Maintenance Plan Descriptions

Extracomm offers ExtraTxt™ product support for its customers. 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 description list details what is included with our maintenance plans.

Web Support: **http://www.extratxt.com/**
You will receive a login and password in order to access ExtraTxt's web support information. The resources include FAQ's, a Support Forum and Product Documentation.

Email Support: 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, Maintenance Customers will be required to include their Company Name and their unique Maintenance Reference Number. Please see our website for details on what information should be included in your email.

Phone Support: 1.905.709.8603 Option 3
Call us on Monday to Friday (7 am to 5 pm EST). 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 Channel Manager for specific details in your area.

Upgrade Protection:
The Maintenance plan already includes version upgrades.

1 West Pearce Street, Suite 400. Richmond Hill, Ontario, Canada L4B 3K3
Tel: 1 (905) 709.8602 Fax: 1 (905) 709.8604   www.extracomm.com

ExtraTxt Maintenance Plan Description   **DOC ID ETMN1209**

ExtraTxt ENTERPRISE TEXTING

Maintenance Feature Summary

Pricing and Features	Maintenance
	20% of current list
Maintenance Releases	✓
Web Support	✓
Email Support	✓
Phone Support	✓
Upgrade Protection	✓

How to Purchase Maintenance and Plan Renewals:
Maintenance Plans can 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 1st to December 31st. 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 all upgrades. 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 20% of the software's current list price.

Disclaimer: The descriptions in this document do not provide a basis for any remediation of software issues by Extracomm 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.

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