

# Advantage Support Plan Descriptions

This document provides a general description of Advantage support plans and is subject to change by Advantage . Each plan described in this document is governed by specific terms and conditions that are agreed to when the customer purchases Advantage support.

## DEFINITIONS

**I. Support** Advantage provides technical assistance on covered software after the successful installation and configuration of Captaris RightFax Server software as well as assistance with any problems encountered in the subsequent operation of those servers for the duration of the support plan. Assistance is available for specific Incidents and once an Incident has been Resolved, the technical support engineer has the option of closing the call. Support is not intended to be a substitute for Advantage Training or initial professional installation.

**II. Upgrades** Maintenance for the covered server software includes software and related media for hot fixes, service packs, "point" upgrades (i.e. 9.0 to 9.3) and full version upgrades (i.e. 8.0 to 9.0) of all supported software for the duration of the applicable support plan.

**III. Problem** A Problem is a failure of the supported software to conform to the published Captaris specifications for the supported software in any material respect.

**IV. Incident** A single-defined Problem seeking Resolution.

**V. Problem Report** Notification of a Problem that includes the following information:

- A description of the Problem and the desired functionality the customer wishes to achieve,
- The step-by-step process to reproduce the Problem, and
- Any and all exact error messages associated with the Problem.

**VI. Resolution** A Resolution may consist of any of the following:

- a solution or answer is provided
- a request for enhancement is submitted
- a fix or work-around is provided
- a documentation bug is submitted
- a fix is incorporated into a future release
- the Problem relates to a third-party software or software not covered by the support plan

An Incident is considered "open" when a support customer submits a Problem Report through the appropriate procedures. An Incident is considered "closed" when a Resolution to the Problem is provided.

An Incident is also considered "closed" if and when it is determined that (a) the Problem Report relates to software that is not supported software, (b) the problem identified is not a Problem, or is not covered by the support plan or (c) the problem relates to a hardware issue that is not supported by Captaris.

## GENERAL DESCRIPTION OF SUPPORT SERVICES

Advantage offers a multiple-tier support structure for the Captaris RightFax product line. Each RightFax server software requires its own separate support contract. Support contract renewal dates for new purchases will be aligned and pro-rated. Currently, the levels of support are:

### I. Advantage RightFax Support Plan

Advantage RightFax Support Plan includes the following services:

- Telephone, email, and/or remote access to technical support by customer contacts for a single Captaris RightFax Server software covered by this support plan during the business hours of the region's support center from which the plan was purchased (see COVERAGE HOURS)
- Support for all Captaris Server software components the customer has purchased and are covered by this plan unless otherwise specified at time of initial support purchase.
- Upgrades to the Captaris Server software
- Subject to Advantage's terms and conditions which can be found at <http://www.ATNY.biz/Support>

### II. 24x7 Advantage RightFax Support Plan

24x7 Advantage RightFax Support Plan includes the following services:

- Telephone, email, and/or remote access to technical support by customer contacts for a single Captaris RightFax Server software covered by this support plan during the hours of coverage (see COVERAGE HOURS)
- Support for all Captaris Server software components the customer has purchased and are covered by this plan unless otherwise specified at time of initial support purchase.

- Upgrades to the Captaris Server software
- Subject to Advantage's terms and conditions which can be found at <http://www.ATNY.biz/Support>

### III. Advanced Replacement Support Plans

Advantage Advanced Replacement Support Plans provide reasonable protection in the event of a fax board failure. In the event of a failure of a board covered by an Advanced Replacement Support Plan, once Advantage Technical Support confirms the failure, customers will be sent an equivalent replacement board via overnight courier. Advantage will use its best effort basis to expedite an equivalent board to the customer. Advantage will require the Advanced Replacement form to be filled out and completed in its entirety before a replacement board is sent out. (<http://www.ATNY.biz/Support>.) Advantage at its discretion may send out a temporary replacement board until such time as customer's original board is repaired.

## COVERAGE HOURS

All plans are subject to named holiday closures. See Holiday Closures section.

### I Advantage RightFax Support Plan

- Advantage RightFax Support provides for telephone, email, and/or remote access to software technical support for Captaris Server software covered by this support plan subject to Advantage's terms and conditions; <http://www.ATNY.biz/Support>
- Americas Coverage: Monday to Friday, 8:30 a.m. to 6:00 p.m.; Eastern Standard Time (EST).

### II. 24x7 Advantage RightFax Support Plan

- 24x7 Advantage RightFax Support provides for telephone, email, and/or remote access to software technical support for Captaris Server software covered by this support plan on a 24x7 basis. After normal business hours coverage will be accessible by calling the after normal business hours support phone number and emailing the Advantage Support team to obtain support.

### III. Advanced Replacement Support

- Advanced Replacement Support provides the expedited replacement of a failed fax board on a best effort basis by Advantage.
- Telephone, email, and/or remote access to technical support for Brooktrout hardware. Hardware covered by this support subject to Advantage's terms and conditions ; <http://www.ATNY.biz/Support>
- Americas Coverage: Monday to Friday, 8:30 a.m. to 6:00 p.m.; Eastern Standard Time (EST) unless an Advantage 24x7 Priority ONE Support plan is purchased.

## HOLIDAY CLOSURES

### I. Americas

- Advantage Customer Support is closed on Federal public holidays, including New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving Day, and Christmas and the day after Christmas.

## VERSIONS CURRENTLY SUPPORTED UNDER THESE PLANS

Advantage offers technical support for software for a specified amount of time. Once a product enters end of life status, Advantage will be unable to provide technical support, Captaris service packs or updates for that version of the server software or any add-on modules for that version. The current end of life status is listed in Exhibit A below.

## SUPPORT SERVICE EXCLUSIONS

Integration assistance with customer application systems. Advantage strongly recommends the use of Advantage Implementation Services to ensure a smooth and complete installation of Captaris RightFax Server software when integrating with customer application systems. More information about Advantage Implementation Services can be obtained by contacting Advantage at 866-730-1700

- II. Fax boards, telephony interface boards and voice boards. Replacement or repair of failing fax/telephony

interface/voice boards is not covered by Advantage RightFax Support, 24x7 Advantage RightFax Support Plans. Advanced Replacement Support is sold separately. Contact your Advantage representative directly for more information on our Advanced Replacement Support Plans.

III. Hardware support for maintenance and repair of any computers used for the purpose of running Captaris RightFax Server software.

IV. Upgrades or support of the Windows Operating system software.

V. Any software not licensed by Captaris that may integrate with supported software.

VI. Support of application development issues of programs utilizing any of the Captaris Application Programming Interfaces (API) including Component Object Model (COM), Extensible Markup Language (XML), Java, Facsimile Command Language (FCL) and Embedded Codes, RightFax Standard/C API, RightFax Visual Basic API. Support for these APIs is available through the Captaris Developers Program.

VII. Assistance with application, template or model development issues associated with the Captaris RightFax Workflow Wizard. Development support for these issues is available through the Captaris Developer Program.

VIII. Assistance with application, template or model development issues associated with Captaris Workflow. Development support for these issues is available through the Captaris Developer Program.

IX. Items from the Captaris Solutions Catalog. Support for these items is available under separate support plans.

X. Customer is not operating on the minimum required hardware as published on the Captaris Web site.

XI. Service due to failure of hardware, software other than Captaris software, catastrophe, fault or negligence of the Licensed User, operator error, improper use of hardware, or misuse of the programs.

XII. Program enhancements (requests for features not currently supported by Captaris software).

XIII. Any internal database limitations as shown in Captaris software published data.

XIV. Licensed User's inability to use third party software, except that any Third Party Software included in the Captaris software shall be covered under Advantage software support Terms and Conditions.

XV. Advantage will not provide SQL support for any data manipulation made outside the RightFax-provided interfaces.

XVI. On-site software support.

## TERMS AND CONDITIONS

This document provides a general description of current Advantage support plans and is not an offer or agreement to provide support. All support plans will be governed by the terms and conditions applicable to the specific support plan that must be agreed to when the customer purchased applicable support. The term of an Advantage support plan begins on invoice date, but Advantage will not accept support calls until the customer has activated Captaris server software with Captaris directly.

## PRICING

Please contact Advantage directly for current pricing at 866-730-1700. All prices are subject to change.

## RENEWAL

Advantage will notify the customer at least thirty (30) days prior to the expiration date of the then current support plan. Customer may renew the support plan for an additional annual term by paying the invoice. Customer may terminate the support plan by notifying Advantage at least thirty (30) days prior to the expiration of the then current term that Customer does not wish to continue with support. Invoices issued for support are due on receipt unless Net terms have been established with Advantage. Should the support plan lapse at any time, to receive any maintenance and/or updates all support fees for the lapsed period including the current year must be paid in full prior to any updates being made available and Advantage reserves the right to charge a reinstatement fee or back date the support plan.

## Exhibit A

The current end-of-life status of RightFax Server software is:

Product	Status	End-of-Life Date
RightFax 8.0	End of Life	September 30, 2004
RightFax 8.5	End of Life	February 17, 2006
RightFax 8.7	Supported	November 1, 2007
RightFax 9.0	Supported	July 1, 2009
RightFax 9.3	Supported	36 months after release of a subsequent version