



MESSAGEmanager

Technical Support Services

MESSAGEmanager Technical Support comprises a team of dedicated professionals, complemented with advanced processes and technology, to ensure customers enjoy a prompt and accurate response to MESSAGEmanager technical issues.

Our support engineers are fully trained and certified in MESSAGEmanager products and have proven field experience in implementing and supporting IP and TDM messaging solutions. Many also hold additional certifications from Microsoft, IBM Lotus, Cisco, Avaya and other technologies that integrate with MESSAGEmanager products.

We provide a comprehensive searchable Knowledge Base that answers many common problem situations.

Our strategic technology alliances ensure we have access to software and hardware platforms to troubleshoot, support and develop our innovative solutions.

MESSAGEmanager Solutions is committed to new versions of its products and regular releases of service packs. Customers are advised of their availability which can be downloaded from our website or delivered via mail or e-mail.

Technical Support Services Plan

Technical Support Services (TSS) is a renewable, annual plan that protects a customer's investment in MESSAGEmanager during the contract period.

Technical Support Services provides assistance with the ongoing operation of MESSAGEmanager Customer Premise Fax, SMS, Information Delivery (FSID) or Voice (VoiceXML) products.

TSS provides:

- Unlimited technical issue resolution via telephone, e-mail and/or web for up to two customer contacts during standard business hours.
- Updates and upgrades to subsequent software versions as they become available.
- Access to Knowledge Base, technical notes, resources and hot fixes on MESSAGEmanager Solutions' website.
- Preferred access to MESSAGEmanager Solutions' Professional Services.

TSS is not intended to be a substitute for MESSAGEmanager Solutions' Professional Services, such as Training or Installation Services.

Problem or Incident

Problem means any failure of the software to substantially comply with the MESSAGEmanager documentation. An *incident* is a user-defined problem seeking resolution. The problem or incident must be related to the original intent and design of the software and does not include subsequent problems that are caused by, or related to, the original problem.

Process

In consultation with the customer, Technical Support will determine the desired functionality the customer wishes to achieve; the step-by-step process to reproduce the undesired event or error message; or a description of the incorrect behavior. Technical Support will also determine the severity of the problem.

When the customer calls with a new problem, we open up an incident and track all activity related to the problem resolution. We will move through a defined process, based on the issue's severity, to identify the cause of the problem and will require details including versions of applications affected and the telephony system.

To facilitate a speedy resolution, we may request that the customer run diagnostic test programs, provide a snapshot of the system which includes registry, event log, system files and other files or provide on line access to the server.

Response Time

Response time is defined as the elapsed time between the call being logged and the first contact by Technical Support. First contact is when Technical Support communicates either by phone or email with the nominated contact regarding resolution of the reported problem.

For critical calls, response time is not more than 2 hours – examples are, but not limited to:

- System is down or non-functional - is constantly or intermittently not available.
- Business integrity is threatened - major impact on customer's environment.
- Availability of queue data is impaired.

For routine calls the response time is not more than 8 hours – examples are, but not limited to:

- System is available - customer can circumvent problem and/or function until solution found
- Users are affected by a malfunction of an ancillary or minor part of the system.
- System performance is slow or impaired.
- System is running but is unavailable to individual or potential user.

Facilities are available for critical calls received after business hours or on public holidays. Additional charges apply.

Open Incidents

An incident is considered "open" when a customer provides MESSAGEmanager Solutions' Technical Support with a single problem related to the original intent and design of the software. The incident is considered "closed" when Technical Support presents a resolution related to the original intent and design of the software and the customer is satisfied with the resolution.

Resolution of a problem is defined as the customer has received advice:

- on product functionality
- on rectifying a problem with the operating environment
- on actions that need to be taken to recover from a data or database corruption problem
- on correcting problems pertaining to an input stream
- the problem relates to a known issue that has been corrected in a subsequent release of the software and the customer should upgrade their release of the software
- the problem relates to a known issue that should be incorporated in a future maintenance release of the software and the customer has been provided with advice on the most appropriate workaround in order to overcome the immediate problem
- the problem relates to hardware and a call should be made to the hardware supplier or, if hardware is covered by a MESSAGEmanager Solutions' Extended Hardware Warranty agreement, initiate the hardware swap-out process

Remote Support

Resolution of problems is significantly expedited if the customer enables remote access to MESSAGEmanager and permits Technical Support to access the Server.

We recommend Microsoft Remote Desktop either via direct IP or VPN, but are able to use other means provided by the client, for example Citrix Remote Access, WebEx, Cisco VPN, VNC etc.

Onsite Support

On-site Professional Services are available when required or requested by customer to resolve an issue.

- The minimum chargeable time is four hours.
- Travel time is not charged for locations within a radius of 50km from a Support Centre.
- For locations outside of a 50km radius the minimum chargeable time is 8 hours (including travel time) and travel costs and accommodation, if necessary, are chargeable.
- Additional charges apply for on-site support for any times before 8.30am and after 5.30pm Australian Eastern Standard Time, Monday to Friday. These charges also apply any time Saturday, Sunday and Public Holidays. Travel time is charged on all after-hours and public holiday on-site visits.

Updates and Upgrades

TSS entitles the customer at no charge to new versions of MESSAGEmanager, for example Exchange 2007 to Exchange 2010 gateway, hot fixes, service packs and full version upgrades of licensed MESSAGEmanager software.

Requests for delivery of new versions should be directed to Technical Support via telephone or e-mail or alternatively a new license key can be e-mailed and the software downloaded from the website, www.mmanager.com.

Currently Supported Software

MESSAGEmanager Solutions offers Technical Support for software for a specified period of time. Once a product enters "end-of-life" status, MESSAGEmanager Solutions may be unable to provide service packs or updates for that version of the software and any add-on modules for that version of the software.

Notification of products entering end-of-life will be provided as follows:

- Removed – component/driver/hardware no longer included in product or documentation. Support will be best efforts.
- Discontinued – component/driver/hardware has been discontinued and support is no longer available. TSS provides upgrade to the last released version.

Renewal of a Lapsed Support Plan

If support is discontinued or allowed to lapse and then reinstated, the renewed support plan will have its start date set to the previous plan's expiration date and support will continue for 1, 3 or 5 years from the adjusted start date.

Incident Support Services

Customers that require technical support for MESSAGEmanager products and do not have a current TSS contract are required to purchase remote or on-site Professional Services to rectify the problem. Services cannot be provided until an order that complies with MESSAGEmanager Terms and Conditions has been received. A minimum of 8 hours Professional Services is required. The customer will be advised should the problem not be resolved or be resolvable within 8 hours.

We do not provide any response times or resolution warranties for this service.

Should the problem be resolved in a subsequent release or upgrade available under a TSS Plan, the customer will be required to purchase a new license for MESSAGEmanager software.

Software Upgrades

Where client requires a software upgrade and does not have a current TSS Plan the charge for the upgrade is 60% of the current list price as published in MESSAGEmanager Solutions' price list at the time.

Extended Hardware Warranty

Extended Hardware Warranty (EHW) provides expedited loan hardware to protect against potential failure and reduce any downtime associated with that failure.

- EHW is provided for Brooktrout, Dialogic and Diva Media processing boards and Dialogic and Audiocodes Media Gateways.
- If a request for loan hardware is received by 12:00pm AEST, it will be sent via overnight courier the next business day.
- Extended Warranty is not available for hardware not originally supplied by MESSAGEmanager Solutions.
- MESSAGEmanager Solutions does not quote on repairing hardware and does not rent out hardware during board repairs.

