

## FacetPhone Technical Support Options

### **Warranty**

FacetPhone system purchases come with a one year warranty as described in the FacetPhone Software License and Limited Warranty document. Customers not under warranty or maintenance may purchase FacetPhone software version upgrades at the then published upgrade price. This price is normally several times higher than the annual maintenance cost on the FacetPhone software. Customers not under warranty or maintenance have online web access to some technical support application notes on the FacetCorp web site.

### **Annual Maintenance**

FacetPhone customers have the option of purchasing annual maintenance<sup>1</sup> for their FacetPhone hardware and/or software. By purchasing FacetPhone maintenance, the customer is extending the coverage of their FacetPhone system components as described in the FacetPhone Software License and Limited Warranty document. The components for which FacetPhone maintenance is purchased and paid for are covered for the period specified in the FacetPhone maintenance invoice. FacetCorp will at its option and subject to exclusions listed in the FacetPhone Software License and Limited Warranty document, repair or replace any covered defective hardware or software for which FacetPhone maintenance has been purchased. If the customer's FacetPhone maintenance purchase includes the FacetPhone software, they may request any FacetPhone software update, whether major or minor release, at no additional charge. FacetPhone software updates are normally available via download from the FacetCorp web or ftp site.

FacetPhone customers should contact their supplier or FacetCorp for annual maintenance pricing information. FacetPhone customers under software maintenance are provided:

- Email Technical Support – Email inquiries to [support@facetcorp.com](mailto:support@facetcorp.com) are entered into the FacetCorp ticket tracking system and the customer gets an automated email acknowledgement. The email inquiry is reviewed and handled by one of FacetCorp's trained support technicians. After hours email requests will be processed the next business day.
- Telephone Technical Support – Toll-free (from North America) telephone support from a trained support technician is available during normal business hours (see below). Telephone requests left after hours on voice mail will be processed the next business day.
- Priority Response – Technical inquiries from customers under annual maintenance are handled with a higher priority than requests from "Time and Expense" customers that are not under annual maintenance.
- Free Product Version Upgrades – Product updates and upgrades are made available for download to customers under maintenance at no additional charge.
- Free Web Site Access to Technical Application Notes – 24 X 7 X 365.
- FacetCorp support hours are 8:30 am to 5:30 pm U.S. central time zone, excluding major U.S. holidays.

## **Time and Expense Support**

Technical support is available for FacetPhone via telephone and email for customers not under annual maintenance. FacetPhone “Time and Expense” (T&E) service will be provided promptly but at a lower priority than requests from customers under annual maintenance. T&E service may also be available for customer requests that do not fall under normal warranty or maintenance coverage. Time and expense service requires a credit card (or other payment) on file and is billed as follows:

- \$100 per hour billable in \$25 (15 minute) increments (including any travel time).
- \$50 minimum charge regardless of time required.
- Charges are per incident.
- Travel and other non-labor expenses billable at FacetCorp’s cost.

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<sup>1</sup> FacetPhone annual maintenance covers the FacetPhone software and components for which maintenance was purchased and excludes issues relating to the customer’s software applications, customized FacetPhone IVR scripts and reports, cabling, networking, hardware environment, telephone service, Internet service, customer moves or FacetPhone equipment relocation, and other areas as described in the FacetPhone Software License and Limited Warranty document. For requests or problems relating to the customer’s environment or FacetPhone software customization, FacetCorp may provide assistance on a time and expense basis at FacetCorp’s then current rates.