

IntelliCenter Product Announcement

Effective on February 29, 2012, Altura is announcing the end of sale for the IntelliCenter call center product for new system sales only. The IntelliCenter product will continue to be offered for expansion and upgrades. Software customization and software fixes will continue to be developed and offered.

- a. **SOFTWARE CUSTOMIZATION AND SOFTWARE FIXES:** IntelliCenter software development will cease and no new feature development beyond the current 10.1 release will occur as we shift our attention to supporting the new Avaya Aura Contact Center products. Only software customization and software service patches will continue to be developed for the IntelliCenter.
- b. **EXISTING INTELLICENTER CUSTOMERS:** For existing IntelliCenter customers, we will continue to offer additions, expansions and upgrades. Our IntelliCenter customers should feel confident in their investment in the IntelliCenter and their ability to upgrade to the latest release 10.1 when they need to.
- c. **INTELLICENTER SUPPORT:** We will continue to support the IntelliCenter product for as long as our IntelliCenter customers require support. Similar to the end of sale announcement of the F9600 in 2001, Altura continues to support the F9600 with parts and service consistent with the support plan for the IntelliCenter.

For any questions, please contact us at 1-800-654-0715 or visit us at www.alturacs.com