

D A T A S H E E T



**TFB Stands
by its users
TFB users on
maintenance
always have a
migration path to
current
supported
versions!**

TFB's policy has always been to protect and support the technology investment of existing users on maintenance...

The biggest providers of software and telephony solutions often leave users of a discontinued product line without support and without an alternative. A core tenet of TFB's philosophy is designing products to accommodate change. Changes in technology, changes in your requirements, and changes in standards. Your technology purchase should never paint your organization into a corner, and should allow you to select best of breed components wherever possible.

For users under maintenance, TFB provides no cost upgrades within each release version, and significant discounts for optional upgrades to a major new release of TFB products they own. Our policy is continued support for products even after a product line is discontinued from sales – either directly, or by providing an affordable migration to the newer equivalent product line. Users for whom maintenance has lapsed may be charged upgrade fees commensurate with the applications, port number, and seats supported. Please note that the TFB software license is not transferrable and may not be supported for TFB systems that are purchased through unauthorized dealers.

TFB has an unblemished track record of ensuring investments in TFB technology are extensible, upgradeable, and never obsolete. Please contact your TFB representative to find out more.

About Purchase

TFB sells through authorized dealers across North America. Applications run on TFB's CTI Server™ and Media Server platforms. Ask your dealer about TFB or call us toll free at 1-877-612-4832 for a dealer near you. TFB can put you in touch with one of hundreds of satisfied customers who have already experienced smooth installation and rapid ROI from TFB products.

About TFB

TFB offers packaged and custom solutions for NEC, Nortel, Mitel, and Avaya ACDs, providing software enhancements and features that are scaleable and open. Applications include agent tools and automated call handling for contact centers of any size, as well as targeted solutions for healthcare, hospitality, government, education, and nearly every industry. For more information, go to www.tfb.com.

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