using the following convention:

1SWX[Base User – Silver (S), Gold (G)]2[Upgrade Type – Gold (S), Platinum (P)]SUB[Number of Users – One (1), Five (5), Twenty-Five (25), One Hundred (100)].

Examples include:

- 1SWXS2GSUB1 – 1 Switchvox Silver to Gold Subscription Upgrade for 1 User, SMB Only
- 1SWXS2GSUB5 – 5 Switchvox Silver to Gold Subscription Upgrades for 5 Users, SMB Only
- 1SWXG2PSUB25 – 25 Switchvox Gold to Platinum Subscription Upgrades for 25 Users, SMB Only
- 1SWXS2PSUB100 – 100 Switchvox Silver to Platinum Subscription Upgrades for 100 Users, SMB Only

Before placing an order, one should visit the Switchvox Subscriptions portal at:

<http://www.switchvox.com/subscriptions>

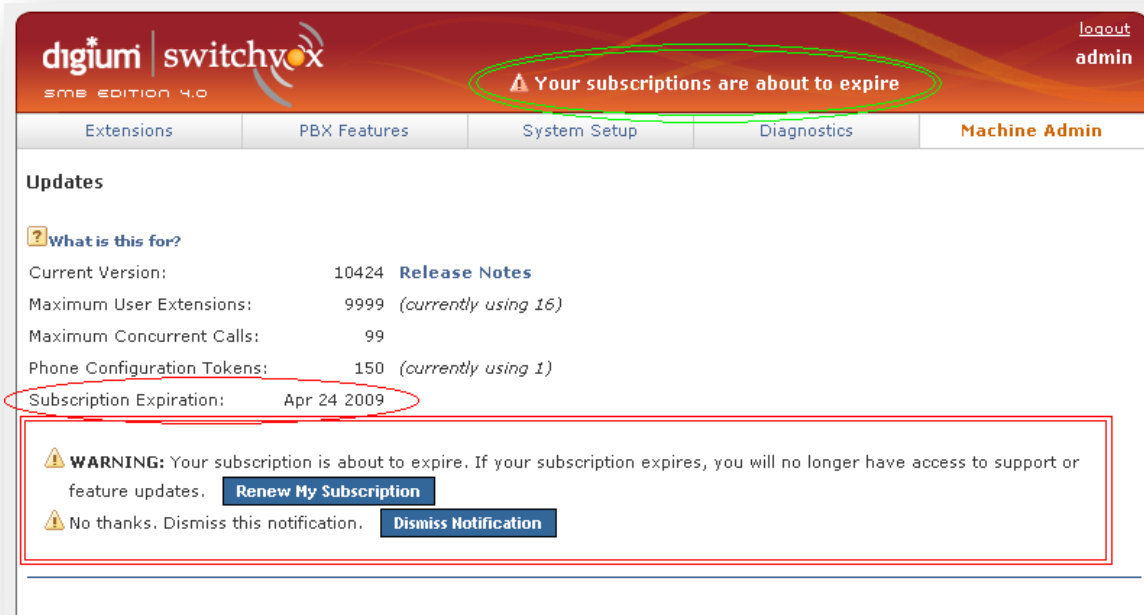
There, customers should click the Add/Upgrade Subscriptions link and input their Switchvox Registration Code. The Subscriptions Portal will guide customers through a wizard to determine which bundles should be purchased to achieve the desired total number of users at the upgraded support level.

End of Initial Service Period

At the end of the initial 12 month period, Digium’s obligation to provide services to the installation of Switchvox is terminated. From this date, Digium will not provide phone or e-mail support. The software itself will continue to function with the following exceptions:

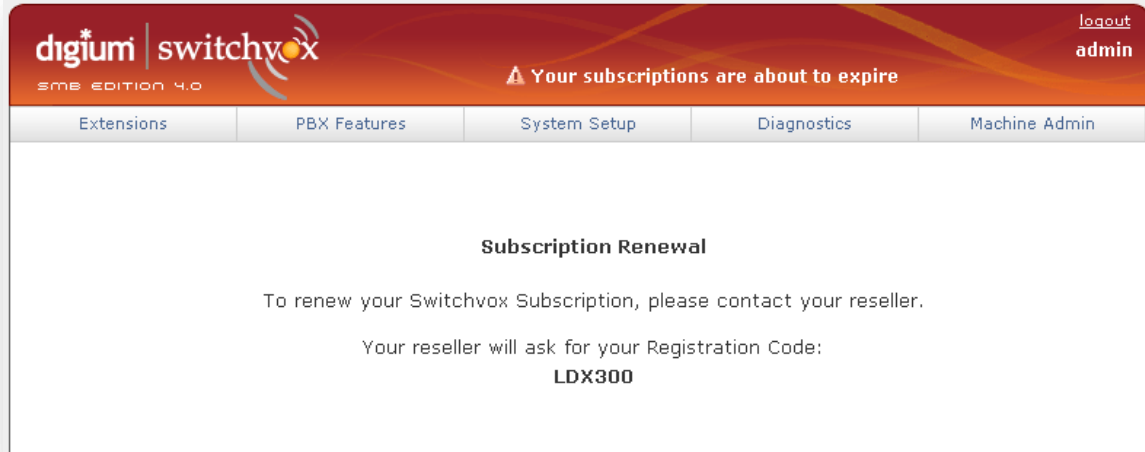
- 1) Switchboard panels that are hosted by Digium – including the Google map, Salesforce.com and SugarCRM panels – will cease to function
- 2) Additional Subscriptions (extensions), beyond the maximum number already possible on the system while the service period is active, may not be added – meaning that one cannot purchase or add any additional users to a system with terminated service.
- 3) The customer’s installation will not be able to view, retrieve or apply any additional software updates, including bug fixes

As the end date approaches, the Switchvox web interface, beginning with Switchvox SMB 4.0, will provide a visual indication to the admin user with an in-product reminder.



Here, a blinking reminder at the top of the admin web interface is provided. Clicking the blinking reminder directs the user to the Updates page that provides a warning about the impending subscription expiration. The warning may be dismissed with the Dismiss Notification button.

The Renew My Subscription button on this page directs customers to a separate page that describes how they should renew their support. Customers who have purchased Switchvox from a Digium Reseller or Channel Partner will see the following screen:



digium | switchvox SMB EDITION 4.0 [logout](#)
[admin](#)

⚠ **Your subscriptions are about to expire**

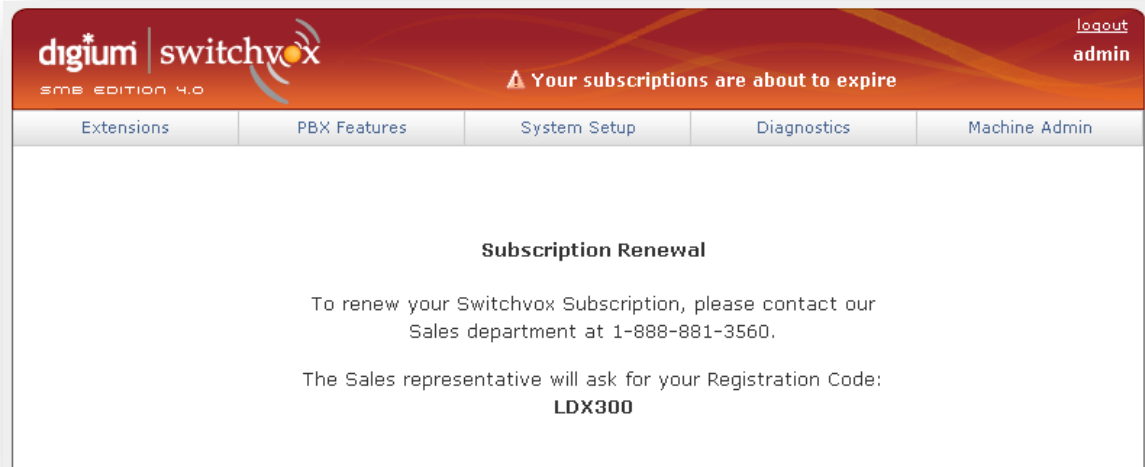
Extensions	PBX Features	System Setup	Diagnostics	Machine Admin
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Subscription Renewal

To renew your Switchvox Subscription, please contact your reseller.

Your reseller will ask for your Registration Code:
LDX300

Customers who have not purchased from a Digium Reseller or Channel Partner, who purchased from the Switchvox.com webstore, will see the following screen:



digium | switchvox SMB EDITION 4.0 [logout](#)
[admin](#)

⚠ **Your subscriptions are about to expire**

Extensions	PBX Features	System Setup	Diagnostics	Machine Admin
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Subscription Renewal

To renew your Switchvox Subscription, please contact our
Sales department at 1-888-881-3560.

The Sales representative will ask for your Registration Code:
LDX300



Ongoing Service and Service Renewals

In order to continue to receive support, to add additional extensions beyond the amount purchased while the service period is active, to operate the Digium-hosted Switchboard panels or to receive software updates, a customer must purchase renewals of both User Subscriptions and Software Maintenance. A renewal purchase of one of these two components will not result in the delivery of partial services; a renewal purchase of both components is required for the delivery of any of the services.

Renewals are purchased in one-year, two-year, or four-year increments. Two-year renewals are offered at a 10% discount against the purchase of two one-year renewals. Four-year renewals are offered at a 25% discount against the purchase of four one-year renewals. Renewals may be purchased at the same time a system is initially bought.

Purchasing a 2-year renewal provides a total of three years of support (the first initial year of support plus the 2 years of the 2-year renewal) and a 4-year renewal provides a total of five years of support (the first initial year of support plus the 4 years of the 4-year renewal). Multi-year renewals do not have to be purchased at the same time a system is initially installed in order to receive the multi-year discount.

Like User Subscriptions, User Renewals are sold in bundles of 1, 5, 25, and 100 renewals. SKUs for packs of users are found on the Digium price list and named using the following convention:

1SWX[Type of Subscription – Silver (S), Gold (G), Platinum (P)]SUB[Number of Users – One (1), Five (5), Twenty-Five (25), One Hundred (100)]R[Number of renewal years – 1 Year (Blank), Two Years (2), Four Years (4)]

Examples include:

- 1SWXSSUB1R – 1 Switchvox Silver Subscription for 1 User, Renewal
- 1SWXSSUB5R2 – 5 Switchvox Silver Subscriptions for 5 Users, 2 Year Renewal
- 1SWXGSUB25R4 – 5 Switchvox Gold Subscriptions for 25 Users, 4 Year Renewal
- 1SWXPSUB100R4 – 100 Switchvox Platinum Subscriptions for 100 Users, 4 Year Renewal

Maintenance renewals are sold separately for SOHO and SMB and are renewable for 1, 2, or 4 years. SKUs for maintenance renewals use the following convention:

1SWX[Type of Product – Switchvox SOHO (SOHO), Switchvox SMB (SMB)]R[Number of renewal years – 1 Year (Blank), Two Years (2), Four Years (4)]

Examples include:

- 1SWXSOHOR – 1 Year Updates and Maintenance for Switchvox SOHO Software
- 1SWXSMBR – 1 Year Updates and Maintenance for Switchvox SMB Software
- 1SWXSMBR2 – 2 Years Updates and Maintenance for Switchvox SMB Software
- 1SWXSOHOR4 – 4 Years Updates and Maintenance for Switchvox SOHO Software

If a Switchvox installation is renewed prior to its expiration date, no additional items are required to remain under service. However, should Subscription and Maintenance for an installation of Switchvox SMB or Switchvox SOHO reach its expiration date, then, in addition to the required User and Maintenance renewals, the system is subject to a Support Reinstatement Fee. Each out of support system that is to be brought back into support requires, in addition to the aforementioned User and Maintenance renewals, purchase of the 1SWXSUPRFEE Switchvox Support Reinstatement SKU.

Before placing an order, one should visit the Switchvox Subscriptions portal at:

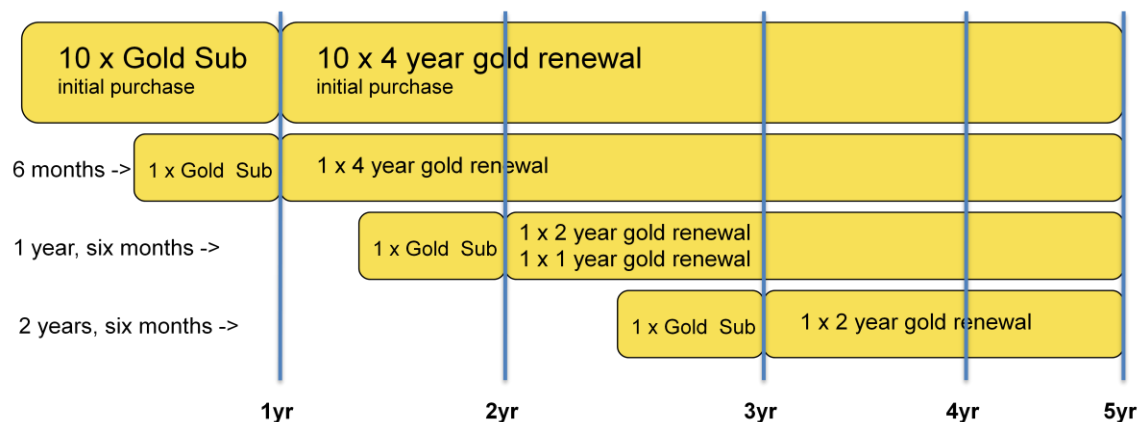
<http://www.switchvox.com/subscriptions>

There, customers should click the Add/Upgrade Subscriptions link and input their Switchvox Registration Code. The Subscriptions Portal will guide customers through a wizard to determine which bundles should be purchased to achieve the desired renewal for their Switchvox system.

Customers who do not wish to renew their service with Digium, but who want to add additional unsupported users, may purchase Out of Support User Subscriptions. The Out of Support User Subscriptions allow customers to add additional users, but come with absolutely no support or access to updates.

Multi-Year Renewals and Mid-Term Additions

All support for all subscriptions – User Subscriptions and Software Updates and Maintenance ends on the same day. In light of this, the following graphic demonstrates the User Subscription renewals over a five-year span for a system.



The first row of this graphic demonstrates the purchase of a SMB system with 10 Gold Subscriptions. Here, the customer also purchased 10 four-year Gold Subscription renewals. Along with a purchase of a 4 year SMB software updates and maintenance, the system would be fully supported then for a total of five years.

As represented by the second line, the customer added another user, the 11th, to the system at 6-months into the first year. In order to add that user, because the rest of the system is set to expire after the fifth year and all subscription expirations must be co-terminal, the customer needs to purchase one 4 year User Renewal on top of the purchase of the one Gold User.

As represented by the third line, the customer wants to add another user, the 12th, to the system at 1 year and six months into the five year period. Here, the customer needs to purchase three years of renewal on top of the purchase of the one Gold User. To

maximize the benefit to the customer, in consideration of the 10% discount provided on 2-year User Subscription renewals, the user should purchase one two-year Gold Renewal and one one-year Gold Renewal to achieve the three required years.

As represented by the final line, the customer wants to add another user, the 13th, to the system at 2 years and six months into the five year period. Here, the customer needs to purchase two years of renewal on top of the purchase of the one Gold User.

Then, at the five year mark, the customer will receive notification to renew the 13 Gold Users and the SMB software Updates and Maintenance.

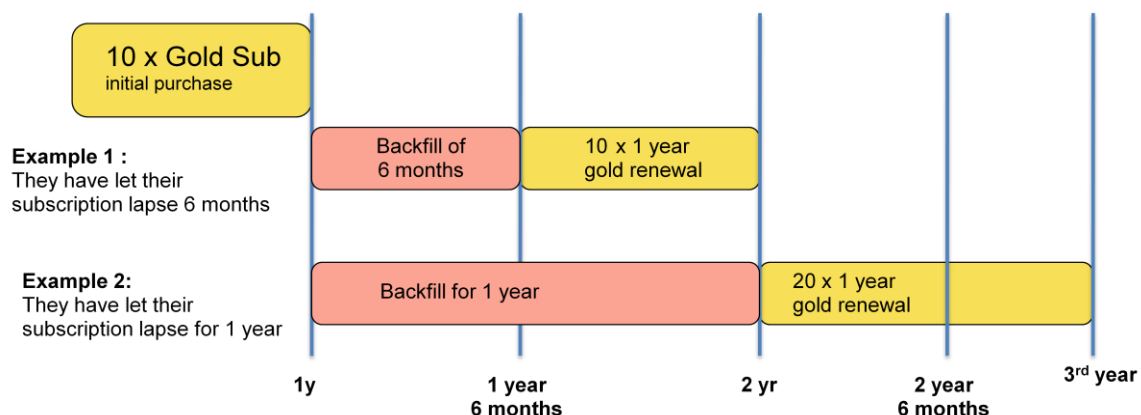
To simplify the process of understanding what items need to be purchased for a particular system with a specified number of users, subscription level, and service period, Digium provides an easy-to-use tool at the Switchvox Subscriptions portal:

<http://www.switchvox.com/subscriptions>

This tool has been designed to help the user add subscriptions, renew subscriptions, and upgrade subscription levels on a per-installation basis.

Subscription Expiration and Backfilling

When renewed, Switchvox Subscriptions that have expired will backfill to the original date of expiration. The following chart provides two examples of a 10 Gold User system that has expired.



In the first example, the user has let their Subscription lapse by 6 months. At the 1 year + 6 months mark, the user must purchase 10 Gold User Renewals (along with a year of

SMB Updates and Maintenance). Because subscription expirations backfill, the subscription will expire at the 2 year mark – not the 2 year + 6 months mark.

In the second example, the user has let their Subscription lapse by 1 year. At the 2 year mark, the user must purchase 20 Gold User Renewals (along with two years of SMB Updates and Maintenance). Again, because subscription expirations backfill, the subscriptions will expire at the 3 year mark. In this case, the user had to buy 10 Gold User Renewals to cover the year of lapsed subscription and another 10 Gold User Renewals to provide support for the current year.

Wrapup

This concludes the overview of Digium's Switchvox User Subscriptions and Software Maintenance. Any questions not covered by this document should be directed to your Digium Channel Account Manager.