

EQUITRAC PARTNER SUPPORT SERVICES

Extended Support

We're Backing You Up

Increase Revenue While You Protect Your Customers' Investment.

To gain control of their printing and copying expenses, your customers expect maximum up-time and trouble-free operation from their Equitrac document accounting solutions. And they're counting on you to assure it. That's why Equitrac bundles a full year of support into the purchase price of Equitrac products sold by Channel Partners.

With Equitrac backing you up, and standing behind our solutions, you can offer your customers the peace of mind of timely software hot fixes and updates and hardware depot support throughout that crucial first year.

Now we offer more. Our recently improved Extended Support program makes it easy, affordable and profitable for you to offer your customers the benefit of genuine Equitrac hardware and software service for the life of a lease — up to five years.

More Support. For Less Work. At Less Cost.

Perhaps the best improvement we've made in the Extended Support program is lower cost. Now you can get up to 60 months of Equitrac Extended Support for what 34 months used to cost.

And instead of having to order an extension or renewal each year, one low price at the time of the original order gets you coverage for the life of the lease.

That makes it easier to provide your customers the support they need and generate the additional top-line revenue you want. Everybody wins.

How We Help Keep Your Customers Up and Running.

Toll-Free Software Support.

Sign up for Extended Support, and your pre-qualified technical staff can call Equitrac's expert engineers 12 hours a day for quick and efficient resolution of unlimited incidents. Our assistance may sometimes include workarounds or remote networked diagnosis of customers' systems.

24/7 Email Address.

Email your service requests to Equitrac's Technical Support Center 24 hours a day, 7 days a week. You'll receive a response by email or phone within six hours after receipt during Technical Support Center hours.

Software and Firmware Updates.

Get access to free incremental firmware updates from Equitrac for installation on customers' systems.

Hardware Depot Maintenance.

Extended Support increases coverage beyond the original hardware warranty period. So you can return defective hardware to our Hardware Depot for our choice of repair or replacement.

Get All the Support You Need.

For more information on the benefits of Equitrac Partner Support Services, contact Equitrac sales.

Availability of services may vary by geography. Equitrac Partner Support Services Terms and Conditions are available by request.

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