



Maintenance Plan Descriptions

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 points of contact. The following descriptions list details on items that are included in our plans.

Web Support: 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

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: 1.905.709.8602 and press 3

Our support team can be reached Monday to Friday (9 am to 5 pm EST) to discuss and resolve any issues you may encounter. 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.

Upgrade Protection:

Base Maintenance customers may purchase upgrades at a minimum 25% of the current list price. The Maintenance Plus plan includes no cost upgrades to versions for the operating system for which the product was originally purchased.



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



Maintenance and Maintenance Plus Feature Summary

	Standard Maintenance	Maintenance Plus
Pricing and Features	15% of current list (\$200 US minimum)	25% of current list
Maintenance Releases	✓	✓
Web Support	✓	✓
Email Support	✓	✓
Phone Support	✓	✓
Training Place	✓	✓
Upgrade Protection		✓

How to Purchase Maintenance and Plan Renewals:

The first year of Standard Maintenance is included with the purchase of ExtraFax. Maintenance Plus plans can be purchased at the 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.

Standard Maintenance Offering:

This plan includes the items mentioned in the above table and the price is based on 15% of the current list price or a minimum of \$200 US. Upgrades are not covered, but are available for purchase at a minimum 25% 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 6.5 to 6.5.2. 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 25% of the software's current list price. This upgrade protection means that you will never need to purchase a version upgrade. ExtraFax typically has a version upgrade every 10 to 18 months.

Switching Plans:

Customers may move to/from Standard 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 Standard 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 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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