

# SIP Power Through Choice Guarantee

Effective: June 2007

## Overview

With the emergence of Session Initiation Protocol (SIP) as the de facto standard of Voice over Internet Protocol (VoIP) communications, SIP solution suppliers need to assure organizations that their choice of SIP 2.0 compliant devices will interoperate with their chosen SIP-enabled solution.

Aspect Software challenges the SIP solution industry to adopt a SIP Interoperability Policy, which will provide organizations with the confidence to use SIP 2.0 compliant devices, with the option for validation testing, if desired.

Aspect Software bolsters the strength of the SIP Interoperability Policy by providing a *SIP Power Through Choice Guarantee*.

## The \$50,000 SIP Power Through Choice Guarantee

If a SIP-enabled solution from Aspect Software fails to establish and terminate a SIP 2.0 compliant based telephone session, Aspect Software will refund to the organization the cost of the SIP validation testing services performed by Aspect Software.\*

In such event, Aspect Software will also contribute \$50,000 to the SIP Forum (<http://www.sipforum.org>), whose mission is to advance the development and deployment of innovative solutions that comply with, and properly interoperate with other products that also use the Session Initiation Protocol.\*

\*SIP Power Through Choice Guarantee conditions apply.



**SIP Power Through Choice Guarantee is subject to each of the following conditions:**

1. This guarantee applies only to Aspect Software's channel partners, customers and sales prospect(s).
2. Aspect Software channel partners, customers and prospects must contract with Aspect Software to perform SIP validation testing on the targeted SIP 2.0 compliant device.
3. The SIP validation testing must be completed by Aspect Software on the targeted SIP 2.0 compliant device.
4. If the targeted SIP device is found not to be SIP 2.0 standard compliant, the guarantee does not apply.
5. Proprietary SIP features used by the targeted SIP 2.0 compliant devices are not covered by this guarantee.
6. This guarantees that a SIP-enabled solution (see below) will establish and terminate a SIP 2.0 based telephone session with a valid SIP 2.0 compliant device.
7. No other SIP 2.0 capabilities are guaranteed.
8. This guarantee applies solely to the following current shipping SIP-enabled solutions:
  - a. Aspect® Unified IP™
  - b. Aspect® Spectrum® ACD
  - c. Aspect® CallCenter® ACD
  - d. Aspect® Unison® Predictive Dialer
  - e. Aspect® Conversations™ Predictive Dialer
  - f. Asterisk® Business Edition™ from Aspect Software
9. The SIP Power Through Choice Guarantee expires on December 31, 2008, unless otherwise extended in writing by Aspect Software.
10. Aspect Software's aggregate liability pursuant to the SIP Power Through Choice is limited to a one-time contribution of \$50,000 to The SIP Forum.
11. Employees of Aspect Software or The SIP Forum and any affiliates, and members of their families, are not eligible.
12. Void where prohibited by law. Aspect Software may, at any time and without prior notice, change the terms of the SIP Power Through Choice Guarantee, or discontinue the SIP Power Through Choice Guarantee.
13. A valid claim must be submitted within 30 calendar days of the completion of validation testing. Claims submitted after 30 days will not be considered. For a copy of the claim submission form, please contact Aspect Software, Attention: SIP Power Through Choice Guarantee.
14. The SIP Power Through Choice Guarantee will be governed by the laws of, and any claimant consents to the exclusive jurisdiction of the courts of, the Commonwealth of Massachusetts, United States of America.

**About Aspect Software**

Aspect Software, Inc. founded the contact center industry and is now the world's largest company solely focused on providing session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) and traditional voice-based products and services for customer service, collections, and sales and telemarketing business processes. Each day, Aspect Software powers more than 125 million customer-company interactions at thousands of in-house and outsourced contact centers around the globe. Its trusted Signature product line offers automatic call distributors (ACDs), dialers, voice portals and computer telephony integration (CTI). The company's leading Contact Center Performance Optimization product line provides workforce management, quality management, performance management and campaign management applications. And, its pioneering Aspect® Unified IP™ product delivers a comprehensive, multichannel solution. Headquartered in Chelmsford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit [www.aspect.com](http://www.aspect.com).

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