

FacetPhone Maintenance

Thank you for purchasing annual maintenance for your FacetPhone system. Below is a description of the service you receive. Note that the services apply to all components for which annual maintenance is purchased. Annual software maintenance for all FacetPhone licenses is the minimum level of maintenance available from FacetCorp.

Annual Maintenance

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 below and 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. To be covered under FacetPhone maintenance, the FacetPhone covered components must have been under continuous maintenance since their original purchase.

Software Maintenance

After the FacetPhone initial warranty period, FacetCorp will provide software maintenance to customers that have purchased annual FacetPhone software maintenance. Customers must be under current FacetPhone software annual maintenance in order to obtain technical support. "Time and expense" technical support is not offered to customers not under FacetPhone software maintenance.

FacetPhone customers under annual software maintenance are provided:

- Email Technical Support – Email inquiries to 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.
- Free Product Version Upgrades – Customers may request product updates and upgrades, available via download, at no additional charge.
- FacetPhone Hardware Troubleshooting Assistance – For customers not covered under FacetPhone hardware maintenance, FacetCorp will assist in identifying problems associated with the FacetPhone hardware. FacetCorp will sell any required replacement hardware components at the then current price.
- Free Web Site Access to Technical Application Notes – 24 X 7 X 365 (www.facetcorp.com/support).
- FacetCorp support hours are 8:30 am to 5:30 pm U.S. central time zone, excluding major U.S. holidays.

Hardware Maintenance

Annual FacetPhone maintenance for the FacetPhone hardware components is optional after the warranty period expires. FacetPhone hardware maintenance pricing will be the then current FacetCorp annual maintenance pricing for those hardware components. Beginning with the 4th year from the commencement of the initial warranty period for each hardware component, the price for annual maintenance for that component will increase by 10% from the prior year. This 10% annual increase will continue until the beginning of the 8th year at which time FacetCorp will not offer hardware maintenance for those components. For customers with hardware components that are in their 8th (or more) year of service, FacetCorp will sell replacement components at the then current price.

Exclusions

FacetPhone annual maintenance excludes issues relating to the customer's environment and service providers such as: Customer's software applications, customized FacetPhone IVR scripts and reports, cabling, local or wide area network (networking), computer or system hardware environment, telephone and other dial tone services, Internet service, customer moves or FacetPhone equipment relocation, changes to customer's network (including IP addressing), hardware not purchased from FacetCorp or an authorized FacetCorp reseller, VPNs, service providers, or FacetPhone software customization, and other areas as described in the FacetPhone Software License and Limited Warranty document.

For requests or problems relating to the customer's environment and other issues described above or outside of FacetCorp's control, FacetCorp may optionally offer to provide assistance on a time and expense basis at FacetCorp's then current rates.