



Making Technology Matter

Open Text RightFax Support

MTM Technologies is your first line of support for your Open Text RightFax support needs. The MTM RightFax Support Agreement enables you to call MTM for RightFax support.

- Overview.** MTM is now part of the **Open Text Authorized Support Partner** program, an invitation-only program that puts MTM as the first and second lines of support for **ALL** MTM customers who own RightFax. Open Text and our customers understand the depth and breadth of MTM's decade of experience implementing, supporting, and training on RightFax solutions. MTM's Remote Support team includes field experienced and certified engineers of the highest caliber.

While Open Text offers a Direct Support Plan, customers who purchase this plan must call Open Text instead of MTM. The MTM RightFax Support Agreement is an add-on to the Open Text plan, allowing customers to extend support through MTM 8X5 (Mon-Fri) or 24X7 (nights, weekends, and holidays) to ensure your critical systems stay running.

- Service Components.**

- One number, one company to call for RightFax support.
- Level 3 consultant-class support staff with design, installation, and advanced troubleshooting experience.
- We employ advanced remote access tools featuring secure, encrypted, client-controlled, third party brokered sessions. As a result, we can provide collaborative screen-share troubleshooting sessions that conform to your internal security policy. Incident initiation and tracking is handled through your private account on the my.mtm.com client portal.
- Ticketed incident tracking and documentation.
- Toll-free technical support hotline directly into the MTM Support Center.
- Customized, secure Web portal for access to ticketing system and reporting.

- Assumptions.**

- Customer must allow SSL Connections via GoToAssist, GoToMeeting, or customer-provided remote access solution.
- Customer will provide the necessary resources with administrative rights for firewall, networking, and Citrix to assist with remote support activities, as necessary.
- Onsite or remote professional services to include patch management, application installation, and server upgrades are not included in this Agreement.
- MTM will staff a function (the "Remote Support Center") to act as the contact point, via email (support@mtm.com) and telephone (800-981-1112) for Customer's Designated Callers who require assistance in the resolution of problems, concerns, and questions related to the systems specifically selected on the Pricing Schedule, including such systems' underlying operating system software and related utilities (the "Supported Systems"). Calls to the Support Center will be answered in English.
- Service requests transmitted via email or online systems, during non-business hours shall be considered received by MTM on the next business day.
- MTM's obligation to provide the Services is dependent on the continued existence of Customer's license(s) to use the Supported System and, if such license(s) are terminated for any reason, MTM's obligation to provide Services for such Supported System component will cease automatically upon such license termination. For some incidents, resolution may be dependent upon Customer upgrading to the latest version of the applicable Supported System software.

- MTM reserves the right to validate client information and segmentation during the on boarding process. Critical discrepancies may require fee adjustments.
- At MTM's reasonable request, Customer shall perform problem determination and/or resolution activities, including performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- Customer is responsible for instituting and maintaining proper security safeguards to protect Customer's systems and data and procedures to reconstruct lost or altered files resulting from system failures.
- 24x7 Support available at an additional charge.
- You may choose to also purchase Open Text 24x7 Direct Support if you want MTM to be able to contact Open Text's Development Team on your behalf outside of normal business hours. With MTM's decade of experience with RightFax, it is rare, yet possible, that MTM would need Open Text developers to resolve a software bug. Without the Open Text 24x7 Direct Support Plan, contact to their Development Team would need to occur only during normal business hours.
- If MTM determines the cause of a particular issue requires onsite professional services, additional hardware, server rebuilds, or LAN/WAN services, these projects will be proposed separately as they are out of scope. If Customer does not perform remediation based on our recommendations, then MTM reserves the right to close the incident until such time as systems become supportable.
- This Agreement is subject to, and SLAs defined by, MTM Managed Services Terms, which are posted at <http://www.mtm.com/managedservicesoperations>. Customer must initial below to indicate they have read and accept the MTM Managed Services Terms.
Initials: _____

- Terms and Conditions.** This RightFax Support Agreement is subject to and governed by the MTM Technologies Services Agreement between Customer and MTM, or, if Customer and MTM have not executed a Services Agreement, the terms of MTM's standard Master Agreement, which is posted at <http://www.mtm.com/terms> and a copy of which is available upon your request (in either case, the "Master Agreement"). This RightFax Support Agreement shall be considered a "Sales Order" for purposes of the Master Agreement. Customer must initial below to indicate they have read and accept the MTM Master Agreement.

Initials: _____

- Billing Terms.** MTM's billing terms for Open Text RightFax Support Uplift Agreement are as follows:

Project	Rule
Open Text RightFax Support Uplift	Billed in advance and due and payable within 10 days of receipt of invoice.

- Initial Term.** Notwithstanding anything in this Agreement to the contrary, the initial term of this Sales Order is defined in the Service Description and Rates section of this document and commences from the Activation Date ("Term"). The Sales Order Term will renew automatically for successive twelve (12) month periods (each a "Renewal Term") unless either party provides written notice to the other party of its intent not to renew at least sixty (60) days prior to the expiration of the Term or the then current Renewal Term. Customer agrees not to unreasonably delay the Activation Date.

Expert support from a recognized national leader in Open Text RightFax infrastructure design, deployment, and consulting.

With remote support from MTM, your IT staff gains access to our certified technologists, creating a virtual network of technical talent at all levels. MTM's remote support team is a virtual extension of your staff, and we help you consolidate myriad support programs under one easily-managed contract that supports both systems and servers.

Service Descriptions and Rates.

Product	SKU	Period	Cost
Open Text Rightfax Support	MTM-SUP-REM	1 Year	\$1,022.35
Open Text RightFax 24x7 Uplift	Not Selected		\$0.00
Contract Total			\$1,022.35

- Customer Acceptance.** Please sign below indicating your agreement to the above terms and to indicate acceptance of this RightFax 24x7 Support Uplift Agreement.

Agreement Date	February 23, 2013	Customer	Hidalgo County
MTM Opportunity #	313871-1	Contact Name/Title	Eli Garcia
MTM Account Manager	Tom DiMatteo	Customer Signature	_____
MTM Fax #	(201)558-7388	Signature Date	_____