

# 2019 SUPPORT PLANS FROM THE FAX GUYS

The Fax Guys offer comprehensive support to meet your RightFax needs

opentext™ | RightFax™

6 YEARS  
AND  
COUNTING!

PARTNER  
OF THE YEAR



## SILVER SUPPORT PLAN

- Live support Monday-Friday, 8AM to 5PM (in YOUR time-zone) via phone, email or remote access with priority call back service
- Online Support Portal (available 24-hours a day) to submit service requests, view notes and documentation from support incidents, access knowledgebase articles, 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
- Support Engineers based in the U.S.



## EXTENDED 24X7 EMERGENCY SUPPORT PLAN

- *Everything included with Silver Support PLUS:*
- 24x7x365 coverage for emergency situations where your server is down or severely impacted
- 24x7x365 customers receive private phone number



## PLATINUM SUPPORT PLAN

- *Everything included with Silver Support & Extended 24x7 Support PLUS:*
- Remote installation of service releases & hotfixes - excluding Feature Packs & upgrades (up to 2 times/year)
- Daily FaxPing monitoring to check incoming fax numbers each morning from 7AM-8AM (2 numbers, 1 call/hour)
- Remote RightFax Health Check / Server Audit (2 times/year)



## PLATINUM PLUS SUPPORT PLAN

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

## THE FAX GUYS PROVIDE SUPPORT VIA:

Phone	Knowledgebase Articles
E-Mail	RightFax University
Remote Access	(rfu.thefaxguys.com)

## SUPPORT CUSTOMERS CAN CONTACT US VIA:

**Portal:** <http://support.thefaxguys.com>

**Direct:** (952) 224-3340, option 2

We will be closed during the following 2019 holidays:

- New Year's Day 01-01-19
- Memorial Day 05-27-19
- Independence Day 07-04-19
- Labor Day 09-02-19
- Thanksgiving 11-28-19 and 11-29-19
- Christmas 12-24-19 and 12-25-19
- New Year's Eve 12-31-19 (1/2 day)

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

