



NUMBER: 377B

DATE: February 26, 2010

AUDIENCE: Global Sales, Resellers, and Distributors

CONTACT:

Graham Allen

(972) 454-8814

graham.allen@convergys.com

Intervoice's Software End of Life Policy

Intervoice values our customers' business and is committed to delivering the highest level of support and satisfaction for the Intervoice products. The competing realities of supporting a customer's investment in old product releases and the need to deliver newer releases that enhance quality, functionality and coverage of third party products will require Intervoice to obsolete products from time to time. To help our customers anticipate and plan for eventual product end of life, Intervoice presents the following policy that will obsolete a product in orderly fashion. This End of Life policy articulates the guidelines that Intervoice will follow in managing the end of life of a particular product release, including both hardware and software.

Enterprise Software End-of-Life Policy

The provisions related to End of Life set out in this Section I apply to new releases of the Intervoice Enterprise software products which are generally commercially available as listed on Intervoice's then current price list ("Release") as well as major functionality enhancements to the Release ("Upgrades"). All Releases and Upgrades for a particular software line are collectively called "Products".

Support Targets

Intervoice will make each Release and each Upgrade generally available for sale and maintenance support for a minimum period of twenty-four (24) months.

Software End of Life

Unless otherwise expressly set forth in the customer's agreement with Intervoice or on Intervoice's support website at <http://www.intervoice.com/index.php/support.html> (the "RealCare Website") the terms of this End of Life policy will apply for each Release and each Upgrade licensed from Intervoice.

For each Release and each Upgrade Intervoice will provide, on the RealCare Website, the following notices:

- "End of Sales" which means the last date to purchase
- "End of Engineering Support" which means R&D efforts for support have ended.
- "End of Support" which means the last date to receive maintenance support other than Engineering Support as set out in the customer's then current support agreement with Intervoice
- "End of Life" which means the later to occur of the End of Sales or the End of Support.

Notices.

Intervoice will provide prior written notices on the RealCare Website as follows:

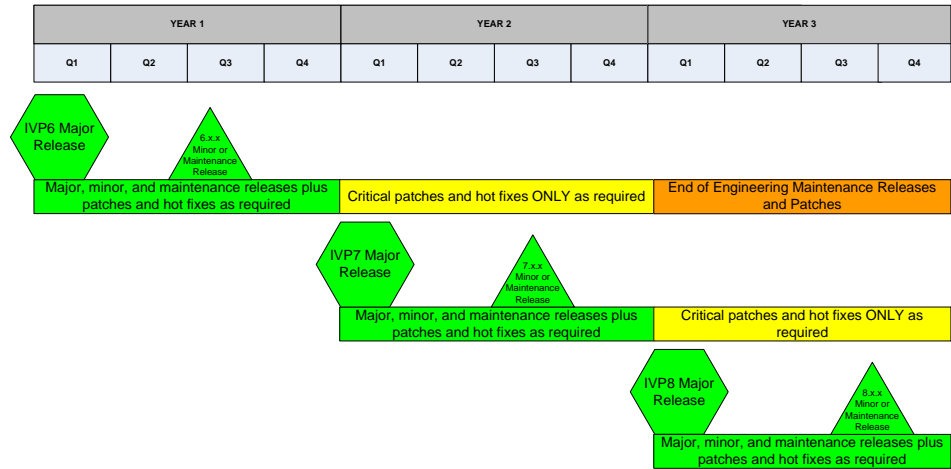
- For End of Life of a Product – a minimum of thirty six (36) months notice
- For End of Support of a Release or an Upgrade - a minimum of six (6) months notice.

Exclusions and Changes.

- The End of Life Policy only applies to announcements made on or after the effective date of this policy or any revision hereto, and does not apply to prior End of Sales, End of Support, and/or End of Life announcements.
- This policy does not apply to minor functionality enhancements, maintenance patches, custom software and software customizations developed pursuant to a customer's specifications or requirements or to hardware.
- Intervoice will use all commercially reasonable efforts to apply this End of Life Policy to third party software products included in a Release or an Upgrade; however, Intervoice cannot guarantee that support for any such third party software will be available. Intervoice will provide as much notice as reasonably possible related to support for third party software.

- The list of Products, Releases, and Upgrades in the RealCare Website table is not exhaustive; moreover; Intervice has the right to make changes or updates to such table at any time and will publish such updates or changes on the RealCare Website

The following is an example of how that life cycle of support may work:



Hardware End of Life Policy

Any hardware End of Life dates will also be set out on the RealCare Website from time to time. Intervice cannot commit to providing a certain period of notice for End of Life of third party hardware but will provide as much notice as reasonably possible related to support for such third party hardware.

Corporate Headquarters

North America

Cincinnati, Ohio USA

Phone +1 513 458 1300

US Toll-Free 800 344 3000

Fax +1 513 421 8624

www.convergys.com

Regional Headquarters

Europe, Middle East & Africa

Cambridge UK

Phone +44 1223 705000

Fax +44 1223 705001

Latin America

Sao Paulo Brazil

Phone +55 11 5504 6800

Fax +55 11 5504 6730

Asia Pacific

Singapore 049712

Phone +65 6557 2277

Fax +65 6557 2727

©2009 Convergys Corporation. All rights reserved. Convergys and the Convergys logo are registered trademarks of Convergys.