

Advantage Support Guide



AccuRoute Advantage Support

Advantage Support customers can call with inquiries including how to use the product, enable features to meet specific requirements, report technical problems, and other related matters.

Technical Support

Technical support is available 24 hours a day, five days a week from Monday at 12 AM EST through Saturday at 12 AM EST. The response procedure will vary, depending on the time of the call.

8 AM - 8 PM EST: Customer Service Representatives are available to open a support ticket and will report the current estimated response time upon request. There is a four-hour response time to ensure our technicians can review your request and provide actionable feedback.

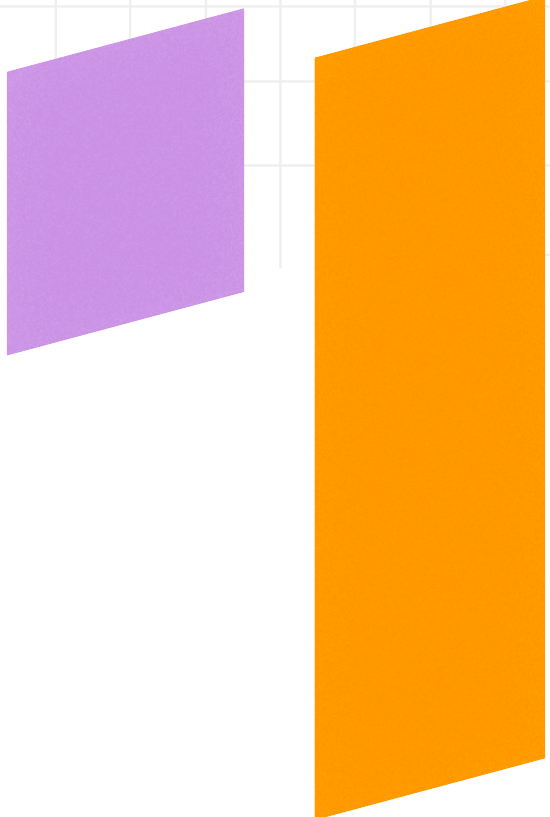
8 PM - 8 AM EST: After Hours Emergency Technical Support is available for all customers with a valid support contract. A Technical Support Engineer will be paged and will return the call within the designated timeframe. There is a four-hour response time.

All reasonable efforts will be made to meet the estimated response times. Response times are estimated but are not guaranteed. Unlimited access to the AccuRoute Technical Support Center is provided for Advantage Support customers and is available toll-free in the United States and Canada at 888-303-8098.

“Because of AccuRoute, a significant amount of our firm’s active records are accessible from anywhere, which is a testament to how forward-thinking and digitization prepared us in ways we could not have imagined.

We couldn’t have done it without your support, and we could not have been better prepared for the events of 2020 if we had a crystal ball to look into the future.”

– Top 50 U.S. Legal Firm



Electronic Support

Advantage Support customers receive 24-hour access to the Upland AccuRoute Community at <https://community.uplandsoftware.com>, where they can:

- Access the Knowledge Base
- Obtain available software downloads
- Open and monitor support tickets

Customers may submit technical support requests using the online form or by email. There is a two-business day response time for emails sent to accuroute-support@uplandsoftware.com. No weekend or holiday support. Emergency holiday and weekend support is available with Advantage Plus.

Software Maintenance Updates

Advantage Plus Support customers receive software maintenance releases inclusive with their support contract. Maintenance releases are only available to the Advantage Support customer who has been under an active maintenance agreement 30 days prior to the shipment of a maintenance release.

These intermediate releases contain many general and non-specific improvements to the code base developed through the normal course of software engineering. They may also include operational enhancements to existing core products, minor new features, and bug fixes. Maintenance releases are applied to the current version of software. They do not include software version upgrades that are sold, licensed, or otherwise marketed separately.



Advanced Exchange

The original manufacturer warranty (1 year) on the fax boards is passed through to the Advantage Support customer. Advantage Support customers may contact the manufacturer for warranty services after the one-year period.

AccuRoute offers a service of advanced ship for an AccuRoute-supplied modem in exchange for an in-warranty defective modem. Advanced hardware exchange is available for all in-warranty replacement hardware for a fee. The fee ranges from \$300 to \$1,500 and is dependent on the board. Freight charges and taxes, if applicable, are also applied. Advantage Support customers will ship the defective modem to AccuRoute, and AccuRoute will process the repair/replacement for them.

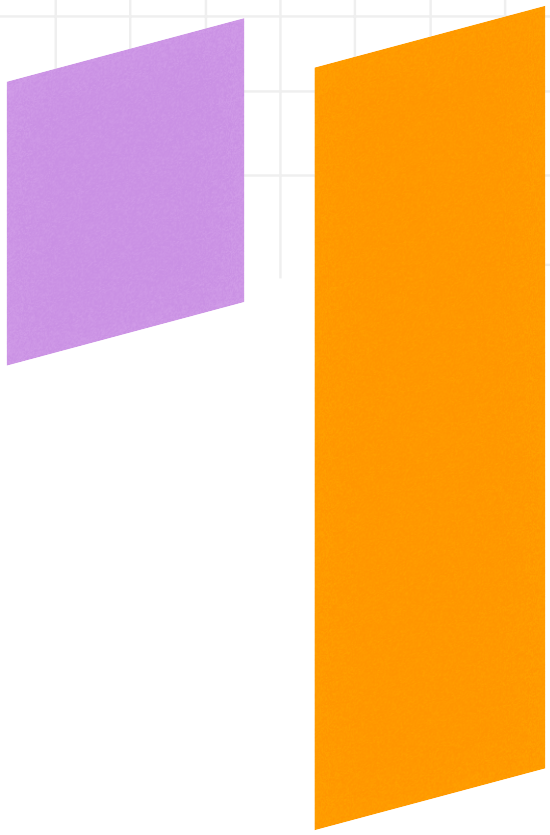
Any repair charges assessed to AccuRoute by the manufacturer, for any reason, will be billed to the Advantage Support customer. Purchase orders or payment is required prior to return of the advanced exchange/replacement.

The Advantage Support customer also has the option of processing in-warranty exchange/repair directly with the hardware manufacturer. The typical lead time is 30 days. Further information can be found in the original documentation shipped with the hardware or by visiting the vendor's website.

For Advantage Support customers who have purchased the Dialogic Pro Standard Support, the advance replacement will be processed through Dialogic.

Boards purchased through an AccuRoute reseller must be exchanged through that reseller.





Installation and Integration Services

This service is not included as an entitlement of your support contract. AccuRoute provides installation and integration services to speed the deployment and ensure quality operation of our fax and secure email products. As part of the installation and integration service, AccuRoute will dispatch a qualified installation engineer to the customer site to install and configure the application specifically for the environment. For more information please contact your Regional Manager.

Due to the potential complexity of custom configuring the installation, AccuRoute cannot provide full installation and integration services over the telephone. In the event the customer chooses not to contract for installation and integration services, AccuRoute will provide basic installation support including answering questions and providing minor installation problem resolution by telephone. This service is offered with a four-hour maximum. If the installation phone support reaches the four-hour maximum, the customer will be asked to purchase full services, and a qualified installation engineer will be dispatched to install and configure the software.



Structuring and Billing Cycle

Advantage Support will be invoiced at 20% of the total list price of software products purchased unless otherwise noted. AccuRoute automatically invoices the Advantage Support customer for their renewal one to two months before expiration. To reinstate an Advantage Support contract that is 30 days or more (up to one year) past due, the Advantage Support customer will be charged an additional 10% of the total list price of software products purchased. Advantage Support contracts that have expired for one year or longer will be charged an additional 40% of the total list price of software products purchased in order to reinstate support. AccuRoute reserves the right to suspend or interrupt support for any contracts that are 45 days past due.

The terms of your maintenance agreement are for one year and are renewed on an annual basis. Maintenance payments and support dates can be adjusted in several ways due to overpayment or billing error. AccuRoute allocates resources to provide the support for an entire year and unfortunately reimbursement of all or part of the support maintenance is not economically possible. For more information please contact the Support Renewal department at 888-303-8098.

Please Note: There is a \$995 contract minimum for all Fax Sr., AccuRoute, Genifax, and Genidocs products.

Software patches and service packs will no longer be generated against any versions prior to Fax Sr. 3.2. Customers not wishing to upgrade to 3.2 are entitled to purchase Advantage Support at an additional charge. Pricing for the retired versions are as follows: Customers running versions prior to Fax Sr. 3.1, Genifax 3.4, or AccuRoute 4.0 will be charged 30% of list price for contract renewal.



Contact us to learn more.

Advantage Support does not include:

- Product upgrades
- Product upgrades for third-party products sold and/or supported by AccuRoute
- Installation and integration services
- Product training
- Company-designated holidays
- Consulting services (product modifications or custom programming)
- Unsupported configurations and third-party applications support
- Weekend support

To learn more about Upland AccuRoute Advantage Support or our Advantage Gold, Advantage Plus, or Advantage Enterprise Support packages, reach out to us at accuroute@uplandsoftware.com.

About AccuRoute

Upland AccuRoute helps organizations accelerate business processes by automating data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage. With AccuRoute, users can easily capture, process, deliver, or fax content from any device using a single, unified platform.

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For more information visit: uplandsoftware.com/accuroute