

## 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 your 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 hours
Online Customer Portal	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 (ASP clients)	Included	Included	Included
Health Check (Annual)	-	Yes	Yes
On-site Support Days <sup>3</sup>	1	1	2
On-site Support Days - Additional	-	10% discount <sup>4</sup>	20% discount <sup>5</sup>
eLearning Credits <sup>6</sup>	-	3	6
Classroom Training Seats <sup>7</sup>	-	1	2
On-site Training Days <sup>8</sup>	-	-	1
On-site Training Days - Additional	-	10% discount	10% 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> Maximum of 3 days

<sup>5</sup> Maximum of 5 days

<sup>6</sup> Credit = 1 attendee for 1 hour

<sup>7</sup> Seat = 1 attendee for 1 training session

<sup>8</sup> Additional fees apply for >10 attendees; Out-of-pocket costs, including travel expenses, will be billed separately.

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
- Three additional eLearning credits
- One additional Classroom training seat
- One on-site training day for up to 10 attendees
- Higher discounts on additional on-site support and training days
- One additional seat to the 2009 CORPTAX Users' Conference

## **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% for additional on-site support and on-site training days
- Three credits for eLearning
- One Classroom training seat
- One seat to the 2009 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.

## **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).**