

Extracomm offers its customers two options for ExtraFax™ product support – Maintenance and Maintenance Plus. Our maintenance plans are designed to provide on-going support for your installation, as well as to enable long-term protection of your initial software investment.

At Extracomm we believe in providing professional technical support that is achieved through multiple contact points. The following descriptions list details on items that are included in our plans.

**Maintenance releases: email notification to your desktop**

From time to time, Extracomm may make available maintenance releases to address issues. Customers will be advised by email and can download the release from the Extracomm website with an assigned login and password.

**Web Support:** [www.extracomm.com](http://www.extracomm.com)

You will receive a login and password in order to access ExtraFax's web support information. The resources include FAQs, a Support Forum and Product Documentation.

**Email Support:** [support@extracomm.com](mailto:support@extracomm.com)

Send us your questions in an email and we will respond within 24-48 hours from Monday to Friday. To expedite our technical response, please see our website for details on what information should be included in your email.

**Phone Support: 1.866.223.2656 or 1.416.222.5280 and press 3**

Call us on Monday to Friday (9 am to 5 pm EST) to discuss your items with our staff. If the line is busy or you are calling after hours, you may leave a message and please suggest the best time to return your call. Please ensure your message is left in the technical support voice box (option 3). Customers receive up to 3 hours of phone support with their plan.

**Note:** Extracomm has offices in various parts of the world. In addition, we have resellers that may also provide first-line voice support. Please contact your Account Manager for specific details in your area.

**ExtraFax Training Place**

The ExtraFax Training Place contains on-line learning materials including QuickStart Installation Guides, Training modules, Implementation Guides, Planning Guides, White Papers and more.

**Upgrade Protection:**

Base Maintenance customers may purchase upgrades at a minimum 30% of the current list price. The Maintenance Plus plan includes no cost upgrades to versions for the network operating systems for which the product was originally purchased.



## Maintenance and Maintenance Plus Feature Summary

Pricing and Features	Maintenance	Maintenance Plus
	20% of current list (\$200 US minimum)	35% of current list
Maintenance Releases	✓	✓
Web Support	✓	✓
Email Support	✓	✓
Phone Support	✓	✓
Training Place	✓	✓
Upgrade Protection		✓

### How to Purchase Maintenance and Plan Renewals:

Maintenance Plans are to be purchased at time of product sale or within 30 days of the purchase. The Maintenance Plan is an annual, renewable plan and an invoice will be sent to you 60 days prior to the end of the current plan.

### Term of Plans:

Plans are based on a calendar year from January 1<sup>st</sup> to December 31<sup>st</sup>. Plan dates are flexible and can be tailored to meet your business calendar year schedule.

### Maintenance Offering:

This plan includes the items mentioned in the above table and the price is based on 20% of the current list price or a minimum of \$200 US. Upgrades are not covered, but are available for purchase at a minimum 30% of the current list price.

### Maintenance Plus Offering:

This plan includes the items mentioned in the above table and all upgrades, including major server releases, such as from 5.6 to 6.0. Whenever there is a new server version, the price for an existing maintenance plan is adjusted to reflect the new list price, if changed, for the remaining maintenance period (from the date that the customer is sent a requested license key). The price for this plan is 35% of the software's current list price. This upgrade protection means that you will never need to purchase an upgrade version. ExtraFax typically has a version upgrade every 10 to 18 months.

### Switching Plans:

Customers may move to/from Maintenance to Maintenance Plus at any time. Keep in mind that if you move to a higher plan, you must first purchase the current upgrade if you have not already done so. Customers may only move from Maintenance Plus down to Maintenance at the end of their current annual term.

**Disclaimer:** *The descriptions in this document do not provide a basis for any remediation of software issues by Extracomm Technologies Inc. The precise details of the maintenance plans are listed in the Maintenance Contract Agreement. Prior to purchase, you will receive a maintenance agreement for your authorization.*