



Sonexis Support Programs Overview

Whether you are a small, medium, or large enterprise, Sonexis™ is committed to maximizing the return on your conferencing investment. Sonexis offers a breadth of Customer Care services to ensure that your ConferenceManager operates efficiently, is easily accessible, and takes advantage of the most up-to-date system software.

Sonexis Customer Care offers support plans at the time of sale for 24 and 36 months with these features:

- > Proactive support program establishes a continuous process to keep your system up and running
- > Software subscription service that includes major upgrades, ensuring the latest functionality available
- > Customer Care Hotline available 24 hours a day, 7 days per week
- > Extensive support website with product documentation, software downloads, support requests, FAQs, and integration guides
- > Remote training classes for end user administration and installation functionality
- > Continuation of hardware warranty coverage

The Sonexis support plans are offered at a fraction of the cost of typical software maintenance plans and the software subscription guarantees that the system will grow with your needs. For example, if your company's traditional phone system becomes IP-based, a simple license key upgrade will transform your ConferenceManager into an IP-based conferencing system with absolutely no new hardware. Sonexis provides upgrades, such as the migration to IP or future releases involving enhanced applications, to you during the full length of the support plan, ensuring the maximum return of today's investment.

Invest once today and take advantage of the value that Sonexis Support Programs deliver to you every year.

Extended Care – Point of Sale		
EXCARE-36POS	36-Month Extended Care – Covers Hardware and Software repair. Plus Software Subscription (Invoiced Point of Sale)	\$210 per Port (Audio + Web)
EXCARE-24POS	24-Month Extended Care – Covers Hardware and Software repair. Plus Software Subscription. (Invoiced Point of Sale)	\$185 per Port (Audio + Web)
EXCARE-12POS-RENEW	12-Month Extended Care – Covers Hardware and Software repair. Plus Software Subscription. *Offered to customers with expired 36POS or 24POS (Invoiced Annually)	\$140 per Port (Audio + Web)
Extended Care – Post Sale		
EXCARE-12	Month Extended Care– Covers Software repair. Plus Software Subscription. Offered to customers who did not purchase Extended Care – POS (Invoiced Annually)	\$140 per Port (Audio + Web)



Sonexis

Knowledge Care

Sonexis strives to make your audio and web conferencing experience as efficient and intuitive as possible. After all, the more you use our system, the more you save from the elimination of pay-per-use or monthly contracts from service providers. So that your organization can have the best conferencing experiences possible, Sonexis offers multiple training opportunities to get you up and running as quickly as possible.

Sonexis Customer Care offers:

Remote Training –

Host Training – Our experienced Customer Care representatives will lead 3 host trainings within 30 days of your installation to get your user group up and running as quickly as possible. Your ConferenceManager will be used for all training sessions to give you a firsthand introduction of its capabilities.

Administrator Training – Customer Care and our pre-sales engineers will deliver one administrator training within 30 days of installation. The Administrator training will be delivered via your own system so that any immediate issues could be resolved during the training.

Customer Care Hotline –

The Customer Care Team is available to take your call from 8:00AM EST to 6:00PM EST for live answers to any questions regarding installation, administration, and end user questions. Access to customer care is available via hotline or e-mail.

Training Materials –

Depending on the size and geographic coverage of your system, Sonexis offers presentations and documentation to you after each training session for reuse within your company. After an initial "train the trainer" session, you will have all of the tools necessary to handle any further training necessary within your organization.

Customer Care Website –

After initial purchase, you will receive access to the Sonexis Customer Care Website, which provides a wealth of information to help you maximize your investment. FAQs, product guides, training presentations, and more are available with password-protected access.

Best Practices Advisor –

A quick start to the most beneficial features of the system and some ideas on how to optimize the Sonexis ConferenceManager around your collaboration needs.

As soon as you make an investment in the Sonexis ConferenceManager, we are ready and waiting to help you and your enterprise take advantage of the leading audio and web conferencing solution. Sonexis is committed to your success with a world class Customer Care team that strives to ensure that your experience with our products is second to none.

Sonexis, Inc.

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sonexis™
where all points meet