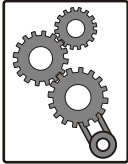


FCC Issues Stay on New ruling

On October 1, 2004 the FCC issued another extension on enforcement of the pending TCPA ruling until July 1, 2005. The bills failed to completely pass both the House and Senate before the end of session, but are up again in the new session for approval. For more information on the TCPA or to review the law and bill status please check out our website at <http://www.copia.com/tcpa/>

Change in Copia Technical Support/Maintenance Program



Copia's technical support rates have remained the same for the past 2 years, but for Copia to continue to serve you as we have in the past, as well as serve you better in the future, a change in technical support maintenance subscription pricing is required.

Effective January 1, 2005, the previous three tiers of pricing have been eliminated. The new yearly rates are: \$30 per port (Lines & Threads) (Minimum charge of \$500, Maximum of \$5,000)

Support Option #2

For those that do not wish to participate in the Support/Maintenance program, a pay-per-incident support option is available. Incidents may last a maximum of one (1) hour and are billed at a per incident rate, currently \$165 USD. Pay-per incident support does not include version upgrades. Version upgrades are only available through the Support/Maintenance program. Pre-payment via credit card is required for pay-per-incident support and additional incident charges may apply for incidents lasting more than one (1) hour.

Weekend and Holiday Technical Support

After-hours, weekend and holiday support is available at a premium rate. Arrangements must be made in advance for after-hours support through the technical support department. The pricing is based on a hourly charge with a minimum of two (2) hours. New weekend/after-hours rates are \$225 USD per hour and holiday rates are \$300 USD. Please contact technical support for more information.

The Copia Support/Maintenance program is billed yearly and should be treated in the same manner as insurance. When you have automobile insurance you must purchase continuous coverage, not just purchase coverage when you incur an accident. The program is intended to allow you access to the most current release and to address issues of technical support during that time. If you allow your maintenance to lapse, there is a reinstatement charge in addition to the Support/Maintenance program cost. The reinstatement fee is subject to change at any time and is currently \$500 USD. 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 is only available under pay-per-incident support.

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. Copia reserves the right to limit technical support under maintenance to two (2) hours monthly and to charge for items not covered or for disaster recovery assistance at our standard hourly rate. Items that fall under disaster recovery can include system relocation, hardware rebuilding, extensive system recovery, and/or the retraining of staff that may lack knowledge of our software.

Lock in Maintenance Pricing Now!

An Attractive Offer! You can lock in your previous Support/Maintenance program pricing for the next three (3) years if you pre-purchase three years of support before February 1st, 2005. Depending upon the size of your system this can represent significant cost savings. Call your sales representative immediately to renew now!



**LIMITED TIME
OFFER**



Artisoft Name Change

After the recent merger with Vertical Networks, Artisoft has announced a company name change and now will be known as Vertical Communications.

More information on the change can be found on the new Vertical Communications corporate website at www.vertical.com.