

Maintenance Policy

OLP customers have the option to purchase Maintenance at a cost of 18% of the standard volume price of the license for Dragon products and 15% of Net Full License value for all Imaging products. Maintenance is purchased annually and includes access to Technical Support, error corrections, software updates and software upgrades (future new releases of our product as they become available).

Requirements:

You can only purchase Maintenance for the latest version of a product. If you have older versions of the product, you must upgrade them to the latest version. If you choose to purchase Maintenance, you must purchase Maintenance for all copies of a product covered by the OLP agreement.

Maintenance Period:

Maintenance starts from the date the product was purchased from Nuance. Maintenance is purchased for a period of 12 months and the Maintenance Period ends on the anniversary date of purchase. You should renew Maintenance for another 12 month period before the Maintenance Period expires to ensure uninterrupted access to Technical Support and software updates and upgrades.

Maintenance Reinstatement:

If Maintenance was never originally purchased or the Maintenance Period has lapsed, you must reinstate Maintenance by purchasing Maintenance for the lapsed periods before you can purchase Maintenance for the next 12 month period. However, if a new product upgrade becomes available during the period which Maintenance lapsed, you must purchase the upgrade and start Maintenance from the upgrade purchase date.

Renewals:

All Renewal quotes or Maintenance inquiries should be directed to:

Renewals@nuance.com

Tech Support Information

Contact Information:

North America: Massachusetts, USA

Phone: 888-857-6064

Hours: 8:30-5:30 (EDT), Monday-Friday (excluding holidays)

Web Portal: <http://support.nuance.com/volumelicense/>

Support Process:

Designate a contact person(s):

The client should designate one or two people to be the liaison between Nuance Technical Support and the client's users of the software. This will allow the client's liaisons to become experts in the Nuance software and Technical Support process, as well as allow the Nuance Technical Support personnel to become familiar with the client's liaisons. This will increase the efficiency of the support process and in turn benefit both the Client and Nuance.

Contacting Nuance Technical Support:

A personal identification number (PIN) is generated and provided on the license certificate. The first time a designated person contacts Nuance Technical Support, he provides this PIN number and additional contact information for verification. All subsequent incidents reported by this contact will be documented and associated with the assigned PIN number.

Incidents:

For each issue that is brought to Nuance Technical Support, an incident will be created. This incident has a unique ID number and contains specific information about the issue. Nuance Technical Support maintains notes for all correspondences relating to a specific incident, so it is readily available to any agent who may need to work on a given issue.

Submitting Incidents via the Web:

Nuance provides the ability for a designated contact to submit incidents via the Nuance Web site. To do so, the contact must have a valid PIN (provided on the license certificate) with a valid maintenance contract. If there is a problem with the PIN, or if the designated contact has difficulty accessing the Web site, the customer can contact Nuance Technical Support to gain access to the Web portal.

Responses:

Nuance Technical Support Representatives strive to answer all issues on the first call. However, it is possible that an issue cannot be resolved over the phone. In these instances, the following process will be followed:

- **Known Issues:** If the issue in question has already been reported and cannot be answered, it is deemed “known.” These issues have already been reported to Nuance Development and are waiting a corresponding software update. Nuance Technical Support will attempt to provide alternative solutions to known issues until a software update is released.
- **Unknown Issues:** If the issue in question has never been reported, or the Technical Support representatives are unaware of the issue, then it is deemed “unknown.” These issues are escalated for further research. The response time for “unknown” issues is approximately two days and may require additional information to resolve. These issues are then either answered or passed to Development and marked as “known.”

Software Updates:

Software updates are released as needed to address issues that have come in from the field after a product is released. These updates will be made available via download or physical media when they are available. Additional information regarding a software update and what issues it addresses is posted to our Knowledge Base (<http://nuance.custhelp.com>).

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