

CVCC Express USER AGREEMENT

Welcome to CVCC Express! Before you register for your CVCC Express account, you must read and agree to the following terms and conditions and policies, including any future amendments (collectively, the "**User Agreement**") between yourself and Aastra USA Inc., ("**Aastra**" or "**we**" or "**us**"):

- CVCC Terms of Service – Our General Terms and Conditions ("**Terms of Service**")
- [CVCC Express Privacy Policy](#) ("**Privacy Policy**") – How we maintain and protect your personal information in CVCC Express
- [CVCC Express Program Policies](#) ("**Program Policies**") – Guidelines for using CVCC Express

TERMS OF SERVICE

Although we may attempt to notify you via your CVCC Express registration information when we make major changes, we are under no obligation to do so, therefore we recommend that you visit this page periodically to review the terms. Aastra may, in its sole discretion, modify or revise these terms and conditions, and policies at any time, and you agree to be bound by such modifications or revisions. If you do not accept and abide by this User Agreement, you may not use the CVCC Express service. The documents comprising this User Agreement are complementary to one another but in the case of any ambiguities, inconsistencies or discrepancies between or among them, the following order of priority shall apply: 1) CVCC Express Terms of Service, 2) the Privacy Policy and then 3) the Program Policies. Nothing in this User Agreement shall be deemed to confer any third party rights or benefits.

1. **Description of Service.** CVCC Express is a free, hosted call center application from Aastra (the "**Service**"). We deliver the Service using our normal production environment. Although CVCC Express does not include a Service Level Agreement, we endeavor to maintain high availability subject to maintenance per the Program Policies. Aastra disclaims all responsibility and liability for the availability, timeliness, security, or reliability of the Service. Aastra also reserves the right to modify, suspend, or discontinue the Service with or without notice at any time and without any liability to you or any other user or any third party.
2. **Commercial Use.** The Service is made available for commercial use. You must provide current, accurate identification, contact, and other information that may be required as part of the registration process and/or continued use of the Service. You are responsible for maintaining the confidentiality of your Service passwords and accounts, and are responsible for all activities that occur there under. You agree to (a) immediately notify us of any unauthorized use of your password or account or any other breach of security, and (b) ensure that you exit from your account at the end of each session. We cannot and will not be liable for any loss or damage arising from your failure to comply with these requirements.
3. **Proper Use.** You agree that you are responsible for your use of the Service and for any consequences thereof. Your use of the Service is subject to your acceptance of and compliance with the User Agreement, including the [Program Policies](#). You agree that you will use the Service in compliance with all applicable local, state, national, and international laws, rules, and regulations, including any laws regarding the transmission of technical data exported from your location. You shall not, shall not agree to, and shall not authorize or encourage any third party to: (i) use the Service to upload, transmit or otherwise distribute any content or in support of any activity that is unlawful, defamatory, harassing, abusive, fraudulent, obscene, contains viruses, or is otherwise objectionable

as reasonably determined by Aastra; (ii) upload, transmit, record or otherwise distribute or present content that infringes upon another party's intellectual property rights or other proprietary, contractual or fiduciary rights or obligations; (iii) prevent others from using the Service; (iv) use the Service for any fraudulent or inappropriate purpose; or (v) act in any way that violates the [Program Policies](#), as may be revised from time to time. Violation of any of the foregoing may result in immediate termination of this User Agreement, and may subject you to state and federal penalties and other legal consequences. Aastra reserves the right, but shall have no obligation, to investigate your use of the Service in order to determine whether a violation of the User Agreement has occurred or to comply with any applicable law, regulation, legal process, or governmental request. Aastra reserves the right to refuse service to anyone at any time without notice for any reason or no reason at all.

4. **Content of the Service.** Aastra takes no responsibility for third-party content (including, without limitation, any viruses or other disabling features), nor does Aastra have any obligation to monitor such third-party content. Aastra reserves the right at all times to remove or refuse to present any content on the Service, such as content which violates the terms of this User Agreement. Aastra also reserves the right to access, examine, preserve, and disclose any information as it reasonably believes is necessary to (a) satisfy any applicable law, regulation, legal process or governmental request, (b) enforce this User Agreement, including investigation of potential violations hereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, (d) respond to user support requests, or (e) protect the rights, property or safety of Aastra, its users and the public. Aastra will not be responsible or liable for the exercise or non-exercise of its rights under this User Agreement.
5. **Aastra's Intellectual Property Rights.** You acknowledge that Aastra owns all right, title and interest in and to the Service, including without limitation all intellectual property rights (the "**Aastra Rights**"), and such Aastra Rights are protected by U.S. and international intellectual property laws. Accordingly, you agree that you will not copy, reproduce, alter, modify, or create derivative works from the Service. You also agree that you will not use any robot, spider, other automated device, or manual process to monitor or copy any content from the Service. The Aastra Rights include but are not limited to rights to (i) the Service developed and provided by Aastra; (ii) all software associated with the Service; (iii) all past, present, and future rights in any jurisdiction in the world under any patents (including any application, registration, extension, reexamination, reissue, continuation, continuation in part, divisions, counterparts or patents claiming priority from any of the foregoing, or renewal patents), copyrights (including any application, registration or renewal thereof), mask work rights, trade secrets, logos, service marks, trademarks, collective marks, certification marks, slogans, (including any applications, registrations and the goodwill associated therewith), trade dress, droit moral, or foreign equivalents of the foregoing, and any other proprietary rights of any nature. The Aastra Rights do not include third-party content used as part of Service, including the content of communications appearing on the Service.
6. **Your Intellectual Property Rights.** Aastra does not claim any ownership in any of the content, including any text, data, information, , music, sound, or other material that you upload, record or transmit using your CVCC *Express* account. We will not use any of your content for any purpose except to provide you with the Service; however you agree that by virtue of your use of the Service that Aastra is granted by you a non-exclusive, non-transferable, perpetual (for the duration of your rights therein), royalty-free, fully-paid and sublicensable license to (a) use, have used, display, perform, and distribute the content with such rights granted hereunder to apply during your use of the Service.
7. **Representations and Warranties.** You represent and warrant that (a) all of the information provided by you to Aastra to participate in the Services is correct and current;

(b) you have all necessary right, power, and authority to enter into this User Agreement and to perform the acts required of you hereunder; (c) you will remain in compliance with the User Agreement at all times; (d) any content you provide is properly owned or sublicensed by you; (e) you will not use the Service in conjunction with life support devices or other life-affecting systems, i.e., any process whose failure to perform can reasonably be expected to have life-threatening consequences due to its particular application.

8. **Privacy.** As a condition to using the Service, you agree to the terms of the [CVCC Express Privacy Policy](#) as it may be updated from time to time. Aastra understands that privacy is important to you. You do, however, agree that Aastra may monitor, edit, or disclose your personal information, if required to do so in order to comply with any valid legal process or governmental request (such as a search warrant, subpoena, statute, or court order), or as otherwise provided in this User Agreement. Personal information collected by Aastra may be stored and processed in the United States or any other country in which Aastra or its agents maintain facilities. By using CVCC Express, you consent to any such transfer of information outside of your country and you agree to indemnify Aastra for any liabilities incurred by virtue of the transfer.
9. **Chargeable Services.** Unless there are significant faults with the Services, of which you inform Aastra in writing, invoicing for any applicable chargeable services begins immediately following our written notice to you that your Service is ready, ("**Service Activation Date**"), regardless of when you choose to begin to use the Services commercially and serve your traffic.
10. **Limitation of Warranties.** AASTRA MAKES NO WARRANTIES WHATSOEVER WITH RESPECT TO SERVICES SUPPLIED PURSUANT TO THIS AGREEMENT.
11. **Disclaimer of Warranties.** AASTRA DISCLAIMS ANY AND ALL RESPONSIBILITY OR LIABILITY FOR THE RELIABILITY OR OPERABILITY OF THE SERVICES. AASTRA DISCLAIMS ANY RESPONSIBILITY FOR THE DELETION, FAILURE TO STORE, MISDELIVERY, OR UNTIMELY DELIVERY OF ANY INFORMATION OR MATERIAL. AASTRA DISCLAIMS ANY RESPONSIBILITY FOR ANY HARM RESULTING FROM USE OF THE SERVICES.

THE SERVICES, AND ALL MATERIALS, INFORMATION, PRODUCTS AND SERVICES INCLUDED IN THE SERVICES ARE PROVIDED "AS IS," WITH NO WARRANTIES WHATSOEVER. AASTRA AND ITS LICENSORS EXPRESSLY DISCLAIM TO THE FULLEST EXTENT PERMITTED BY LAW ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, WORKMANLIKE EFFORT, QUALITY, LACK OF VIRUSES, CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, NONINTERFERENCE AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS. AASTRA AND ITS LICENSORS DISCLAIM ANY WARRANTIES REGARDING THE SECURITY, RELIABILITY, TIMELINESS, AND PERFORMANCE OF THE SERVICES.

YOU UNDERSTAND AND AGREE THAT YOU USE THE SERVICES AT YOUR OWN DISCRETION AND RISK AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGES TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE USE OF SUCH MATERIAL OR DATA.

SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE AND JURISDICTION TO JURISDICTION.

12. **Limitation of Liability.** UNDER NO CIRCUMSTANCES SHALL AASTRA OR ITS LICENSORS BE LIABLE TO ANY USER ON ACCOUNT OF THAT USER'S USE OR MISUSE OF OR RELIANCE ON THE SERVICES ARISING FROM ANY CLAIM RELATING TO THIS USER AGREEMENT OR THE SUBJECT MATTER HEREOF. SUCH LIMITATION OF LIABILITY SHALL APPLY TO PREVENT RECOVERY OF ANY AND ALL DAMAGES INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, AND PUNITIVE DAMAGES, ANY LOSS OF PROFIT, REVENUE, SOFTWARE OR DATA, INCLUDING ANY SUCH LOSSES OR DAMAGES DUE TO COMPUTER VIRUSES AND TOLL FRAUD, OR COST OF PROCUREMENT OF SUBSTITUTE EQUIPMENT, SOFTWARE OR SERVICES, REGARDLESS OF THE FORM OF ACTION, WHETHER SUCH CLAIM IS BASED ON WARRANTY, STRICT LIABILITY, CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, (EVEN IF AASTRA OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES). SUCH LIMITATION OF LIABILITY SHALL APPLY WHETHER THE DAMAGES ARISE FROM USE OR MISUSE OF AND/OR RELIANCE ON THE SERVICES, FROM INABILITY TO USE THE SERVICES, OR FROM THE INTERRUPTION, SUSPENSION, OR TERMINATION OF THE SERVICES (INCLUDING SUCH DAMAGES INCURRED BY THIRD PARTIES). SUCH LIMITATION SHALL FURTHER APPLY WITH RESPECT TO THE PERFORMANCE OR NON-PERFORMANCE OF THE SERVICES. SUCH LIMITATION SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND TO THE FULLEST EXTENT PERMITTED BY LAW.

SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.

WITHOUT LIMITING THE FOREGOING, UNDER NO CIRCUMSTANCES SHALL AASTRA OR ITS LICENSORS BE HELD LIABLE FOR ANY DELAY OR FAILURE IN PERFORMANCE RESULTING DIRECTLY OR INDIRECTLY FROM ACTS OF NATURE, FORCES, OR CAUSES BEYOND ITS REASONABLE CONTROL, INCLUDING, WITHOUT LIMITATION, INTERNET FAILURES, COMPUTER EQUIPMENT FAILURES, TELECOMMUNICATION EQUIPMENT FAILURES, OTHER EQUIPMENT FAILURES, ELECTRICAL POWER FAILURES, STRIKES, LABOR DISPUTES, RIOTS, INSURRECTIONS, CIVIL DISTURBANCES, SHORTAGES OF LABOR OR MATERIALS, FIRES, FLOODS, STORMS, EXPLOSIONS, ACTS OF GOD, WAR, GOVERNMENTAL ACTIONS, ORDERS OF DOMESTIC OR FOREIGN COURTS OR TRIBUNALS, NON-PERFORMANCE OF THIRD PARTIES, OR LOSS OF OR FLUCTUATIONS IN HEAT, LIGHT, OR AIR CONDITIONING.

IN NO EVENT WILL AASTRA'S LIABILITY TO YOU FOR DAMAGES OF ANY NATURE, WHETHER ARISING UNDER A THEORY OF WARRANTY, STRICT LIABILITY, CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, (EVEN IF AASTRA OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), EXCEED IN THE GREATER OF \$10.00 OR THE AGGREGATE THE PAYMENTS RECEIVED FOR CHARGEABLE SERVICES BY AASTRA FROM YOU IN THE TWELVE (12) MONTHS IMMEDIATELY PRIOR TO THE EVENT GIVING RISE TO THE LIABILITY, WHERE SAID PAYMENTS RELATE TO THE PRICE OF THE APPLICABLE SERVICE PROVIDED HEREUNDER THAT IS THE SUBJECT OUT OF WHICH AASTRA'S LIABILITY AROSE. YOU ACKNOWLEDGE THAT THE PRICES (IF ANY) CHARGED TO YOU HEREIN FOR CHARGEABLE SERVICES CONTEMPLATE THE FOREGOING ALLOCATION OF RISKS.

13. **Account Inactivity.** After a period of inactivity, Aastra reserves the right to disable or terminate your account. If an account has been deactivated for inactivity, the access number and URL associated with that account may be given to another user without

notice to you or such other party. For more information on how Aastra deals with account inactivity, please consult the [Program Policies](#).

14. **Publicity.** Use of this Service does not include any use of Aastra's trade names, trademarks, service marks, logos, domain names, and other distinctive brand features ("**Brand Features**").
15. **Termination; Cancellation.** You may cancel your use of the Service and/or terminate this User Agreement with or without cause at any time by providing notice by email to Aastra at support@mycentergy.com provided, however, that a terminated account may continue to exist for up to two business days before such cancellation takes effect. Be sure to redirect your inbound number or inform your customers before disabling your account. Aastra may at any time and for any reason terminate the Services, terminate this User Agreement, or suspend or terminate your account. In the event of termination, your account will be disabled and you may not be granted access to your account or any files or other content contained in your account although residual copies of information may remain in our system. Except as set forth above Aastra will notify you via email of any such termination or cancellation, which shall be effective immediately upon Aastra's delivery of such notice. All Sections of the User Agreement which by their nature should survive expiration or termination of the User Agreement shall survive expiration or termination.
16. **Indemnification.** You agree to hold harmless and indemnify Aastra, and its subsidiaries, affiliates, officers, agents, and employees from and against any third party claim arising from or in any way related to your use of the Service, including any liability or expense arising from all claims, losses, damages (of all kinds), suits, judgments, litigation costs and attorneys' fees, of every kind and nature. In such a case, Aastra will provide you with written notice of such claim, suit, or action.
17. **Choice of Law; Jurisdiction.** No legal action, regardless of form, arising out of the transactions under this User Agreement, other than an action for nonpayment, may be brought more than one (1) year after the cause of action accrued. This Agreement will be construed and all disputes, suits, actions or proceedings arising out of or relating to this Agreement will be settled under the laws of the State of Texas, and jurisdiction will be vested exclusively in the state court in Collin County, Texas or the U.S. District Court – Eastern District of Texas (collectively "**Texas Court(s)**"). The parties irrevocably consent to the personal and subject matter jurisdiction of the Texas Courts in any dispute, suit, action or proceeding arising out of or relating to this User Agreement. This consent to jurisdiction shall be self-operative and no further instrument or action, other than service of process in any manner permitted by law or this User Agreement, shall be necessary in order to confer jurisdiction upon the parties and the subject matter in question in any Texas Court. **THIS USER AGREEMENT WILL BE CONSTRUED WITHOUT REGARD TO ITS CHOICE OF LAWS OR CONFLICT OF LAWS, RULES OR PRINCIPLES OR THE U.N. CONVENTION ON THE INTERNATIONAL SALES OF GOODS.**
18. **Agreement/Modifications.** This instrument and any documents expressly incorporated by reference herein supersedes all previous understandings, negotiations, agreements and proposals, either written or oral, and constitutes the entire agreement between the parties. Neither party shall be bound by any representations nor inducements not expressly set forth in this User Agreement.
19. **Waiver.** The waiver of any breach or default under this User Agreement shall not constitute a waiver of any subsequent breach or default. Failure to enforce any term of this User Agreement shall not constitute a waiver of any rights to subsequently enforce such term.
20. **Severability.** If any provision of this User Agreement is held invalid or unenforceable with respect to you or us, the remainder of the User Agreement, or the application of such

provision to persons other than those as to which it is held invalid or unenforceable, shall not be affected and each provision of the remainder of the User Agreement shall be valid and be enforceable to the fullest extent permitted by law. If any provision of this User Agreement is held invalid unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law.

CVCC Express Program Policies

To uphold the quality and reputation of Aastra CVCC *Express*, your use of CVCC *Express* is subject to these policies. If you are found to be in violation of our policies at any time, as determined by Aastra in its sole discretion, we may warn you or suspend or terminate your account. We can terminate or suspend your account without prior notice if you are in violation.

Please note that we may change our policies at any time, and it is your responsibility to keep up-to-date with and adhere to the policies posted here.

Limitation on Users

Only users within the United States and Canada have permissible access to use the Aastra CVCC *Express* Service.

Maintenance on Service

Maintenance is performed on this Service, and this Service will not be available between midnight and 2 AM Central Time, Saturday mornings (Friday night to Saturday morning). However, the Service may be unavailable without notice at any other time if preventative or remedial maintenance is required.

Prohibited Actions

Below is a partial list of prohibited behaviors provided as examples that would result in termination of your account due to violation of these policies: Users may not:

- imitate or impersonate another person or business, or create false accounts for the purpose of deceiving the public
- data mine any web property (including Aastra's) to find account information, telephone numbers, email addresses, or other personal or proprietary information
- Impersonate another business or person (via the use of an email address, telephone number, or otherwise) or otherwise misrepresent yourself
- Illegally present another's intellectual property or other proprietary information without such owner's or licensor's permission
- Use CVCC *Express* to violate the legal rights (such as rights of privacy and publicity) of others
- Promote or encourage illegal activity
- Interfere with other CVCC *Express* users' enjoyment of the Service
- Create multiple user accounts in connection with any violation of the User Agreement or create user accounts by automated means or under false or fraudulent pretenses
- Sell, trade, resell or otherwise exploit for any unauthorized commercial purpose or transfer any CVCC *Express* account
- Modify, adapt, translate, or reverse engineer any portion of the CVCC *Express* Service
- Remove any copyright, trademark or other proprietary rights notices contained in or on the CVCC *Express* Service
- Reformat or frame any portion of the web pages that are part of the CVCC *Express* Service
- Use the CVCC *Express* Service in connection with illegal, immoral, fraudulent, or deceptive purpose

Security

You must promptly notify Aastra of any breach of security related to the Services, including but not limited to unauthorized use of your passwords or accounts.

Account Inactivity

Aastra will terminate your Service if you fail to login to your accounts for a period of three months.

CVCC Express Privacy Policy

This Privacy Policy applies to the United States and Canada.

The Privacy Policy below governs your Aastra Services account and any information you provide on this site.

-
- A. Overview
 - B. Information We Collect
 - C. Our Use and Disclosure of Information
 - D. Information Security
 - E. Accessing and Changing Your Information
 - F. Contacting Us
-

A. Overview

In order to operate CVCC Express ("Service") and to reduce the risk of fraud, Aastra USA Inc., ("Aastra" or "we" or "us") must ask you to provide us information about yourself. This Privacy Policy describes the information we collect and how we use that information.

Aastra takes the privacy of your personal information very seriously and uses your information only in accordance with the terms of this Privacy Policy. We will not sell or rent your personally identifiable information or a list of our customers to third parties. However, as described in more detail in Part C below, there are limited circumstances in which some of your information will be shared with third parties, under strict restrictions, so it is important for you to review this Privacy Policy.

Your privacy is important to us. In order to enhance the protection of your privacy and our compliance with this Privacy Policy, Aastra agrees to notify you of:

- What personally identifiable information of yours is collected by Aastra
- The organization collecting the information.
- How the information is used.
- With whom the information may be shared.
- What choices are available to you regarding collection, use and distribution of the information.
- The kind of security procedures that are in place to protect the loss, misuse or alteration of information under Aastra's control.
- How you can correct any inaccuracies in the information.
- If you have questions or concerns regarding this Privacy Policy, you should first contact Aastra at support@mycentergy.com or by calling 469-365-3237, and asking to speak with the Contracts department.

By accepting the Privacy Policy and User Agreement in registration, you expressly consent to our use and disclosure of your personal information in the manner described in this Privacy Policy. This Privacy Policy is incorporated into and subject to the terms of the CVCC *Express* User Agreement. This Privacy Policy takes effect on March 5, 2007. This Privacy Policy was last updated on March 1, 2007.

Please note that we store and process your personal information on our computers in the United States. The laws on holding personal data in the United States may be less stringent than the laws of your country. If you object to your personal information being transferred or used as described in this Privacy Policy, please do not register for the Service.

Notification of Changes

This policy may be revised over time as new features are added to the Service or as we incorporate suggestions from our customers. If we are going to use or disclose your personally identifiable information in a manner materially different from that stated at the time we collected the information, you will have a choice as to whether or not we use or disclose your information in this new manner. Any material changes will be effective only after we provide you by e-mail with at least 30 days' notice of the amended Privacy Policy (if you have closed your Service account, you will not be contacted to notify you of the amended Policy and your personal information will not be used or disclosed in this new manner).

We will post the amended Privacy Policy on our Web site so that you can always review what information we gather, how we might use that information, and whether we will disclose it to anyone. Please check the Aastra Web site at www.AastraOnDemand.com at any time for the most current version of our Privacy Policy.

Any links to third party Web sites found on our Web site are governed by their own privacy statements, and Aastra is not responsible for their operations, including but not limited to their information practices. Users submitting information to or through these third party Web sites should review the privacy statement of these sites before providing them with personally identifiable information.

Children are not eligible to use the Service and we ask that minors (under the age of 18) do not submit any personal information to us or use the Service.

B. Information We Collect

Required Information

To open a CVCC *Express* account, you must provide your name, company name, address, phone number, and e-mail address.

Additional Verification

If we cannot verify the information that you provide, we may ask you to send us additional information by fax or to answer additional questions online to help verify your information.

Web Site Traffic Information

Because of the way that World Wide Web communication standards work, when you arrive at or leave an Aastra Web site, we automatically receive the Web address of the site that you came from or are going to. We may collect information on which pages of our Web site you visit while you are on an Aastra site, the type of browser you use and the times you access our Web site. If collected, we use this information only to try to understand our customers' preferences better and to manage the load on our servers to improve our Service and your experience with Aastra. We do not track the Web sites that you visit before or after you leave an Aastra site.

Our Use of "Cookies"

"Cookies" are small files of data that reside on your computer and allow us to recognize you as a Service subscriber using the same computer and browser. We send a cookie to your computer when you log in to your Service account with your user ID and password. These cookies allow us to display your sign-on information, saving you time by not having to re-type your information when returning.

Customer Service Correspondence

If you send us correspondence, including e-mails and faxes, we may retain such information in the records of your account. We may also retain customer service correspondence and other correspondence Aastra sends to you. We may retain these records in order to measure and improve our customer service, and to investigate potential fraud and violations of our User Agreement. We may, over time, delete these records if permitted by law.

Questionnaires, Surveys and Profile Data

From time to time, we offer optional questionnaires and surveys to our users for such purposes as collecting demographic information or assessing users' interests and needs. The use of the information collected will be explained in detail in the survey itself. If we collect personally identifiable information from our users in these questionnaires and surveys, the users will be given notice of how the information will be used prior to their participation in the survey or questionnaire.

C. Our Use and Disclosure of Information

Internal Uses

We collect, store and process your personal information on servers located in the United States. We use the information we collect about you in order 1) to provide our Services and process your transactions, 2) to provide customer service, 3) to determine your eligibility to receive offers for special features or products, and 4) to improve our products and Services.

We authorize access to individually identifiable information about our users only to those employees who require it to fulfill their job responsibilities.

Disclosure to Third Parties

Aastra may provide your name, company name, address, email address, and telephone number to Aastra resellers, who may contact you about your Service and interest in expanding services. However, Aastra will not sell or rent any of your personally identifiable information to other third parties that are not authorized Aastra resellers. These third parties are limited by law or by contract from using the information for secondary purposes beyond the purposes for which the information is shared.

We disclose information that we in good faith believe is appropriate to cooperate in investigations of fraud or other illegal activity, or to conduct investigations of violations of our User Agreement. For example, this means that if we conduct a fraud investigation and conclude that you have engaged in deceptive practices, we can give you or your entity's contact information to appropriate law enforcement.

We disclose information in response to a subpoena, warrant, court order, levy, attachment, order of a court-appointed receiver or other comparable legal process, including subpoenas from private parties in a civil action.

As with any other business, it is possible that Aastra in the future could merge with or be acquired by another company. If such an acquisition occurs, the successor company would have access to the information maintained by Aastra for the Service, including customer account information, but would continue to be bound by this Privacy Policy unless and until it is amended as described above.

We share your information with our parent, subsidiaries, affiliates and joint ventures to help coordinate the Services we provide to you, enforce our terms and conditions, and promote trust and safety.

Our Contacts with Customers

We communicate with users on a regular basis via e-mail to provide requested services or notify you of activities within the Service that may affect your use. We also communicate by phone to resolve customer complaints or investigate problems that may arise when using the Service. In connection with independent audits of our financial statements and operations, the auditors may seek to contact a sample of our customers to confirm that our records are accurate. However, these auditors cannot use personally identifiable information for any secondary purposes.

D. Information Security

Information Security

Aastra is committed to handling your information with high standards of information security. We restrict access to your personally identifiable information to employees who need to know that information in order to provide products or services to you.

E. Accessing and Changing Your Information

You can review the personal information you provided us and make any desired changes to such information, or to the settings for your Service, at any time by sending an email with the change request to support@mycentergy.com. You may also call us Monday through Friday between 8am and 5pm Central Time at 469-365-3464, menu option 4, and request changes.

F. Contacting Us

If you have any questions about this privacy statement, Aastra's information practices, or your dealings with Aastra, you can contact us Monday through Friday between the hours of 8am and 5pm Central Time by calling 469-365-3237, or writing us at Aastra, 2811 Internet Blvd, Frisco, TX 75034.