

## CORPTAX Support Offerings

Your enterprise corporate tax solution represents a significant investment in the future of your organization. To be certain it meets your needs today and in the years ahead, it's important that you back it up with a high-quality support program. Included in the CORPTAX solution you've purchased, the Silver Support Plan helps you realize the full benefits of your software. CORPTAX is dedicated to helping customers succeed on all fronts and get the most value out of their tax solutions.

### Selecting the Right Support Offering for Your Business

To meet the business needs of all companies, we offer several multichannel support offerings that provide expert-level customer support, advanced Web tools, best practices and administrative knowledge to meet your business needs. The support structure provides you with a defined range of services, giving you the flexibility to determine the support level that best meets your needs. Service level agreements give you the opportunity to select and customize your level of support based on your specific requirements, allowing you to maximize the benefits of your licensed products.

	Silver	Gold	Platinum
Case Limit	Unlimited	Unlimited	Unlimited
Response Time	2.0 hours	1.5 hours	1.0 hour
Online Customer Portal	Included	Included	Included
Online Customer User Community	Included	Included	Included
Live Phone Support <sup>1</sup> (hours/day)	11/5	11/5	11/5
Toll-Free Access <sup>2</sup>	Included	Included	Included
Priority Case Queue	-	Included	Included
Support Account Management	Included	Included	Included
Support Webcasts	Included	Included	Included
24x7 on Severity 1 Technical Issues	Included	Included	Included
Health Check (Annual)	-	Yes	Yes
On-site Support Days <sup>3</sup>	-	1	2
On-site Support Days - Additional <sup>4</sup>	-	10% discount	20% discount
eLearning Subscription	-	1	2
On-site Training Days <sup>5</sup>	-	10% discount	20% discount
Users' Conference Seats	-	1	2

<sup>1</sup> 8 AM to 7 PM (Central), Monday through Friday, excluding holidays

<sup>2</sup> Available in the United States

<sup>3</sup> Travel Expenses for on-site activities will be billed separately

<sup>4</sup> Unlimited number days; requires prepayment

<sup>5</sup> Unlimited number days; requires prepayment

CORPTAX Online Support now includes a sophisticated knowledge management and support system that empowers you to quickly and independently find the answer to your question from our extensive knowledgebase. Online Support also provides an option to quickly transmit your documented issue to the appropriate product support specialist. Online Support increases your productivity by enabling you to overcome processing obstacles. It saves you time by offering a more efficient method of assistance, without ever having to wait for the “next available representative.”

## Platinum Support

Platinum Support is our most comprehensive support package, which more than pays for itself by combining all the services included with Gold Support with additional training opportunities and on-site assistance. In addition to all the benefits of Gold Support, you will receive the following benefits:

- Top priority case responsiveness
- Total of two named user eLearning subscriptions
- Total of two registered attendees to the 2010 CORPTAX Users’ Conference
- Higher discounts on additional on-site support and training days

## Gold Support

CORPTAX designed Gold Support to provide maximum value, a collaborative partnership and more personalized services. Having an experienced support professional on-site can mean the difference between success and frustration—for your users and your overall tax compliance and reporting needs. Gold Support more than pays for itself in terms of higher user adoption and increased business productivity. In addition to all the benefits of Silver Support, Gold Support provides:

- A 90 minute response time
- Assigned customer support representative or team of representatives
- Health checks to determine if your company is using CORPTAX to its full advantage
- A 10% discount for additional on-site support and on-site training days
- One named user eLearning subscriptions
- One registered attendee to the 2010 CORPTAX Users’ Conference

The additional learning opportunities ensure your users have a positive experience with CORPTAX, which is why many of our most successful customers select Gold or Platinum support.

## Silver Support

Silver Support includes 11/5 live phone support (excluding holidays), two-hour response time, the ability to create an unlimited number of support cases, and 24/7 access to our online support portal, which features advanced searching capabilities of our product knowledge bases and to our user community, CORPTAX Connect.

## Your Success

Because each customer has different needs, our support professionals work closely with their colleagues on the CORPTAX consulting and learning teams. Together, they provide access to additional resources to effectively manage your corporate tax processes.

**To find out which CORPTAX Support level is best for your organization, please call 800-966-1639 or visit our website at [www.corptax.com](http://www.corptax.com).**