FaxBack Support Subscription Plans

Standard Support Plan

This is available for NET SatisFAXtion Small Business and Enterprise editions. FaxBack support engineers are skilled in troubleshooting, problem diagnosis and identifying resolutions. Benefits include:

- Hours of Coverage: Monday - Friday 6:30am - 5:00pm PST, excluding holidays
- Support Contact Options: phone, email, and live chat via FaxBack.com
- Number of Incidents: unlimited
- SOFTWARE UPDATES: service packs, software updates and product releases
- Service Tip, Release Notifications and News

For more details on this plan - See Our [Support Subscription Plan Grid](#)

Extended Support Plan

This is available for NET SatisFAXtion Small Business, Enterprise, and Carrier / Provider editions. Includes all the features of our Standard Support plan plus an extended support window. This plan allows for more flexibility and options to interact with our support team. Benefits include:

- Includes all features of the Standard Support Plan
- Additional Hours of Coverage: 5:00pm - 9:00pm PST, Monday - Friday (excluding holidays)
- Email-based technical support during extended support hours
- Ticket Priority: High - guaranteed email response from a support engineer within one hour
- After hours planning assistance in addition to support ticket help

For more details on this plan - See Our [Support Subscription Plan Grid](#)

24x7 Support Plan

This is available for Small Business, Enterprise, and Carrier/Provider editions. This support plan is geared toward organizations with mission-critical fax systems that cannot risk downtime. Enables customers to handle system maintenance, upgrades or other potential support issues during non-business and non-critical hours of operation.

NOTE: Only DOWN issues will be addressed after hours. Down issues are defined as critical production issues affecting all users, including system unavailability or problems with significant impact. No workaround available.

Benefits include:

- Includes all features of the Standard Support and Extended Support Plans
- Expedited 24x7 Support: 365 days a year, including holidays and weekends
- Ticket Priority: Highest - guaranteed call back from a support engineer within 30 minutes
- Crisis and downtime management: help with overall uptime and high availability

For more details on this plan - See Our [Support Subscription Plan Grid](#)

Complimentary Support

New Customer and Trialware Support are complementary support provided with purchase of a fax solution or with a trial of our fax solutions. This support plan begins when the software product key is provided (not on installation).

Complimentary Support users receive:

- Length Support Access: 30 Days
- Hours of Coverage: Monday - Friday 6:30am - 5:00pm PST, excluding holidays

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Premium Annual AudioCodes Hardware Support

Comprehensive support of AudioCodes media gateway devices used for fax communications. Support is handled directly from FaxBack by AudioCodes trained and certified technicians. Hardware MUST be purchased in conjunction with an active FaxBack's Support Plan.

Benefits include:

- Assistance with setup/install, diagnosis and support resolving connectivity/communications issues
- Access to firmware upgrades and patches/fixes from AudioCodes
- Advanced analysis and fax packet capture tools included
- Limited to fax applications only
- Support for the following media gateways: Media Pack 114/118, Mediant 800/1000, Mediant 2000/3000

Professional Services

Get help with solution setup, customized features and training to receive the maximum value from fax solution investment. All services require an active support plan and are available during FaxBack Standard Support hours, unless otherwise planned with a 24x7 Support Plan. For more information contact your sales representative.

Professional Services: Remote Installation Services
A Professional Services Engineer will remotely access your server and provide the following:

- Consultation to determine a plan of action
- Installation and configuration assistance
- Q & A Session

Professional Services: Custom Professional Programming Services
For customized fax features and functionality. Requires scope call and custom quote by Professional Services Engineer.

Professional Services: One Year Quarterly Software Tune-Up
Ensure your Fax Server is running at it's optimal performance with our quarterly tune-up service. A FaxBack support tech will remotely access your server to perform software maintenance.

- Clear out cached files
- Run error detection for any transmission errors that may be occurring
- Install latest updates & patches
- Archive historical data
- Ensure user configurations are running efficiently

Training
Learn all the capabilities of your software and maximize the value of your FaxBack applications with expertise from the people who know it best - our technical training engineers.

- Training at FaxBack Campus
- Remote Online Training
- On-site Installation and Training
- Custom training designed specifically for organizational requirements

FaxBack Support Subscription Plans - Small Business / Enterprise

	Standard Support	Extended Support	24x7 Support
NET SatisFAXtion Small Business Edition	Yes	Yes	Yes
NET SatisFAXtion Enterprise Edition	Yes	Yes	Yes
NET SatisFAXtion Trialware 30 days, renewable as needed in 30 day increment	Yes	-	-
30-Day Complimentary Support	Yes	Yes	Yes
IAF Services Support (if subscribed to IAF Services)	Yes	Yes	Yes
Contact			
Normal Business Hours Monday-Friday 6:30AM-5PM PST, no holiday, Saturday/Sunday	Yes	Yes	Yes
Expanded Base Hours Extended Email Support Coverage - See Summary Monday-Friday 5PM-9PM PST, no holiday, Saturday/Sunday	-	Yes, email only	Yes
Around the Clock 24x7 Hours NOTE: Only down issues addressed after hours - See Summary 365 days a year, including holidays, Saturday, Sunday	-	-	Yes
Email	Yes	Yes	Yes
Live Chat via FaxBack.com (normal business hours only)	Yes	Yes	Yes
Telephone	Yes	Yes	Yes
Resources			
Self-Help Knowledge Base	Yes	Yes	Yes
Service Tip / Release emails and News	Yes	Yes	Yes
Service packs, software updates and product releases	Yes	Yes	Yes
FaxBack Customer Connection - dial-in / remote access to customer-system for rapid resolution	Yes	Yes	Yes
Planning Assistance for deployment and expansion	-	Yes	Yes
Diagnosis and Data Gathering	-	Yes	Yes
Ongoing Support Guidance - during and outside of active support issues	-	Yes	Yes
Urgency			
Higher priority for faster response time	-	Yes	Yes
Instant issue escalation	-	Yes	Yes
Question, topics and issues handled	All	All After hours triaged for priority, urgency	All After hours triaged for priority, urgency
Support Ticket Response Window	Real-time response during normal business hours	< 60 minutes during extended support hours	< 30 minutes after hours
Bypassing Level 1 - direct access to technicians	-	Yes	Yes
System Diagnois Priority - direct engineer involvement to minimize downtime	-	Yes	Yes
High availability and overall uptime assistance and guidance	-	Yes	Yes
Crisis and downtime management	-	Yes	Yes
Services			
Installation / Professional Services (additional costs, Current Support Contract required)	Yes	Yes	Yes
AudioCodes Hardware Support (additional costs, Current Support Contract required)	Yes	Yes	Yes
Training (additional costs, Current Support Contract required)	Yes	Yes	Yes
Scheduled after hours support on a paid per hour basis	Yes Add'l Cost after 5:00pm PST	Yes Add'l Cost after 9pm PST	Yes Extra charges may apply
Price			
Cost (total current list price of the software products purchased)	15%	19%	25%
Multi-year plans	Yes	Yes	Yes

FaxBack Support Subscription Plans - Carrier / Provider

	Extended Support	24x7 Support
NET SatisFAXtion Small Business Edition	No	Yes
NET SatisFAXtion Enterprise Edition	Yes	Yes
NET SatisFAXtion Provider / Carrier Edition	Yes	Yes
30-Day Complimentary Support	Yes	Yes
IAF Services Support (if subscribed to IAF Services)	Yes	Yes
Contact		
Normal Business Hours Monday-Friday 6:30AM-5PM PST, no holiday, Saturday/Sunday	Yes	Yes
Expanded Base Hours Extended Email Support Coverage - See Summary Monday-Friday 5PM-9PM PST, no holiday, Saturday/Sunday	Yes, email only	Yes
Around the Clock 24x7 Hours NOTE: Only down issues addressed after hours - See Summary 365 days a year, including holidays, Saturday, Sunday	-	Yes
Email	Yes	Yes
Live Chat via FaxBack.com (normal business hours only)	Yes	Yes
Telephone	Yes	Yes
Resources		
Self-Help Knowledge Base	Yes	Yes
Service Tip / Release emails and News	Yes	Yes
Service packs, software updates and product releases	Yes	Yes
FaxBack Customer Connection - dial-in / remote access to customer-system for rapid resolution	Yes	Yes
Planning Assistance for deployment and expansion	Yes	Yes
Diagnosis and Data Gathering	Yes	Yes
Ongoing Support Guidance - during and outside of active support issues	Yes	Yes
Urgency		
Higher priority for faster response time	Yes	Yes
Instant issue escalation	Yes	Yes
Question, topics and issues handled	All After hours triaged for priority, urgency	All After hours triaged for priority, urgency
Support Ticket Response Window	< 60 minutes during extended support hours	< 30 minutes after hours
Bypassing Level 1 - direct access to technicians	Yes	Yes
System Diagnois Priority - direct engineer involvement to minimize downtime	Yes	Yes
High availability and overall uptime assistance and guidance	Yes	Yes
Crisis and downtime management	Yes	Yes
Services		
Installation / Professional Services (additional costs, Current Support Contract required)	Yes	Yes
AudioCodes Hardware Support (additional costs, Current Support Contract required)	Yes	Yes
Training (additional costs, Current Support Contract required)	Yes	Yes
Scheduled after hours support on a paid per hour basis	Yes Add'l Cost after 9pm PST	Yes Extra charges may apply
Price		
Cost (total current list price of the software products purchased)	**19%**	**25%**
Multi-year plans	**Yes**	**Yes**

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