

Support Plans

Components	Subscription	Standard	Extended
New Releases & Documentation		X	X
Maintenance Releases	X*	X	X
Telephone Support	X	X	X
Email Support	X	X	X
Online Web access		X	X
Online docs	X	X	X
Faq's		X	X
Newsgroups		X	X
Product Enhancement Program		X	X
Call Reporting			X
Extended Coverage			X
Escalation Management	X	X	X
Customized Support Access			X
Remote Software Support	X	X	X
Requests per year	6	Unlimited	Unlimited
Customized Support Plan		Quoted upon Request	Quoted upon Request

Note: * Bug fixes / patches available only for current installed version.

New Releases and Documentation

Standard Software Support and Extended Support include software upgrades. These releases contain major feature enhancements including new functions, technology, and performance enhancements.

Software Revisions contain patches and bug fixes.

Maintenance Releases

Maintenance releases (bugs/patches) are available based on each customer's environment. During any interval, a number of changes may be incorporated into the software.

Telephone Support

Tallega support plans provide unlimited access to a Tallega support specialists during regular business hours. Extended Support includes extended coverage to customers during off business hours, which provides a specialist response time of 2hrs.

Online Web Access

The Tallega Support Web site helps you resolve problems quickly on your own. Explore our *Knowledge Base*, review FAQs, and discover valuable tips and techniques. Exchange information with Tallega customers around the world through our Tallega forums.

Product Enhancement Program

Submit your suggestions and requests for enhancements in future product releases.

Call Reporting

An important part of solving your business problems is keeping you informed about what's happening with your account. Our Call Status Reporting service provides customers with regular summaries of all outstanding calls, as well as a report describing the solution to all resolved calls. This service is provided automatically to customers with Standard and Extended Support.

Customized Support Access

Our primary goal is to help prevent problems before they occur. Specialists review your current software use, hardware and software environment, and systems development and implementation plans to provide you with a customized training, project management, and development plan.

Remote Software Support

A Tallega specialist may initiate and perform remote diagnostics to facilitate problem resolution. Tallega performs remote support only upon receipt of your authorization.

Extended Coverage

Our Extended Coverage service allows you to contact Technical support 24 hours a day, 7 days a week. If your call is outside normal working hours, you simply call the number provided and a technician will return your call within the 2hr response time.