

2018 SUPPORT PLANS FROM THE FAX GUYS

OpenText
PARTNER
OF THE
YEAR
6 Years & Counting!

The Fax Guys offer comprehensive support to meet your RightFax needs.

1 SILVER SUPPORT PLAN

- Live support Monday-Friday, 8AM to 5PM (in YOUR time-zone) via phone, fax or email with priority call back service
- 24-hour online help desk portal—submit service order tickets, view notes and documentation from all support incidents, access knowledgebase articles and video tutorials, and more
- Unlimited number of support incidents
- Remote access for real-time diagnosis and repair
- Free RightFax software upgrades with affordable installation rates
- Full access to RightFax University
- U.S.- based support technicians

2 EXTENDED 24X7 EMERGENCY SUPPORT PLAN

- Everything included with Silver Support PLUS:
- 24x7x365 coverage for emergency situations where your server is down or severely impacted

3 PLATINUM SUPPORT PLAN

- Everything included with Silver Support & Extended 24x7 Support PLUS:
- Remote Installation of Service Releases & Hotfixes up to 2 times/yr (excludes Feature Packs and Upgrades)
- Daily FaxPing monitoring calls to check 2 incoming fax numbers each morning from 7AM-8AM - 1 call per hour
- Remote RightFax Health Check / Server Audit - 2 times/yr

4 PLATINUM PLUS SUPPORT PLAN

- Everything included with Silver Support, Extended 24x7 Support & Platinum Support PLUS:
- “Ask the Expert Roundtable Discussion” 1 Day ONSITE at your location in the U.S. (2 times/yr)

THE FAX GUYS PROVIDE SUPPORT VIA:

Telephone, E-Mail, Fax, Online HelpDesk (Portal), Knowledgebase Articles, Remote Access, and RightFax University (www.rightfaxuniversity.com)

SUPPORT CUSTOMERS CONTACT US VIA:

Portal: <http://support.thefaxguys.com>
Direct: (952) 224-3340, option 2
(24x7x365 customers receive private phone number)

We will be closed during the following 2018 holidays:

- New Year's 01.01.18
- Memorial Day 05.28.18
- Independence Day 07.04.18
- Labor Day 09.03.18
- Thanksgiving 11.22.18 and 11.23.18
- Christmas 12.24.18 and 12.25.18
- New Year's Eve 12.31.18 (1/2 day)

Please note: ONLY customers with 24x7x365 coverage will have support during these holidays.

