

Fenestrae Maintenance & Support Agreement

NEVER WORRY ABOUT FAX SERVICES

Many customers find that fax is essential for business continuity. Make sure you can rely on the Fenestrae Global Service Center for support when you need it.

Our skilled technical staff helps you guarantee business continuity as you upgrade your IT environment and critical business applications, maintain better uptimes, and reduce after-hours troubleshooting.

Furthermore, they can help you optimize your use of fax, prepare upgrade projects, and provide ideas, such as how to reduce system administration and support loads.

OUR BENEFITS

- ▶ Implement enhancements and fixes, and upgrade to the latest version of Faxination
- ▶ Remote installation/upgrade and training services by certified Engineers
- ▶ Access to additional expertise and FAQs; guaranteed response times
- ▶ Availability of Dedicated Technical Account Manager or Service Engineer

INDUSTRIES WE SERVE



HEALTHCARE



FINANCIAL
INSTITUTIONS



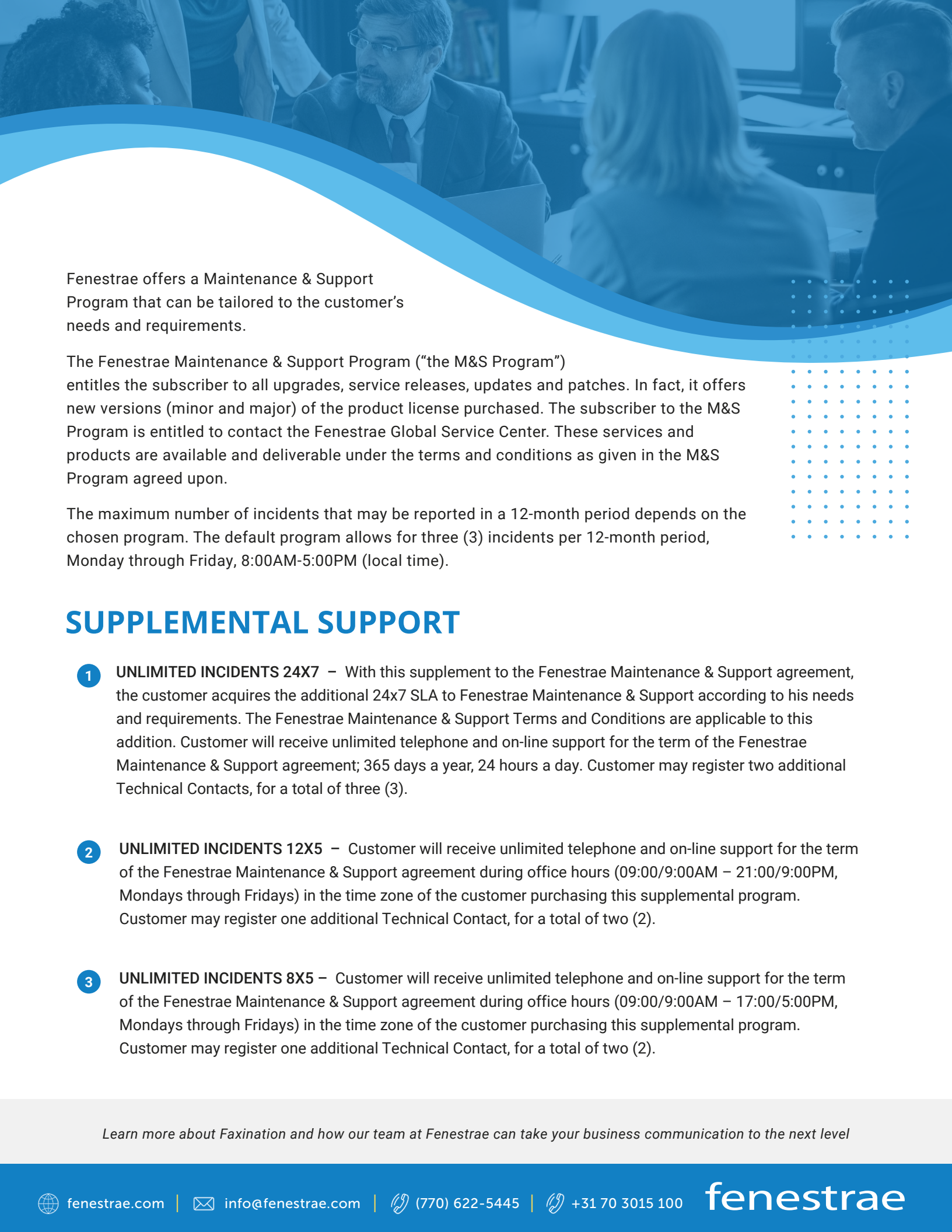
MANUFACTURING



GOVERNMENT



INDUSTRIES



Fenestrae offers a Maintenance & Support Program that can be tailored to the customer's needs and requirements.

The Fenestrae Maintenance & Support Program ("the M&S Program") entitles the subscriber to all upgrades, service releases, updates and patches. In fact, it offers new versions (minor and major) of the product license purchased. The subscriber to the M&S Program is entitled to contact the Fenestrae Global Service Center. These services and products are available and deliverable under the terms and conditions as given in the M&S Program agreed upon.

The maximum number of incidents that may be reported in a 12-month period depends on the chosen program. The default program allows for three (3) incidents per 12-month period, Monday through Friday, 8:00AM-5:00PM (local time).

SUPPLEMENTAL SUPPORT

- 1 UNLIMITED INCIDENTS 24X7** – With this supplement to the Fenestrae Maintenance & Support agreement, the customer acquires the additional 24x7 SLA to Fenestrae Maintenance & Support according to his needs and requirements. The Fenestrae Maintenance & Support Terms and Conditions are applicable to this addition. Customer will receive unlimited telephone and on-line support for the term of the Fenestrae Maintenance & Support agreement; 365 days a year, 24 hours a day. Customer may register two additional Technical Contacts, for a total of three (3).
- 2 UNLIMITED INCIDENTS 12X5** – Customer will receive unlimited telephone and on-line support for the term of the Fenestrae Maintenance & Support agreement during office hours (09:00/9:00AM – 21:00/9:00PM, Mondays through Fridays) in the time zone of the customer purchasing this supplemental program. Customer may register one additional Technical Contact, for a total of two (2).
- 3 UNLIMITED INCIDENTS 8X5** – Customer will receive unlimited telephone and on-line support for the term of the Fenestrae Maintenance & Support agreement during office hours (09:00/9:00AM – 17:00/5:00PM, Mondays through Fridays) in the time zone of the customer purchasing this supplemental program. Customer may register one additional Technical Contact, for a total of two (2).

Learn more about Faxination and how our team at Fenestrae can take your business communication to the next level