

## TELEMATE<sup>®</sup> SOFTWARE MAINTENANCE PLAN

### Why Choose TeleMate.Net's Software Maintenance Plan?

In today's chaotic business environment, it can be challenging to maintain your organization's networking systems and software. But with our TeleMate software maintenance plan, you can be confident you will get the support you need to handle any problems that may arise. We strive to deliver accurate, friendly and convenient service that will keep you as a long-term, satisfied customer. Our operation is centralized allowing support technicians to work directly with our developers so they can give you accurate, trouble-free support.

### Software Maintenance Plan Benefits

When you subscribe to our Software Maintenance Plan, you have assurance that expert help is close at hand. The plan enables you to:

- Realize a higher ROI from your software purchase by quickly resolving issues and minimizing downtime.
- Receive free product updates and discounts on product upgrades.
- Receive complimentary tariff updates.
- Have the option to open support incidents at your own convenience via our website.

### Services Provided

**Software Support Service:** Per your 12-month Maintenance Plan subscription, TeleMate.Net Software technicians will provide support for your TeleMate products. You may contact Support by telephone during our regular business hours, 9 a.m. to 6 p.m. (U.S. Eastern Time), Monday through Friday, excluding TeleMate.Net Software holidays, via email at [support@telemate.net](mailto:support@telemate.net) or by opening a Support Ticket via the Internet at [www.telemate.net](http://www.telemate.net).

**Software Updates:** At your request, you may receive free product updates—new releases that may incorporate program fixes, enhancements or improvements. Decimal levels, such as 4.0 to 4.1, designate the releases. (Note: Product upgrades are designated by whole number increases in the version levels, like 3.x to 4.x, and require additional fees.)

### Other Services Available

- **On-site Service:** Our consultants will assist you with installation, implementation and product overview at your location.
- **Remote Service:** Consultants in our Atlanta headquarters will assist you with installation implementation and product overview by dialing into your PC (using pcANYWHERE™) or by TCP/IP connection via WebEx.
- **Customer Training Workshops:** TeleMate.Net offers End User and System Administrator workshops at our headquarters in Atlanta, Georgia or at your location.
- **Help Desk Outsourcing:** Ask us about help desk support available 24-hours, seven days a week. Platinum support options available. For more information, contact [sales@telemate.net](mailto:sales@telemate.net).