

# **MESSAGEmanager** *Solutions*

Technical Support Services

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MESSAGEmanager Solutions is committed to providing the level of support that Customers and Authorised Partners require to successfully implement MESSAGEmanager in mission-critical systems.

Technical Support provides assistance with installation and configuration and any subsequent problems encountered in the operation of MESSAGEmanager Information Delivery or Voice Products.

- Technical Support Services (TSS) is a renewable, annual plan protecting your investment in MESSAGEmanager Solutions' MESSAGEmanager during the contract period.
- Assistance is also available for specific incidents or problems.
- Support is not intended to be a substitute for MESSAGEmanager Solutions' Training or Professional Services.

TSS protects your investment by including upgrades to subsequent software versions as they become available. This plan provides access to unlimited support (per server) during standard business hours.

- Number of incidents: Unlimited.
- Hours of coverage for Australian and New Zealand-based sites:  
Monday to Friday – 8:30am to 5:30pm Australian Eastern Standard Time (AEST).
- Software upgrades included: Yes.
- Number of customer contacts: 2.
- Plan duration: 1, 3 and 5 years; or per incident, based on time and materials.

Technical Support Services (TSS) provides:

- Technical issue resolution via telephone, email and/or web.
- Access to technical notes, resources, and patches on MESSAGEmanager Solutions' website.
- Version updates and upgrades.
- Preferred access to MESSAGEmanager Solutions' Professional Services.

TSS provides access to unlimited helpdesk support during normal business hours, Australian Eastern Standard Time, for up to 2 customer contacts.

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

## On Site Technical Support

- Onsite Technical support is available from MESSAGEmanager Solutions' Support Centres.
- Travel time is not charged for locations within a radius of 50km from a Support Centre.
- For locations outside of a 50km radius travel costs and accommodation, if necessary, are chargeable and the minimum chargeable time is 8 hours.
- Additional charges apply for onsite support for any times before 8.30am and after 5.30pm Monday to Friday, any time Saturday and Sunday and Public Holidays.  
Travel time is charged on all after-hours and Public Holiday onsite visits.

## Hardware

- MESSAGEmanager Solutions' Extended Hardware Warranty provides expedited loan hardware to protect against potential failure of media processing hardware.
- Hardware is available during Business Hours, Monday to Friday, 8.30am to 5.30pm via MESSAGEmanager Solutions' Sydney Support Centre.

- 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 supplied by MESSAGEmanager Solutions.
- MESSAGEmanager Solutions does not quote on repairing hardware and does not rent out hardware during board repairs.
- Warranties provided by hardware manufacturers are provided on the basis that the board is returned to the US at the customer's expense and are not valid outside of the US.

## Software Upgrades

Where client requires a software upgrade and does not have a current TSS agreement the charge for the new version is the current list price as published in MESSAGEmanager Solutions' price list at the time.

## Versions Currently Supported

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.

## Problem or Incident

An incident is a user-defined problem seeking resolution. The 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.

A problem is:

- A description of the desired functionality the customer wishes to achieve; or
- The step-by-step process to reproduce a single undesired event; or
- Any and all exact error messages and description of incorrect behaviour.

In consultation with the customer, MESSAGEmanager Solutions' Technical Support will determine the severity of the problem and move through a defined escalation process based on the issue's severity, to identify the cause of the problem including operating system, network and PBX.

To facilitate speedy resolution of the problem MESSAGEmanager Solutions' Technical Support may request the customer contact to run diagnostic test programs, provide a Snapshot of the MESSAGEmanager databases, registry and event log, or provide on line access to the server via MESSAGEmanager .NET Remote Management Console or PC Anywhere.

Response time is defined as elapsed time from the call being logged by MESSAGEmanager Solutions' Help Desk and the first contact by MESSAGEmanager Solutions' Technical Support. First contact is the call from MESSAGEmanager Solutions' Help Desk to the contact nominated by the customer as the first step in the resolution of the reported problem. The call may be by phone, fax or e-mail.

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

- The system is constantly or intermittently not available to users.
- Business integrity is threatened by users unable to access the system.
- Integrity of system data is questioned.
- System is not available to any users, or
- Availability of data is impaired, incomplete or missing.

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

- System is available to users but some are adversely affected by a problem.
- 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.

An incident is considered "open" when a customer provides MESSAGEmanager Solutions' Help Desk with a single problem related to the original intent and design of the software. The incident is considered "closed" when MESSAGEmanager Solutions' Technical Support presents a resolution related to the original intent and design of the software and the customer agrees 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
- that software maintenance patch, when applied, will resolve the problem
- that 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
- 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

## Upgrades

MESSAGEmanager Solutions' Technical Support Services (TSS) provides new versions of licensed MESSAGEmanager software including hot fixes, service packs, "point" upgrades (ie version 5.0 to 5.5) and full version upgrades (ie 6.0 to 7.0) to the customer. Upgrades are also provided for new versions of supported products, for example Exchange 5.5 to Exchange 2000 Connector.

## Single Incident Support

- Telephone technical support for MESSAGEmanager for one incident.
- Single incidents can only be purchased at time of use and not pre-purchased.
- Single support incidents are \$300 per hour with a two hour minimum. Additional hours are billed in full-hour increments.

## Payment Terms

All support fees shall be payable net 30 days upon customer's receipt of MESSAGEmanager Solutions' invoice. Payment of the support fee entitles customer to utilize the support plan purchased. If payment is not received, MESSAGEmanager Solutions will terminate the agreement and the customer will be obligated to return any upgrades shipped as a result of the purchase of the support plan. Failure to return the software will result in a breach of the MESSAGEmanager Solutions' Licensing Agreement.

Single Incidents may be purchased during normal MESSAGEmanager Solutions' Technical Support business hours at time of use by a valid credit card (only Mastercard and Visa accepted).

## Support Pricing

Software Support Prices will be firm for the period of the agreement. MESSAGEmanager Solutions reserves the right to make price adjustments from time-to-time upon renewal of this agreement.

## Renewal of a Lapsed Support Plan

If support is discontinued or allowed to lapse and then reinstated for a server, 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. If a support plan is lapsed for more than 12 months, the support plan will be considered a new support plan and the customer will be required to purchase any MESSAGEmanager upgrades that MESSAGEmanager Solutions has issued during the period that support has been lapsed.

**Notes:** Resolution of problems are significantly expedited if the customer enables remote management via Remote Desktop or Symantec pcAnywhere™ on servers running MESSAGEmanager and permits MESSAGEmanager Solutions' Technical Support to access the server during problem troubleshooting.

## Voice Systems

A prerequisite for MESSAGEmanager Voice installations is support for Remote Desktop

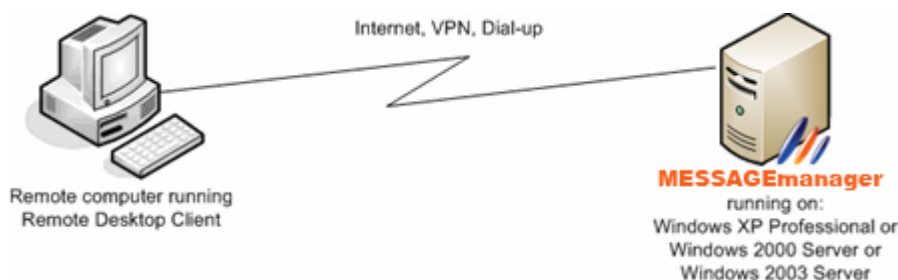
Remote Desktop is feature that enables remote administration of machines by transporting the desktop view over the network to remote user. It is a standard feature available in Windows XP Professional, Windows 2000 Server (called Terminal Services – Remote Administration Mode) and Windows 2003 Server

Remote Desktop requires no extra licensing, and the Remote Desktop Client that is part of Windows XP Professional (and also available to download for other operating systems) can be used to connect to any of the systems above. The Remote Desktop feature enables the remote user to administrate the host machine as though the user was at the host.

**Note:** Windows XP is not a multi-user OS, and when a remote user connects with Remote Desktop, the local screen will lock, and all running applications on the desktop will be visible to the remote user. If the local user unlocks the screen the remote user will be disconnected.

## Remote Assistance

A technology based on Remote Desktop allows a user to request assistance, and the desktop is shared with the remote user, including control of mouse and keyboard. It also includes ability to transfer files and text chat. Remote Assistance is available in Windows XP Professional and Windows 2003 Server



Remote Desktop requires a network connection from the remote user to the server.

The order of preference is as follows:

1. Direct Internet Connection
2. VPN connection
3. Dial-up

### **Direct Internet Connection**

This requires that the client's firewall is configured to allow traffic to the server on the port used by RDP (TCP/3389). This firewall rule can be further tightened by only enabling traffic from MESSAGEmanager Solutions' Technical Support staff that will always connect from the Internet host gateway.mmanager.com. To further secure the connection the client could also enable this rule on a needs-basis and have it disabled at other times.

### **VPN Connection**

MESSAGEmanager Solutions can connect using standard VPN Remote Access connections if available on the Client network.

### **Dial-Up**

Dial-up connection can be either through existing Remote Access services on the client network or to a modem configured on the MESSAGEmanager server with Microsoft Remote Access.

**Note:** All TSS offerings are subject to MESSAGEmanager Solutions' Standard Terms and Conditions (details of which are publishing on our website, [www.mmanager.com](http://www.mmanager.com)).