

Progress Software provides an effective and affordable means for customers of Progress Application Partners to receive after-hours technical support coverage for their Progress products.

HIGHLIGHTS

Partner After-Hours Support provides you with around-the-clock coverage.

You'll get answers to your critical Progress product questions outside your application provider's normal hours of support.

FEATURES AT A GLANCE

- After-Hours support for your Progress products 365 days per year (including holidays)
- Direct access to experts after-hours for critical Progress product issues
- Coordination with your application provider the next business day to ensure "continuity of support" for your Progress products

In today's competitive and global economy, most companies are required to be up-and-running 24 hours a day. If your business has 24/7 needs, but not 24/7 support, then Progress Software's Partner After-Hours Support can provide the support you need when you need it.

Partner After-Hours Support provides you with the ability to purchase support from your Progress-based application provider to gain direct access to Progress Technical Support for after-hours support for your Progress products.

Progress After-Hours Support is meant to augment the support provided by your application provider after the end of their normal business hours.

All of your after-hours support calls will be handed off to your application provider by Progress the next business day. This special coordination is meant to ensure that your application provider is aware of all your support issues, and to provide a continuity of support from both companies.

Progress After-Hours Support is a value-added support service available for the Progress products that are in *the active or functionally stable* phase of the product lifecycle.

This support will be provided for the Progress database and other Progress

products, but does not provide support for the application from your application provider.

Components of Partner After-Hours Support

You will have direct access to Progress Technical Support at the end of your application provider's normal business day for 'database down' and business critical issues for your Progress products. You will be provided with a special telephone number for direct access to senior level Progress engineers. Any employee who may contact Technical Support should be trained and qualified² to work with Progress products.

The following support deliverables are included*:

- After-hours support: 7 days per week access to a Technical Specialist, including holidays (English language only)
- One hour guaranteed call back
- Unlimited calls & contacts
- Continuous effort for business critical issues
- Problem isolation, reporting, and tracking
- Problem escalation management
- Remote diagnosis of technical situations

In addition, the detailed call handling process will work to:

- Hand off the support incident to your application provider the next business day
- Submit your service requests via special direct-to-Progress telephone number

- Provide a determination by Technical Support if your issue is Progress product related

Progress Partner After-Hours Support: your application provider and Progress working together to provide you with the support coverage you need, when you need it.

For more information on Technical Support options, please contact your application provider directly.

* Technical Support is limited to Progress products only and requires that the end user has a current maintenance contract directly with their Application provider.

1. For product life cycle phase definitions visit <http://www.progress.com/products/lifecycle.pdf>. Retired product support is provided on a best effort basis with no software Service Pack.
2. Qualification means that your contact/s would have typically completed training on 'Database and Systems Administration' from Progress Education Services.

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