



## Captaris® Support Plan Descriptions

This document provides a general description of Captaris Support Plans and is subject to change by Captaris. Each plan described in this document is governed by specific terms and conditions that are agreed to when the customer purchases and/or registers for support.

### DEFINITIONS

1. **Support** Captaris provides technical assistance on covered software for the installation and configuration of Captaris Servers as well as assistance with any Problems encountered in the subsequent operation of those servers for the duration of the support plan. Assistance is available for specific Incidents and once an Incident has been Resolved, the technical support engineer has the option of closing the call. Support is not intended to be a substitute for Captaris training.
2. **Upgrades** Maintenance for the covered server software includes hot fixes, service packs, “point” upgrades (i.e. 9.0 to 9.3) and full version upgrades (i.e. 8.0 to 9.0) of all supported software for the duration of the applicable support plan.
3. **Problem** A Problem is a failure of the supported software to conform to the published Captaris specifications for the supported software in any material respect.
4. **Incident** A single-defined Problem seeking Resolution.
5. **Problem Report** Notification of a Problem that includes the following information:
  - A description of the Problem and the desired functionality the customer wishes to achieve,
  - The step-by-step process to reproduce the Problem, and
  - Any and all exact error messages associated with the Problem.
6. **Resolution** A Resolution may consist of any of the following:
  - Solution or answer is provided
  - Request for enhancement is submitted
  - Fix or work-around is provided
  - Documentation bug is submitted
  - Fix is incorporated into a future release
  - Problem relates to a third-party software or software not covered by the support plan

An Incident is considered "open" when a support customer submits a Problem Report through the appropriate procedures. An Incident is considered "closed" when a Resolution to the Problem is provided. An Incident is also considered "closed" if and when it is determined that:

- a. The Problem Report relates to software that is not supported software
- b. The problem identified is not a Problem, or is not covered by the support plan
- c. The problem relates to a hardware issue that is not supported by Captaris
- d. The customer does not respond to a Captaris request for a status update or additional information within 72 hours

## GENERAL DESCRIPTION OF SUPPORT SERVICES

Captaris offers a multiple-tier support structure for the Captaris product lines. Each product server requires its own separate support contract. Support contract renewal dates for new purchases will be aligned and pro-rated.

Currently, the levels of support are:

### 1. Premium Support Plan

Premium Support Plan includes the following services:

- Telephone, email, Web and fax access to technical support by customer contacts for a single Captaris Server covered by this support plan during the business hours of the region's support center from which the plan was purchased (see COVERAGE HOURS).
- Support for all Captaris Server software components the customer has purchased and are covered by this plan.
- Access to the Captaris online support options including Captaris Online Assist and the Captaris technical KnowledgeBase, both accessible at <http://kb.Captaris.com>, subject to the Captaris terms and conditions of access.
- Upgrades to the Captaris Server software

### 2. 7x24 Premium Support Plan

7x24 Premium Support Plan includes the following services:

- Telephone, email, Web and fax access to technical support by customer contacts for a single Captaris Server covered by this support plan during the hours of coverage (see COVERAGE HOURS).
- Support for all Captaris Server software components the customer has purchased and are covered by this plan.
- Access to the Captaris online support options including Captaris Online Assist and the Captaris technical KnowledgeBase, both accessible at <http://kb.Captaris.com>, subject to the Captaris terms and conditions of access.
- Upgrades to the Captaris Server software

### 3. Standard Support Plan

Standard Support Plan includes the following services:

- Email and Web support accessed through the Captaris Online Assist support portal (subject to the Captaris terms and conditions of access) on systems eligible for a Standard Support Plan. Standard support is available on:
  - Captaris Workflow Servers
  - RightFax Business Servers with four or fewer channels
  - RightFax Satellite Servers with four or fewer channels
  - RightFax Small Business Servers with four or fewer channels
  - Captaris Alchemy<sup>®</sup> Gold systems
- Upgrades to the Captaris Server software

- Access to the Captaris online support options including Captaris Online Assist and the Captaris technical KnowledgeBase, both accessible at <http://kb.Captaris.com>, subject to the Captaris terms and conditions of access.
- The service level objective for the Standard Support Plan is to respond to email requests within twenty-four hours.

#### 4. RightFax Single-Incident Support Plan

RightFax Single-Incident Support Plan includes the following services:

- Telephone technical support for RightFax Servers covered by this support plan during the hours of coverage (see COVERAGE HOURS) for one Incident. Single Incidents can only be purchased at time of use and not pre-purchased
- Support for all RightFax Server software components the customer has purchased and are covered by this plan.

#### 5. Maintenance-only Support Plan

Maintenance-only Support Plan includes the following services:

- Upgrades to the Captaris Server software.
- Maintenance-only Support Plan is available for sale only by Captaris Support Certified Partners and must be sold with a Support Certified Partner's own technical support offerings.

#### 6. Enterprise Support Plan

Enterprise Support Plans are customized to meet the needs of large, global end-users with multiple servers and locations. These plans provide maximum flexibility for organizations by offering a comprehensive selection of support services and deployment options on a 24x7 basis. In addition, each account is assigned to a dedicated Technical Account Manager (TAM) to ensure a single point of contact for all technical issues. Please visit our Web site for the latest offerings or contact Captaris Support Services Group for more details.

- Captaris will assign purchasing companies of Captaris Workflow product a customer ID and password to allow access to the Captaris Workflow customer portal and KnowledgeBase, as well as for access to development and technical support. Where support has expired, the user name and password will be disabled.
- All support service information and enablement tools can be accessed via the Captaris corporate Web site at [www.Captaris.com](http://www.Captaris.com).

#### 7. Advanced Replacement Support Plans

Captaris Advanced Replacement Support Plans provide protection in the event of a fax board failure and reduce any downtime associated with that failure. In the event of a failure of a board covered by an Advanced Replacement Support Plan, once Captaris Technical Support confirms the failure, customers will be sent an equivalent replacement board via overnight courier. Initial call to Captaris Technical Support must occur by 11 a.m. PST to ensure same day shipment within North America and by 9 a.m. PST for shipment to Europe. To order and purchase an Advanced Replacement Plan for Supported Hardware, the Customer must have a current Support Plan for the Supported Software related to the Supported Hardware, and are required to have the end date of the plan occur on or before the end date of the corresponding software support plan for the server. Boards covered by an Advanced Replacement Support Plan must be under continuous coverage from date of purchase. Customers choosing to not renew an Advanced Replacement Support Plan will not be permitted to purchase Advanced Replacement coverage on the board at a later date.

## COVERAGE HOURS

All plans are subject to named holiday closures. See Holiday Closures section.

### 1. Premium Support

Premium Support provides for telephone, fax and email access to software technical support for Captaris Servers covered by this support plan in one-of-three user-selectable time periods.

- **Americas Coverage** Monday to Friday, 5 a.m. to 5 p.m. PST. For RightFax support agreements only Saturday 7 a.m. to 3 p.m. PST is also provided. Subject to Captaris holiday closures.
- **EMEA Coverage** Monday to Friday, 8 a.m. to 5 p.m., Central European Time (CET).
- **Asia/Pacific Coverage** Monday to Friday, 8 a.m. to 6 p.m., Australian Eastern Standard Time (AEST).

### 2. 7x24 Premium Support

- 7x24 Premium Support provides for telephone, fax and email access to software technical support for Captaris Servers covered by this support plan on a 7x24x365 basis.
- 7x24 Premium Support is available from any support location at any time.

### 3. Standard Support

Standard Support provides for online access (email and Web entry) to software technical support for Captaris Servers covered by this support plan in one-of-three user-selectable time periods by part number.

- **Americas Coverage** Monday to Friday, 5 a.m. to 5 p.m. PST. For RightFax support agreements only Saturday 7 a.m. to 3 p.m. PST is also available. Subject to Captaris holiday closures.
- **EMEA Coverage** Monday to Friday, 8 a.m. to 5 p.m., Central European Time (CET).
- **Asia/Pacific Coverage** Monday to Friday, 8 a.m. to 6 p.m., Australian Eastern Standard Time (AEST).

### 4. RightFax Single-Incident Support

RightFax Single-Incident Support provides for telephone access to software technical support for RightFax Servers on a single Incident basis during the following time periods:

- **Americas Coverage** Monday to Friday, 5 a.m. to 5 p.m. PST. For RightFax support agreements only Saturday 7 a.m. to 3 p.m. PST is also available. Subject to Captaris holiday closures.
- **EMEA Coverage** Monday to Friday, 8 a.m. to 5 p.m. Central European Time (CET).
- **Asia/Pacific Coverage** Monday to Friday, 8 a.m. to 5 p.m., Australian Eastern Standard Time (AEST).

### 5. Maintenance-Only Support

Telephone, email, Web and fax access to technical support by the Captaris RightFax Support Certified partner on behalf of the customer for servers covered by this support plan during the business hours of the region's support center from which the reseller agreement was executed.

- **Americas Coverage** Monday through Friday, 5 a.m. to 5 p.m. PST. For RightFax support agreements only Saturday 7 a.m. to 3 p.m. PST is also available. Subject to Captaris holiday closures.
- **EMEA Coverage** Monday through Friday, 8 a.m. to 5 p.m. Central European Time (CET).
- **Asia/Pacific Coverage** Monday through Friday, 8 a.m. to 5 p.m., Eastern Australian Standard Time (AEST).

### 6. Enterprise Support

Enterprise Support is customized to meet the needs of large, global end-users with multiple servers and locations, therefore coverage hours are agreed upon and documented in the support contract.

## 7. Advanced Replacement Support

Advanced Replacement Support provides the expedited replacement of a failed fax board covered in one-of-three user-selectable time periods by part number.

- **Americas Coverage** Monday to Friday, 5 a.m. to 5 p.m. PST. For RightFax support agreements only Saturday 7 a.m. to 3 p.m. PST is also provided. Subject to Captaris holiday closures.
- **EMEA Coverage** Monday to Friday, 8 a.m. to 5 p.m., Central European Time (CET). Subject to Captaris holiday closures.
- **Asia/Pacific Coverage** Monday to Friday, 8 a.m. to 6 p.m., Australian Eastern Standard Time (AEST). Subject to Captaris holiday closures.

## HOLIDAY CLOSURES

### 1. Americas

Captaris Customer Support is closed on Federal public holidays, including New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving Day, and Christmas and the day after Christmas.

### 2. EMEA

Captaris Customer support is open on all holidays in the EMEA regions.

### 3. Asia/Pacific

Captaris Customer Support is open on all holidays in the Asia/Pacific regions

## VERSIONS CURRENTLY SUPPORTED UNDER THESE PLANS

Captaris offers technical support for software for a specified amount of time. Once a product enters end of life status, Captaris will be unable to provide technical support, service packs or updates for that version of the server software or any add-on modules for that version. The current end of life status is:

VERSION	CURRENT SUPPORT STATUS	END OF LIFE DATE
CommercePath	End of Life	No longer supported
RightFax 7.2 and earlier	End of Life	No longer supported
RightFax 8.0	End of Life	No longer supported
RightFax 8.5	End of Life	No longer supported
RightFax 8.7	Supported	11/1/07
RightFax 9.0	Supported	7/1/09
RightFax 9.3	Supported	36 months after release of a subsequent version
Captaris Workflow 3.0	End of Life	No longer supported
Captaris Workflow 4.0	End of Life	No longer supported
Captaris Workflow 4.1	End of Life	No longer supported
Captaris Workflow 4.1a	End of Life	No longer supported
Captaris Workflow 4.1b	Supported	12/10/06
Captaris Workflow 5.0	Supported	3/25/07
Captaris Workflow 5.1	Supported	10/1/07
Captaris Workflow 5.2	Supported	6/1/08
Captaris Workflow 6.0	Supported	24 months after release of a subsequent version

VERSION	CURRENT SUPPORT STATUS	END OF LIFE DATE
Alchemy Mailstore 2.1 and earlier	End of Life	No longer supported
Alchemy Mailstore 3.0	Supported	2/14/07
Alchemy Web 1.2 and earlier	End of Life	No longer supported
Alchemy Web 4.0	Supported	24 months after release of a subsequent version
Alchemy 6 SP3 and earlier	End of Life	No longer supported
Alchemy 7.0	End of Life	No longer supported
Alchemy 7.1	End of Life	No longer supported
Alchemy 7.2	End of Life	No longer supported
Alchemy 7.3	End of Life	No longer supported
Alchemy 7.4	End of Life	No longer supported
Alchemy 7.6	Supported	2/14/07
Alchemy 8.0	Supported	6/1/08
Alchemy 8.2	Supported	24 months after release of a subsequent version

## SUPPORT SERVICE EXCLUSIONS

1. Integration assistance with customer application systems. Captaris strongly recommends the use of Captaris-authorized Implementation Services to ensure a smooth and complete installation of Captaris Servers when integrating with customer application systems, such as SAP or Oracle. More information about Captaris Implementation Services can be found by contacting Captaris or your authorized Captaris reseller.
2. Fax boards, telephony interface boards and voice boards. Replacement or repair of failing fax/telephony interface/voice boards is not covered by Premium Support, Captaris 7x24 Premium Support or RightFax Incident Support Plans. Advanced Replacement Support is sold separately. Contact your Captaris reseller or Captaris directly for more information on our Advanced Replacement Support Plans.
3. Hardware support for maintenance and repair of any computers sold by Captaris for the purpose of running RightFax Server or CommercePath Production Faxing software
4. Upgrades or support of the Windows Operating system software
5. Any software not licensed by Captaris that may integrate with supported software
6. Support of application development issues of programs utilizing any of the Captaris Application Programming Interfaces (API) including Component Object Model (COM), Extensible Markup Language (XML), Java, Facsimile Command Language (FCL) and Embedded Codes, RightFax Standard/C API, RightFax Visual Basic API. Support for these APIs is available through the Captaris Developers Program.
7. Assistance with application, template or model development issues associated with the RightFax Workflow Wizard; Development support for these issues is available through the Captaris Developer Program.
8. Assistance with application, template or model development issues associated with Captaris Workflow; Development support for these issues is available through the Captaris Developer Program.
9. Items from the Captaris Solutions Catalog; Support for these items is available under separate support plans.
10. Partner or Customer is not operating on the minimum required hardware as published on the Captaris Web site
11. Service due to failure of hardware, software other than Captaris software, catastrophe, fault or negligence of the licensed user, operator error, improper use of hardware, or misuse of the programs
12. Program enhancements (requests for features not currently supported by Captaris software)
13. Any internal database limitations as shown in Captaris software published data

14. Licensed User's inability to use third-party software, except that any third-party software included in the Captaris software shall be covered under Captaris software support Terms and Conditions.
15. Captaris will not provide SQL support for any data manipulation made outside the RightFax-provided interfaces.
16. On-site software support
17. Customer cannot obtain increased support capabilities by having their associated partners call Captaris and request phone support.
18. Captaris reserves the right to refer customers with installation or migration support requests to a Captaris Authorized reseller for assistance with those issues.

## TERMS AND CONDITIONS

This document provides a general description of current Captaris support plans and is not an offer or agreement to provide support. All support plans will be governed by the terms and conditions applicable to the specific support plan that must be agreed to when the customer registers for support on the Captaris Web site. The term of a Captaris support plan begins 30 days after the invoice date. See separate "Terms and Conditions" for complete details.

## PRICING

Please see the current Captaris price book or your authorized Captaris Reseller for all pricing. All prices are subject to change.

## RENEWAL

Captaris or their partners will notify the customer at least sixty (60) days prior to the expiration date of the then current support plan. Customer may renew the support plan for an additional annual term by paying the invoice. Customer may terminate the support plan by notifying Captaris at least thirty (30) days prior to the expiration of the then current term that Customer does not wish to continue with support. Invoices issued for support are due and payable within 30 days of invoicing for support plan renewals and will be submitted either to the designated Captaris Partner acting on behalf of Captaris or directly to Captaris. Should the support plan lapse at any time, to receive any maintenance updates all support fees for the lapsed period including the current year must be paid in full prior to any updates being made available and Captaris reserves the right to charge a reinstatement fee.

## NOTES

1. Customers with multiple Captaris servers in production who purchase support are required to purchase support on all servers.
2. Customers with a Captaris 7x24 Premium Support Plan and multiple servers in production are required to have 7x24 Premium Plans for all servers at the same location.
3. Customers with Brooktrout SR140 FoIP solutions are required to purchase incremental support or maintenance for their existing support or maintenance plan based on the current list price of the SR140 solution when purchasing the SR140 solution. Customers without support or maintenance plans will not be permitted to purchase the SR140 solution. Please refer to Captaris Product Bulletin 776 for complete details on SR140 support and maintenance.
4. Partners reselling Captaris Maintenance-only Support Plans are required to sell their own support offerings in conjunction with the Captaris plan.

## ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, please visit [www.Captaris.com](http://www.Captaris.com) or [www.unifiedsolutions.com](http://www.unifiedsolutions.com) or call Unified Solutions at 408.988.2574.

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