IPG Enterprise Software Support
Customer Support Terms and Conditions

With over 20 years of excellence and experience, IPG Enterprise Software Support provides comprehensive technical support and updates. Your IT staff will have fast, reliable access to well-trained experts who provide advice on your software features, problem identification, diagnosis and resolution. Our team provides more than post-sales support to maintain your environment – we contribute to optimized uptime, reduce the Total Cost of Ownership (TCO), and drives efficient business outcomes.

Features	Specifications
Software covered thru HP's "9x5 Extended" Support Offer	The '9x5 Extended' support is HP's single and recommended support offer for the following HP software products: • HP Exstream Design and Production • AFP Studio • HP Exstream Remote Collaboration • Live/Interactive Documents • HP Output Server • Smart Office Delivery for the HP Output Server
Support Hours	Severity 1* - 24 hours per day. Monday-Sunday, including holidays Severity 2, 3, and 4 – Monday through Friday, 8:00am thru 5:00pm for local business hours and local business days for the region in which the support contract resides.
Ways to Access Technical Support	Customers can submit cases via: Software Support Online (SSO) – available 24 hours a day, 7 days a week

Languages	Customer support assistance is available in several languages. HP can normally provide support for its products in any of English, Dutch, French, German, Italian, Spanish or Portuguese. Depending on engineer availability, support may additionally be available in other languages. Support out of prime local business hours may be provided in English only.
Response Time	Response goals are 2 hours, 6 hours, 8 hours and 1 business day for Severity 1 thru 4, respectively. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.

*Note: For a Severity 1 issue, HP provides 24x7 support for issues creating either a total disruption of production or other critical business impact. In these situations the on-call technical engineer will make contact within 2 hours via information provided by the customer to the support service desk administrator or logged directly into HP online software support (SSO or ITC).