## Professional Support Plans

Passfaces offers a complete spectrum of maintenance and support plans ranging from business day coverage to 24 hour a day, seven day per week availability. No matter what plan you choose, our customer focused support team is committed to keeping your system up and running for your customers to use.

### Flexible Coverage Hours and Response Times

Our choice of plans offers flexible coverage hours that assure we are available when you need us. Our premium offering gives you continuous service and maintenance support every hour of every day. And because we guarantee response times, you'll know help is available without delay.

### Support Services During Integration

Passfaces offers you access to qualified support representatives for assistance during implementation. Depending on the plan you chose, you can have access to Passfaces Professional Services staff for up to 45 days. Our goal is to not only answer your technical questions, but to understand your business needs and ensure that Passfaces will do all that it can to meet your security objectives.

### Maintenance and Version Releases

Support programs include the latest Passfaces maintenance releases. And if you choose Support Plus or Premium Coverage, we'll supply you with the latest version of the software as part of our service coverage.

### passfaces™ — Plan Comparisons

| | Standard | Support Plus | Premium |
|---|---|---|---|
| **Support Coverage** | | | |
| Coverage | 8x5 | 10x6 | 24x7 |
| Response Time | Next Bus. Day | 12 hours | 4 hours |
| P1 Response Time | 6 hours | 4 hours | 1 hour |
| Support Contacts | 2 | 4 | 8 |
| On Line Case Entry | 24x7 | 24x7 | 24x7 |
| **Software Services** | | | |
| Pre-Integration Review | Yes | Yes | Yes |
| Maintenance Releases | Yes | Yes | Yes |
| New Version Releases | No | Yes | Yes |
| **Support Services** | | | |
| On-call Service Support | 15 Days | 30 Days | 45 Days |
| Additional Services Discount | 0% | 10% | 20% |

## Detailed Service Offerings

### Standard Support

Standard Support is included with the purchase of Passfaces and covers all basic maintenance and support requirements needed to assure that your system is available to your users. Standard support includes:

- Coverage Monday thru Friday, 9 AM to 5 PM EST
- Next day response for standard cases and 6 hours for Priority 1[1] cases
- 2 contacts from within your organization
- On-line case entry system available 24x7
- Pre-Integration Architecture Review and Analysis
- On call, remote professional service for 15 days
- Maintenance releases

### Support Plus

Support Plus is designed for those customers with large user bases. It features expanded coverage hours and increased response times. Support Plus includes:

- Coverage Monday thru Friday, 9 AM to 9 PM EST
- 12 hour response for standard cases and 4 hour response for Priority 1 cases
- 4 contacts from within your organization
- On-line case entry system available 24x7
- Pre-Integration Architecture Review and Analysis
- On call, remote professional service for 30 days
- Maintenance releases and new version releases
- 10% discount on services and training
- Available with license fees in excess of $500K

### Premium

Designed for very large global installations, Premium support is our most comprehensive service and maintenance offering. Premium Support includes:

- 24x7 Coverage
- 4 hour response for standard cases and 1 hour for Priority 1 cases
- 8 contacts from within your organization
- On-line case entry system available 24x7
- Pre-Integration Architecture Review and Analysis
- On call, remote professional service for 45 days
- Maintenance releases and new version releases
- 20% discount on services and training
- Available with license fees in excess of $1M

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[1] Priority 1 cases are those that indicate a production system is not available