



▣ The right support, right now

At iFAX Solutions, we believe in HylaFAX. And we want our customers to get the most out of their HylaFAX experience. Looking at the different types of support we offer, you'll see how easy it is for you to get the level of support that's right for your company.

▣ Annual Support

Whether you choose the value-priced option of our Basic Support plans or the 24x7 support offered in all of our Premium Support plans, you have three-tiers of support to choose from. You get the security of ongoing support while paying for only the coverage you need.

▣ Custom Support

Although our plans meet the needs of most companies, if you require more just let us know! iFAX Solutions can build a custom support plan for larger installations that includes on-site visits, periodic status calls or a dedicated support engineer.

▣ Per-Incident

Just looking for a some quick help to get you up and running? This hourly approach to support can help without the need to commit to an annual agreement.

▣ Installation Support

If you have decided to use HylaFAX, but need some assistance to install and configure it correctly, then iFAX installation support is right for you. For one fixed rate we will remotely install a copy of HylaFAX on your server, configure and test it to make sure everything is running properly.

▣ Maintenance Agreements

If you've invested in HylaFAX Enterprise Edition, why not protect that investment with an Annual Maintenance Agreement Edition. Customers can subscribe to a maintenance plan within 30 days of purchase for 20% of the cost of the software, per year. Maintenance subscribers will receive all updates and new versions of HylaFAX Enterprise Edition.

HylaFAX Support Annual Plans and Per-Incident Product Data Sheet

Annual Support Plans

	Basic 1	Basic 2	Basic 3
Incidents	4	8	16
Servers	1	1	1
Telephone Access	No	Yes	Yes
Min. Response Time	Immediate	Immediate	Immediate
Max. Response Time	2 business days	1 business day	4 hours
24/7 Support	No	No	No
Designated Customer Contacts	1	2	4
Term	1 year	1 year	1 year
Price	\$495	\$1,495	\$2,895

	Premium 1	Premium 2	Premium 3
Incidents	4	16	Unlimited
Servers	1	2	2
Telephone Access	Yes	Yes	Yes
Min. Response Time	Immediate	Immediate	Immediate
Max. Response Time	4 hours	2 hours	1 hour
24/7 Support	Yes	Yes	Yes
Designated Customer Contacts	4	Unlimited	Unlimited
Term	1 year	1 year	1 year
Price	\$2,895	\$9,995	\$19,995

Per-incident Support

An engineer will quickly review your situation and estimate how many hours will be required. You decide how much time you would like to pre-authorize, fax us a completed Per-Incident Support Form, including details of a major credit card (AMEX, Visa, MasterCard, Discover), and we'll get to work.

Rate: \$150/hour

HylaFAX Installation Package

Our HylaFAX experts have a great deal of experience in installing robust, reliable fax servers. In our experience, a typical install can require up to 6 hours of a senior engineer's time, and so we price our installation package to represent a considerable savings over our standard hourly rate.

Price: \$495

