

AltiGen Communications Software Assurance Program



Program Overview Maintaining and Maximizing your Investment

The key advantage of AltiGen's Voice over IP phone system is its powerful, integrated IP software engine. In today's world of new and evolving technologies, a software-based system is required to take full advantage of those technologies while delivering new, advanced features - all without the need for expensive hardware upgrades.

With the old key and hybrid systems, or digital PBX, customers often needed to replace old, worn out, hardware components during the "life" of their PBX. Worse yet, if a new feature was required, or if the capacity of the PBX was exceeded, customers had to do a "fork lift upgrade", replacing their entire PBX with a new phone system - commonly repeating this costly process every 5 to 7 years.

With AltiGen's software-based VoIP phone system, new updates and improvements are constantly available, maximizing your business communications while minimizing your costs.

In fact, since 1996 AltiGen customers have enjoyed more than 1,000 product enhancements - all delivered through software updates and upgrades. As a result, AltiGen customers benefit from the fact that the AltiGen VoIP phone system they will be using 3 years from now will actually be better than the system they originally purchased!

To make this possible, AltiGen has pioneered one of the industry's most innovative programs for customer support - the AltiGen Software Assurance Program.

The Software Assurance Program provides customers with all of the latest updates, upgrades and enhancements developed by AltiGen, for a single annual subscription fee. Customers are then able to choose any or all of these based on the requirements of their business.

Budgeting Made Simple

Software Assurance makes it easy to budget and keep your system maintained. New versions are created to keep the system current with changes in the network and other applications the AltiGen system may communicate with. Typically, AltiGen creates one major release and several updates during the year. With Software Assurance, you avoid facing unplanned expenditures, or being forced to wait until the next budget cycle to update the system.

With AltiGen's Software Assurance program you never have to worry about new software releases because they're included in the program. This makes it simple for your business to purchase and administer in one planning and budgeting cycle as part of its overall software acquisition strategy.

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How does Software Assurance Work?

AltiGen's Software Assurance Program ensures that your system is properly maintained and enhanced. As a registered Assurance customer, you are entitled to receive all updates and new releases for the applications you own.

In addition, your Authorized AltiGen Partner can escalate problems to resolution on your behalf through AltiGen's technical support department.

Notification of New Releases

You will be notified of updates and releases through the Authorized AltiGen Partner maintaining your system.

Customer Care Portal

As a registered Assurance customer, you will also receive access to the Customer Care Portal. From this website, you will be able to view information on updates and new releases, as well as download documentation, usage tips, and tools to ensure you are achieving the maximum benefit of your AltiGen phone system.

You will also be able to share ideas with other AltiGen customers on the Customer Bulletin Board. Over 15,000 AltiGen systems have been deployed in every environment imaginable. Our customers have creatively applied the system's applications in numerous ways to solve all kinds of business challenges. By learning from other customers, you will leverage the experience and ideas gained through years of hands on experience.

Software Assurance Program Renewal

The Software Assurance program is renewed on an annual basis. This allows your company to budget software costs in advance. Because the program includes new releases, as updates for the applications you own, you will not need to purchase expensive major software upgrades.

Optional Extended Hardware Warranty Program

AltiGen's optional Hardware Warranty Program provides registered customers with extended warranty coverage on certain hardware.

For a small additional fee AltiGen offers both 1 and 3 year hardware warranty programs, which supplement AltiGen's standard hardware warranty. If defective products are returned prior to the expiration of the warranty period, they will be repaired or replaced by AltiGen at no additional charge.

For More Information

Please contact your authorized AltiGen Certified Partner, or give us a call at:
1-888-258-4436