

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 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.

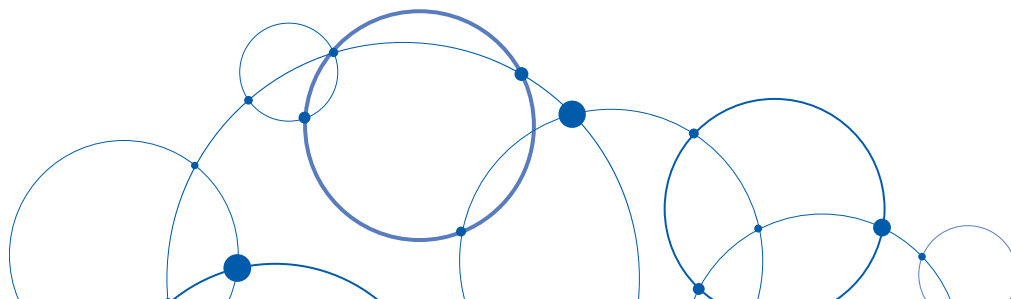
Aspect bolsters the strength of the SIP Interoperability Policy by providing a *SIP Power Through Choice Guarantee*.

The \$50,000 SIP Power Through Choice Guarantee

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

In such event, Aspect 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's channel partners, customers and sales prospect(s).
2. Aspect channel partners, customers and prospects must contract with Aspect to perform SIP validation testing on the targeted SIP 2.0 compliant device.
3. The SIP validation testing must be completed by Aspect 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.
10. Aspect'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 or The SIP Forum and any affiliates, and members of their families, are not eligible.
12. Void where prohibited by law. Aspect 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, 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.

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About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

