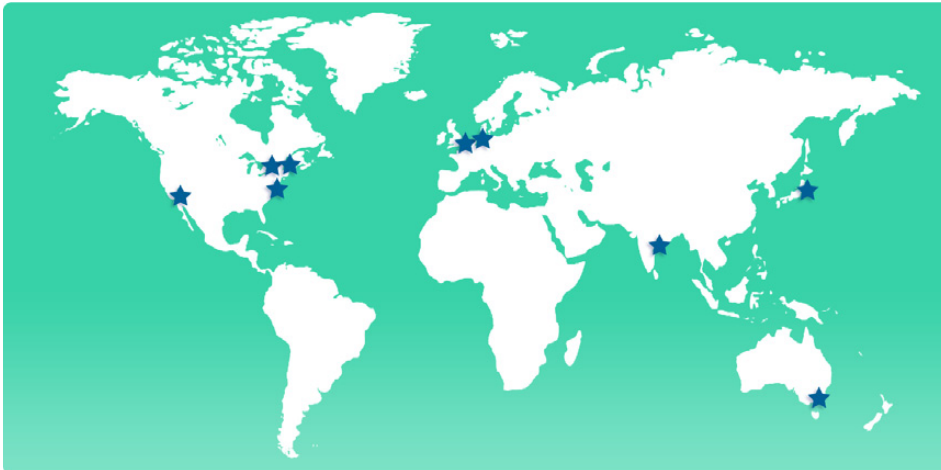


PROGRESS

WORLDWIDE TECHNICAL SUPPORT OFFERINGS

Progress offers round-the-clock, personalized, and electronic support services to our customers and partners. We have a truly worldwide operation, with Support Centers running in the USA, Canada, Australia, Japan, United Kingdom, Netherlands and India.



Progress offers three primary tiers of technical support and maintenance. Each with a valuable mix of personalized and electronic support capabilities

HIGHLIGHTS

- > Tiered support services
- > Support centers located around the world
- > Electronic Knowledge Center for self-service
- > Access to our on-line Developers Network and related Web sites
- > Electronic software download capability

PRODUCT LINES SUPPORTED

- > Progress® Actional®
- > Progress® Apama®
- > Progress® DataXtend®
- > Progress® ObjectStore®
- > Progress® OpenEdge®
- > Progress® Sonic®

designed to meet the individual needs of our clients. Our three Technical Support and Maintenance offering tiers are:

- > Mission-critical Support
- > Extended 24x7 Support
- > Basic Maintenance

All Technical Support tiers share a common infrastructure for Hotline, Email, and Webbased access to technical support personnel and other Progress support tools and resources. By accessing our Support Knowledge Base and problem tracking systems, you can learn about product capabilities, monitor issues, and escalate needs via the Web. Our Technical Support structure provides remote diagnostic capability, which helps to provide faster problem isolation in many situations without requiring on-site support visits. Our Progress Software Developers Network (PSDN) and product-oriented Web sites provide access to whitepapers, articles, downloads and Web-based seminars for education and sharing among developers. Our new Progress Alerts and Notification System allows you to subscribe to receive notification of critical problem alerts, known solutions and new release availability via automated Email distributions. Progress also provides Electronic Software Download (ESD) capability to rapidly make available software, fixes and upgrades.

MISSION-CRITICAL SUPPORT

This is Progress Software's most comprehensive level of support. This offering provides our customers with access to a live Technical Support Engineer, or a maximum 30-minute call back around the clock. Mission Critical is designed for those environments where downtime must be minimal. We do this by being both proactive and personalized in our approach, which will help you to maximize your investment in Progress technology. Mission Critical includes all of the services available in Extended 24x7 Support and Basic Maintenance, but with higher service level objectives and content. A key feature of this offering is the assignment of a Technical Account Manager (TAM) to coordinate your Technical Support relationship with Progress. Your assigned TAM will maintain familiarity with your Progress installation environment. Your TAM will also provide continuity of support

and an escalation coordination role across all product lines. This support tier includes: annual on-site visits, quarterly service level review conference calls, and executive service level reports, all to ensure continuity and proper focus on issues specific to your business priorities. In situations where there are round-the-clock support requirements, you can purchase additional regional Technical Account Manager support to cover multiple time zone needs. Note: You must purchase the Extended 24x7 Support tier as a pre-requisite to purchase Mission Critical Support.

EXTENDED 24x7 SUPPORT

This is Progress Software's mid-level support offering. It is designed to provide our customers with a live Technical Support Engineer or a maximum 1-hour call back, around the clock. With our Extended 24x7 support offering, you can optimize use of important IT resources, by enabling your staff to access Technical Support outside of normal business hours. This tier of support includes: priority queuing of reported issues, time based escalation of unresolved problems, and direct access to senior level technical support engineers. This support offering is designed to provide round-the-clock support, and easy access to senior level support staff.

BASIC MAINTENANCE

This is Progress Software's basic level of maintenance and technical support. This tier provides business hours access to Progress Technical Support and on-line access to key Progress technical information. Our Basic Maintenance tier provides value-added maintenance and support for Progress products that are in active or functionally stable phases of the product life cycle. As with higher tiers of support, this tier includes access to: Hot-line, Email and Web-based support options, Knowledge Center access for self-service, access to our Developer's Network, and access to Electronic Software Download (ESD) System.

PROGRESS SOFTWARE TIERED SUPPORT OFFERINGS			
Features	Mission Critical	Extended 24x7	Basic Maintenance
Direct contact with a live Technical Support Engineer, or call back within (1)	30 Minutes	1 Hour	4 Hour
Personalized Support & Services			
Designated remote Technical Account Manager (TAM)			
<ul style="list-style-type: none"> - Orchestrates your cases within Progress - Coordinates access to product management as appropriate - Knowledgeable of your business & technical implications of your problems - Receives notification of issue escalations 	•		
One TAM site visit per year to discuss support needs	•		
Quarterly personalized conference call	•		
Quarterly executive tech support summary report	•		
Customer installation profile held by Progress	•		
Access to electronic training	•		
Direct access to senior level support engineers (2)	•	•	
Technical Support Services			
Priority queuing of support calls via phone	•	•	
Automated time-based escalation of support requests	•	•	
24x7x365 access to Technical Support	•	•	
8x5 access to Technical Support	•	•	•
Submission of service requests by telephone, email and Web	•	•	•
Remote diagnosis of technical situations & problem isolation	•	•	•
Electronic Support			
Critical problem alerts	•	•	•
Web access to Progress Tech Support for logging, updating, tracking and escalation of service requests	•	•	•
Web access to technical white papers	•	•	•
Web access to Electronic Download Center (ESD)	•	•	•
Web access to Tech Support Knowledge Base	•	•	•
Progress Software Developers Network (PSDN)			
PSDN Online provides in-depth technical content including white papers, articles, downloads, live Web seminars with experts, discussion forums, and code samples on all Progress products and technologies as well as access to product roadmaps (3)	•	•	•
Software Services			
License Investment Protection/License Trade-in Value (2)	•	•	•
Access to new software releases, service packs and patches	•	•	•

UPGRADING MAINTENANCE AND SUPPORT

You may upgrade from one support tier to another at anytime.

CONTACTING TECHNICAL SUPPORT

For more information regarding how to contact Technical Support, please contact your local Progress sales office or visit us at http://progress.com/support_main.

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

WORLDWIDE HEADQUARTERS

Progress Software Corporation, 14 Oak Park, Bedford, MA 01730 USA
Tel: +1 781 280-4000 Fax: +1 781 280-4095 On the Web at: www.progress.com

For regional international office locations and contact information, please refer to the Web page below:
www.progress.com/worldwide

Progress, Actional, Apama, DataXtend, ObjectStore, OpenEdge, Sonic, Progress Software Developers Network and Business Making Progress are trademarks or registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and other countries. Any other trademarks contained herein are the property of their respective owners. Specifications subject to change without notice.

© 2007-2009 Progress Software Corporation and/or its subsidiaries or affiliates. All rights reserved.

Rev. 11/09 | 6525-128658

