

### Call Centers and COPIAFACTS

With ICCM just around the corner, we would like to remind you of a few ways the **COPIAFACTS** suite of products fits into your call center needs.

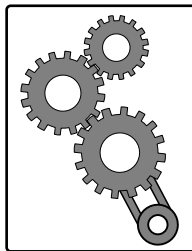
- Improve CRM by providing customers their preferred message format of fax, voice, or e-mail messages.
- Integrate your faxing operations to allow faxing direct from the agents desktop or CRM software.
- Service financial markets with the combo of **COPIAFACTS** IVR and **FAXFACTS** document handling.
- Integrate **COPIAFACTS** into almost any hardware or software based PBX system.
- Smaller call centers can benefit from a total "turn-key" messaging solution from Copia with the combination of a TeleVantage phone system and a **COPIAFACTS** messaging system.



### New Maintenance Pricing with Toll-Free Calling

Copia has been providing technical support at a very attractive price for well over 10 years. For Copia to continue to serve you as we have in the past, as well as serve you better in the future, we need to increase our technical support maintenance subscription price.

#### Toll-Free Calling!



Although we are increasing our subscription prices we are happy to offer toll-free calling to reach our technical support staff. Simply dial 888.335.4272, and when prompted enter code 6964. You still need to know your serial number and have a current maintenance subscription.

Effective September 1, 2002, the following rates will be in effect:

\$300	-	Sites with 1-8 Total Lines/Threads
\$975	-	Sites with 9-48 Total Lines/Threads
\$1150	-	Sites with 49 - 1000 Total Lines/Threads
\$2500	-	Sites with more that 1000 Lines/Threads

The above is a yearly charge. If your maintenance lapses, there is an extra charge to reinstate it from your previous renewal date. The reinstatement fee is subject to change at any time and is currently \$300 USD.

#### Unlimited Upgrades and Support

As you already know, Copia's maintenance subscription includes unlimited support via phone, fax, and e-mail as well as unlimited upgrades. This allows you to stay up-to-date with our latest features and enhancements, includes support for new releases of operating systems and covers all of your **COPIAFACTS** products.

Maintenance covers versions of **COPIAFACTS/FAXFACTS** 6.0 and later. Upgrading your older version to the current release is included in the maintenance subscription. However, if you prefer to remain on a software release prior to version 6.0, support will be provided at our current hourly rate. (Note: There is an additional charge for upgrading a DOS system to a Windows system)

The technical support maintenance subscription does not include "disaster recovery", that is, Copia support is intended to assist you with your normal use and installation of the **COPIAFACTS** suite of products. We reserve the right to charge for items not covered or for disaster recovery assistance at our standard hourly rate.

**An Attractive Offer!** - You can stay at the current yearly maintenance rate for the next three years if you pre-purchase three years of support before the September 1st, 2002 deadline. Call your sales representative immediately to renew now!

This month Copia will be exhibiting our **COPIAFACTS** line of products at ICCM, International Call Center Management, in Chicago, Illinois. We will be in booth #1432 - See you there!  
July 30th - August 1, 2002.  
<http://www.iccm.com>

