



XtR PROtection Plan

Participation is optional, the benefits are substantial >

Comvurgent's annual maintenance plan protecting your investment in recording hardware and software, even if you replace your telephone system!

- **PBX Obsolescence PROtection**

If at any point during coverage and use of XtR Professional Recording hardware, you make a decision to replace your existing PBX/Key System, Comvurgent will replace your Recording system with a hardware and software solution from our portfolio that is compatible with your new system (and also compatible with the call recordings from your previous system).

- **Extended Hardware Warranty**

XtR PROtection extends our standard 1 year warranty for as long as your coverage is in place with a superior advanced replacement warranty and extended support service (see below).

- **Advanced Next Day Replacement**

If any of your XtR Professional hardware units fail or appear faulty, your coverage will ensure you receive an advanced replacement unit delivered the next business day (see terms and conditions) at no additional fee (our standard warranty requires shipment of units back to us first).

- **Free Software Upgrades**

You will receive advanced notification and free basic product upgrades to any XtR Professional recording, supervisory and archive software package for as long as your coverage is in place.

- **Free 800 Telephone Support**

Our priority preferred support number and dedicated technical and application support specialist are at your disposal to help with any problems and give feature and product advice.

XtR PROtection Pricing

(per port/extension of recording per annum):

USA \$30.00, UK £20.00, Europe €26.00



The **leader** in cost-effective **true digital call recording**

Overview:

The XtR PROtection Plan can be purchased along with any XtR Professional system and is renewable on an annual basis.

XtR PROtection provides the following benefits:

Extended Warranty - Hardware warranty is extended for 1 year upon the purchase of the XtR PROtection Plan. Each device's serial number must be registered as part of the plan in order to qualify. XtR PROtection is provided on a per-port basis. Each port of multi-port devices (i.e. Digital 04) need to be registered to qualify.

Technical Support - Available at no additional charge utilizing our special 800 number.

Beta Programs - If requested, XtR PROtection customers will get first access to all Beta Software and any associated discounts for participating in these programs.

PBX Investment PROtection - If the registered company determines it necessary to replace their existing PBX system and the XtR devices purchased are incompatible with the new PBX Platform, Comvurgent will replace with compatible digital devices if available or with the universal adapter devices (in a case where the new PBX is not digitally compatible with XtR Hardware) in order to facilitate recordings. It is recommended that users refer to our Digital Integration Reference posted on www.usbcallrecord.com prior to purchasing a new telephone system. All existing recordings and XtR Supervisor software remain in place. Customer must also agree to extend the XtR PROtection for an additional year at the time of replacement. Customer must provide Comvurgent with a signed purchase agreement defining their new PBX purchase and return the registered XtR units. If XtR units are not returned within 45 days of shipment of replacement units, Comvurgent will invoice customer for full retail value of replacement units. NOTE: Does not include any labor charges from reseller or Comvurgent to replace hardware.

Exciting Product Updates - Thanks to great suggestions by our clients, we are constantly upgrading and improving our software. Major, minor and maintenance releases are available at no additional fee for a period of one year from the date of purchase. This applies only to 'same' product updates, not to upgrades from one product type to another (i.e. XtR Reporter to Reporter PRO would not be covered). All software upgrades and patches will be available via download. CDs are available upon request.

Notifications - Under the XtR PROtection Plan, customers are notified immediately when updates are available.

Signing Up

When you purchase any XtR hardware and software, you receive a 1 year warranty on all hardware. You can choose to purchase XtR PROtection at initial purchase and receive your 2nd year warranty as well as all the added benefits. After the first year, you can be billed automatically, sign up for a renewal on our web site, or fax in the renewal form. Existing XtR Customers can also sign up within the first 6 month grace period of this program. **Sign ups beyond grace period are also available with Comvurgent Management Approval.**

Contact us

United States, Canada, Mexico, Central & South America

Tel: +1 (949) 587 1226

Fax: +1 (949) 587 1220

USSales@Comvurgent.com

United Kingdom, EU and Rest of the World

Tel: +44 (0) 1302 835 812

Fax: +44 (0) 1302 607 461

EUSales@Comvurgent.com

www.usbcallrecord.com