

# IMM Support Guidelines

## Contents

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<b>Technical Support</b> .....	<b>3</b>
Contacting Support .....	3
Call Triage .....	3
Support Hours .....	4
Business Hours Procedures .....	7
After hours Procedures .....	7
Sunset Products .....	7
Who Should Contact Support? .....	8
Our Contact Back to You .....	8
Data Collection & Security .....	9
Backups (& System Images) .....	9
3rd Party Software.....	10
3 <sup>rd</sup> Party Software Lifecycles.....	10
Impacts on IMM Products .....	10
What does this mean to you? .....	10
Scheduled Work .....	11
“No-Shows” for Scheduled Work.....	11
<b>Support Types and Annual Maintenance</b> .....	<b>12</b>
Normal Support.....	12
Billable Support.....	12
Dedicated Support.....	12
What is not included in AM.....	13
Support Related .....	13
Installation Related .....	13
Other .....	13
All Products .....	14
eTeller Check21 .....	15
eReceipts .....	15
<b>Product Support Matrix</b> .....	<b>16</b>
“Normal” Product.....	16
“End-of-Life” Product.....	16
No-Cost Support .....	16
Paid Support .....	16
Updates & Patches.....	17
Upgrades .....	17
Software Reinstallation.....	17
<b>Rate Chart</b> .....	<b>18</b>
<b>Questions?</b> .....	<b>19</b>

## Technical Support

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This document discusses:

- How to contact us in the event that you need support
- What to expect from us
- What is expected from you
- What is (and is not) covered by standard support

### Contacting Support

**Telephone** 800-836-4750 Option 3  
**Web Form** \* <http://www.immonline.com/supportrequest/>  
**E-mail** \* [support@immonline.com](mailto:support@immonline.com)

\* Urgent, time sensitive and after hours support requests should always be placed via the support phone number. E-mail and Web support requests are handled at a *lower priority* level and are only monitored and responded to during normal business hours (see [Support Hours](#) below).

Support calls and e-mails should not be sent directly to a support representative, unless you are working on an open support ticket with a specific representative. New requests sent directly to a support representative will, in most cases, significantly delay your issue resolution.

### Call Triage

Technical Support Calls are answered in the order in which they are received. When multiple calls are waiting, we triage calls and handle issues in order of severity (the most severe first).

Issues involving Production / Live systems are prioritized ahead of systems which are not yet Live, or are Training, Test or Lab environments.

The following production related issues will always be considered immediate production support issues:

1. Oracle Database down
2. Inability to generate Cash Letter (ECL)

## Support Hours

Support hours and expected resolution timeframes may change without notice.

Support Hours		
Support Type	Days	Schedule
<b>Standard Support</b>	Weekdays	8:30am to 5:30pm ET
<b>After-hours Support</b>	Weekdays	5:31pm to 12:00am ET (Check21) 5:31pm to 10:30pm ET (All other products)
	Saturday & Sunday	8:30am to 10:30pm ET
	Holidays **	8:30am to 10:30pm ET
<b>Sunset Products</b>	Weekdays	8:30am to 5:30pm ET (excluding holidays)

\*\* Holiday support is billable at the then current after-hours installation support rate.

Below is a list of the current Holidays, please note this list may change year to year:

*Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Day, New Year's Day*

Issue severity and expected response times are outlined in your Software License Agreement (SLA) and/or your License Agreement (LA) as well as below.

Response Times / Non-eTeller Check21 Products					
Support Type	Available	Contact Information	Level 1	Level 2	Level 3
<b>Standard Support</b> (24-48 hr feedback)	8:30 am-10:30 pm ET M-F	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>	X		
<b>Level 2 Support</b> (24-48 hr feedback)	8:30 am-10:30 pm ET M-F	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>		X	
<b>Level 3 Support</b> (24 hr response)	IMM Support Team will contact IMM Support Management Team (SMT) in a Level 3 situation	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a> IMM escalates to SMT and Development			X
<b>Document Support*</b>	8:30am – 5:30 pm ET M-F (Standard Hours Support only)	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>			
<b>Sunset Products</b> (next business day)	8:30am – 5:30 pm ET M-F (Standard Hours Support only)	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>			

### Host System Support

The call is received by the host system support department, an Incident Ticket is opened and the problem is then forwarded to IMM Support.

### Level 1 Standard Support

Telephone and WebEx support and initial troubleshooting. Level 1 Support covers support for all installations of the IMM Product and basic support issues/questions. If Level 1 Support is unable to resolve or closeout the situation, then the support ticket is escalated to Level 2 Support. The goal of Level 1 support is to immediately resolve issues.

**Level 2 Support**

Telephone and WebEx support starts at the point Level Support 1 ends, with all issues that cannot be resolved because of technical considerations. The Level 2 support goal (when possible) is to resolve issues immediately. If IMM determines the issue is an error, bug or functional issue that causes the system to be inoperable or inaccessible and cannot be resolved with a work-a-around or fix, then the issue is escalated to Level 3. If such fix is available, then IMM resolves the issue as soon possible.

**Level 3 Support**

Telephone and WebEx support of all errors, malfunctions or bugs that cause a major issue and can't be resolved at Level 2 Support, where no work-around is available.

**\*NOTE:** Documents covered under annual maintenance will receive support with uploading and/or minor document questions. If the issue involves mapping and/or design changes, the call will be directed to the Administrative Team for proposal preparation. Please refer to our Document Pricing Guidelines for billing rates on documents either covered or not covered by annual maintenance.

eTeller Check21 Products					
Support Type	Available	Contact Information	Level 1	Level 2	Level 3
<b>Standard Support</b> (24-48 hr feedback)	8:30 am-12:00 am ET M-F	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>	X		
<b>Level 2 Support</b> (24-48 hr feedback)	8:30 am-12:00 am ET M-F	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>		X	
<b>Level 3 Support</b> (24 hr response)	IMM Support Team will contact IMM SMT in a Level 3 situation	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a> IMM escalates to VSoft			X
<b>Sunset Products</b> (next business day)	8:30am – 5:30 pm ET M-F (Standard Hours Support only)	800-836-4750 Option 3 <a href="mailto:support@immonline.com">support@immonline.com</a>			

**Level 1 Standard Support** Telephone and WebEx support and initial troubleshooting. Level 1 Support covers support for all installations of the IMM Product and basic support issues/questions. If Level 1 Support is unable to resolve or closeout the situation, then the support ticket is escalated to Level 2 Support. The goal of Level 1 support is to immediately resolve issues.

**Level 2 Support** Telephone and WebEx support starts at the point Level Support 1 ends, with all issues that cannot be resolved because of technical considerations. The Level 2 support goal (when possible) is to resolve issues immediately. If IMM deems it necessary to escalate the resolution of the issue, FISERV will be contacted on behalf of the customer as per escalation process. If IMM determines the issue is an error, bug or functional issue that causes the system to be inoperable or inaccessible and cannot be resolved with a work-a-around or fix, then the issue is escalated to Level 3. If such fix is available, then IMM resolves the issue as soon possible.

**Level 3 Support** Telephone and WebEx support of all errors, malfunctions or bugs that cause a major issue and cannot be resolved at Level 2 Support, where no work-around is available.

## Business Hours Procedures

Depending on call volume, your support call may be answered by a support representative or if all support representatives are currently helping other customers, your call may be answered by voice mail.

If your call is answered by voicemail, it is important that you leave a clear message with the following details:

- Your name
- Your Institution's name
- A call back phone number, cell phone number as an alternate
- How long you will be at this number
- Your e-mail address
- A short description of the problem

Failing to leave a message when your call goes to voicemail, will delay the resolution of your issue.

## After hours Procedures



After hours support is only available by telephone. E-mail requests that come in after hours will not be seen until the next business day and are handled at the lowest priority level.

Calls are handled in the order in which they were received and according to our standard Triage procedures.

When calling IMM for support after our Business Hours, your call will be redirected to an After-Hours operator who will take the following information from you:

- Your name
- Your Institution's name
- A call back phone number
- How long you will be at this number
- Your e-mail address
- A short description of the problem

It is crucial that you provide a phone number with which we can contact you. It is often the case that customer phone systems, in after-hours mode, prevent us from reaching the person that called us. We recommend that you provide us with a cell phone number for all after-hours calls to ensure that we are able to contact you.

## Sunset Products

Sunset (or end-of-life) products are those that have reached the end of normal product support.

1. These products are not covered under annual maintenance and all support time is billable at \$320/hour.
2. Support is provided based on the hours and response times listed in the product matrices above.
3. IMM will attempt to support your Financial Institution, but code level fixes are not provided for sunset products and all issues may not be resolvable.

Continued use of sunset products assumes risk of both cost and downtime to your organization. We urge you to contact IMM to upgrade to a fully supported product version.

## Who Should Contact Support?

We recommend that the Institution's internal support staff contact IMM Support for issue resolution. In order to expedite the support action of your call, please make sure the individual contacting support has full knowledge of the IMM product(s).

The person calling for Technical Support will need to have the following knowledge and abilities:

1. Full details about the problem being reported.
2. Knowledge of the institutions policies, procedures and practices.
3. An understanding of the infrastructure that we will need to interact with.
4. Access to the server (physical or remote) that we will need to access, with logon credentials at an administrative level.
5. Able to request additional help from the Institution's support staff.

If the person contacting support does not have access to the above resources at the time of the Support call, we may not be able to resolve your issue.

## Our Contact Back to You

Support is provided by telephone, e-mail and WebEx, as is appropriate for each call. Your internal staff should be prepared to connect to a WebEx session so the support representative may directly interact with your system and provide troubleshooting assistance.

Your ability to join a WebEx session is via <https://immonline.webex.com>

The IMM Support representative will provide a WebEx support session number.



## Data Collection & Security

The Support call information will be entered into IMM's Service Call Database and tracked until the issue is resolved. Information about resolved calls is maintained for reference purposes.

To troubleshoot your issue, we may collect additional information, including but not limited to:

1. Data files
2. Database dumps
3. Logs
4. Screen images

To troubleshoot document mapping and LiquidOffice related issues, we may collect additional information, including but not limited to:

1. XFM and PDF file
2. XFM data file along with the screenshot of where the data is entered
3. LiquidOffice Version
4. Adobe Reader version
5. IMM eSign/DM version



When transferring this data to IMM, it should be sent via our secure file delivery system: <https://webdl.immonline.com/filedrop/support@immonline.com> or if already working with a support person, they will provide their personal Webdl box link.

## Backups (& System Images)

It is your responsibility to protect the server installation with backups, which will allow you to recover the system in the event of a catastrophic server failure.

We highly recommend that you have periodic full system backups (which are restorable to a bare metal server) and daily data backups.

Backups are crucial in helping you avoid:

1. Data loss
2. Business Downtime
3. Reinstallation Expense

IMM allows your financial institution to make one (1) additional copy of the Software only for backup or archival purposes. If that license is used for business continuity purposes or for a permanent testing/training area, proper licensing is required, in which case, please contact AdminOps for pricing. IMM does not provide disaster recovery software to backup or image a server. Please contact your backup software or disaster recovery vendor for assistance in using their product to backup and/or recover your server.

IMM does provide support after you have performed a restoration to ensure that your system is fully functional.

### 3rd Party Software

IMM's software relies on numerous other software packages from 3<sup>rd</sup> parties, which range from Operating Systems to applications. Some of these directly interact with, or govern how IMM's software runs and others provide supporting functions. This section gives general guidance on what is and is not supported for use with IMM's software.



This section is not the place to find details about versions/sub-versions of software that work with any given IMM product. Each IMM product has its own requirements documentation, which must be referred to for this information.

This section does lay out the policy of IMM on generally how to know what software will and will not be supported for use with our products, based on that software's lifecycle.



It is important to note that "*what software will and will not be supported for use with our products*" does not imply that IMM provides direct support for the 3<sup>rd</sup> Party applications. That support is provided by each company that produces the software (e.g. Microsoft provides support for Windows Server 2012R2, not IMM).

### 3<sup>rd</sup> Party Software Lifecycles

Each company that produces software publishes information about the software's lifecycle for the purpose of defining when it will be actively sold, supported and discontinued.

Some examples (at the time of this documents publishing) of other parties support lifecycles are listed below:

- Adobe [http://www.adobe.com/support/programs/policies/policy\\_enterprise\\_lifecycle.html](http://www.adobe.com/support/programs/policies/policy_enterprise_lifecycle.html)
- Citrix <http://www.citrix.com/support/product-lifecycle>
- Microsoft <https://support.microsoft.com/en-us/hub/4095338/microsoft-lifecycle-policy>
- VMware <http://www.vmware.com/support/policies/lifecycle/>

For any questions on the lifecycle of a 3<sup>rd</sup> Party Application, please contact the company that publishes it.

### Impacts on IMM Products

During a 3<sup>rd</sup> Party's lifecycle schedule, each software version eventually reaches End of Maintenance (called various things by different vendors), where the software developer no longer actively supports and develops fixes for the product. At that point, IMM can no longer effectively support our products with that version of the 3<sup>rd</sup> Party software because they no longer make changes to the product to fix issues that arise.

Since the nature of IMM's products make them business critical, we (and you) must have the ability to obtain support and assistance from all 3<sup>rd</sup> Parties that our software may depend on or you are at risk of experiencing operational impacts.

### What does this mean to you?

IMM's goal is to provide quality, uninterrupted support to your organization. To ensure that we are able to achieve that goal, it is critical that you keep supporting products up to date and ***within the supported versions for the given IMM product***, whether that is an OS, a Hypervisor, a document reader or any of the other various pieces of software that are used in conjunction with your IMM products.

IMM will not install or support IMM products to be used with 3<sup>rd</sup> Party applications that are outside the maintenance cycle of the 3<sup>rd</sup> Party software publisher.

## Scheduled Work

Various kinds of activities are scheduled with you and IMM resources associated with work that is provided under AM. Examples are Installation sessions, Training, Project meetings, etc.



There are some exceptions which involve 3<sup>rd</sup> Party software, where upgrades are billable. Speak with Support to know if your upgrade is covered by AM.

## “No-Shows” for Scheduled Work

IMM requires 24 hour notice for cancelation of scheduled appointments. Last minute cancelations and second no-shows become billable for the length of time, and is billed in 4-hour increments of \$475.

## Support Types and Annual Maintenance

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Annual Maintenance (AM) is mandatory based on our SLA and/or LA for use of our software, to get support for that product, and to receive updated software versions (upgrade labor may or may not be included depending on the software).

There are things which are not included in AM and it is important to understand what not to expect Support to do (or at least not to do without an additional charge).

Tasks which are not covered under AM will be priced based upon the scope of the request and expertise level required. When a task is determined to not be covered by AM as a technical support task, you will be notified and directed to our AdminOps team for proposal preparation.

The following section describes normal support (covered under AM) and billable support. If the client wishes to have IMM perform tasks that fall under billable support, the following is required:

- A signed proposal
- The scheduling of an appropriate support representative

### Normal Support

Normal support is handled on-demand, during our published support hours, for work that is covered under product AM. It is provided at no additional cost under the conditions laid out within.

### Billable Support

On demand support that does not qualify for coverage under AM is billable at \$320/hour. See the following sections for examples of what would be billable.

### Dedicated Support

Dedicated support is billable and is support that you arrange in advance for assistance with an IMM product.

1. Must be scheduled at least 2 weeks in advance but the farther ahead it is scheduled the more likely a resource with the correct skills will be available.
2. Will not be scheduled unless a signed proposal for the time has been returned to IMM.
3. Will be quoted as an estimate based upon the type of work to be done and the desired time that is being scheduled (e.g. afterhours is billed differently than during operating hours). All dedicated support engagements will be billed in 4-hour increments.

## What is not included in AM

### Support Related

1. Onsite Support
  - a. Requiring a technician to be onsite to provide support.
2. System Operations
  - a. Performing tasks normally performed by the Financial Institution as part of use and maintenance of the product.
  - b. Labor related to repairs due to lack of customer maintenance.
3. System Administration & Maintenance
  - a. Performing tasks normally performed by the Financial Institution as part of use and maintenance of the product.
  - b. Labor related to repairs due to lack of customer maintenance.
4. Re-training
  - a. Re-training for completed installations.
5. "Other" Software or Hardware
  - a. Support for any software or hardware that IMM did not sell to you.
6. Users and Passwords
  - a. Changes for users, permissions or passwords.

### Installation Related

1. Disaster Recovery (Physical or Virtual Servers)
  - a. Installation
  - b. Testing
2. Afterhours Installation
  - a. Installations or Support of Installations outside of IMM's Standard Support Hours.
3. Patching
  - a. Installation of patches
  - b. Repair of systems due to customer applied patches
4. Re-installation
  - a. Installation on the same or new server for previously installed products.
5. Server Migrations.
  - a. Physical to Virtual (P2V)
  - b. Physical to Physical (P2P)
  - c. Virtual to Virtual (V2V)
  - d. Virtual to Physical (V2P)
  - e. MySQL to SQL
6. Operating System Upgrades
7. eTeller Check21 Software Upgrades
8. Client Workstation Installation or Upgrades
9. "No Shows" for Scheduled Installations and Upgrades

### Other

1. "End-of-Life" / Sunset Product Support
  - a. Any and all labor for products which have reached their end of life date.

Here are some example scenarios of tasks that are not covered under AM (your paid IMM product support):

### All Products

*“I’m locked out of my account, and need my user id unlocked.”*

Unlocking users is a normal part of your system administration. Administrators inside your own institution will be able to fulfill this request. The Financial Institution support group should be on call to assist your staff for lockout issues.

*“Our administrator account is locked out and I need you to change the password. There is no one else who can do it.”*

Unlocking users is a normal part of your system administration. Administrators inside your own institution will be able to fulfill this request. One of your support people should be on call to assist your staff for lockout issues.

In the event that we do unlock an admin account because there are no working admin accounts, we will only unlock an administrator account if someone that is known to be an admin contacts us. If our staff is in doubt, they will not do it. Contact your Admin and they will contact us.

*“Our support people are unavailable but I need help with <fill in the blank with something normally done internal to the Financial Institution>.”*

IMM support is not a substitute for your internal operations or your administrative staff. It will be expected that the Financial Institution’s own support staff will field these issues, or, alternately it can be done through paid support with IMM.

*“My system is running really slowly.”*

It is possible that this could fall into normal support if it is due to a defect in our software but based on the calls we receive, we know that statistically it is most often due to normal maintenance not being performed. Defragmenting, purging and rebooting (among the most common) are all possible causes if they are not being done on a regular basis. Your internal support personnel need to carefully examine the system for reasons related to a lack of regular system maintenance before calling upon IMM Support. If IMM Support finds unacceptable conditions on the system (like heavy fragmentation, full drives, etc), before continuing, they will ask that those conditions be rectified and will need validation that the same issues persist.

*“We ran out of disk space and the server stopped working.”*

Part of normal maintenance on any server is tracking hard drive free space and allocating more space (or purging) as is necessary. We recommend using one of the many 3<sup>rd</sup> party products that will monitor free space and alert you when a minimum level is reached. Alerts should be set for minimum space on all drive partitions on all servers running IMM products.

*“Help! Our server crashed.”*

While not impossible (strictly speaking), it is very unlikely that a previously functional server has crashed due to our software. We will definitely be there to assist and determine if something in our software needs fixing. However, experience tells us that the overwhelming cause for these are: 1) Hardware failure, 2) Failure to perform normal maintenance, 3) “Other” software that has been installed on the server, 4) Viruses.

In the case that you cannot boot the server and your “systems” support provider is unable to repair it, you will need a backup from which to restore or a server reinstall will be necessary.

*“We converted/want to convert/are in the process of converting our server to VMware and need help.”*

IMM’s software supports a virtualized VMware environment but IMM does not provide support for “VMware” in and of itself. If you are in need of assistance with vitalizing servers or PCs, please contact your VMware service/support provider.

*“We applied patches to the server and it's not working correctly now.”*

Patching does not start and end with the installation of patches. A full patching plan includes Planning, Protection, Installation, Testing and if there are issues, Recovery. If a comprehensive patching plan is not in place, you risk service (internal and customer facing) as well as possible financial losses. See the IMM patching whitepaper for help in developing a robust patch plan.

## **eTeller Check21**

*“We need a check deleted.”*

Deleting checks is a normal part of operating the product and fully within the ability of someone at the Financial Institution to do.

In the case where a check (or batch) deletion fails to process normally, a system administrator (IT/Support) person should contact IMM Support and be prepared to provide all the relevant details so we can help resolve the issue.

*“We are out of balance and need to send our cash letter.”*

Unfortunately, we receive these types of calls more than we should simply because an IT or Operations representative at the Financial Institution is tasked with transmitting the file but is not trained in balancing, and therefore does not know how to troubleshoot a mismatch in totals. This same representative typically calls IMM and the call is placed in the after-hours queue to be resolved sometime later in the evening. If the representative was trained to handle such matters, or if there were trained resources on hand or on call at the Financial Institution, these issues would be quickly resolved without the need to initiate a support ticket at IMM.

If, however, a trained representative at the Financial Institution is unable to rectify the problem, IMM support should be contacted immediately for resolution. Please note that the IMM support representative will need the details of the issue for a speedy resolution.

## **eReceipts**

*“Our receipt archive folder has so many receipts in it that we can't open it any longer. We need you to move the files to another folder.”*

Part of the normal maintenance of your eReceipts server is for you to archive off receipts on a regular basis. eReceipts is not designed to be a long term archival solution for receipts.

*“Our receipt error folder is full of .imm files from an older version of the server and they won't process now.”*

Monitoring for error folder is a normal part of eReceipts server administration. The error folder should be monitored on a regular schedule (weekly, monthly...) and the files reprocessed. If the files will not reprocess, call IMM Support.

Reinstallation of an old server version to reprocess old error files is considered billable dedicated support.

*“We purchased some new sig pads from <Vendor Name Here> and have a problem getting them to work.”*

IMM does not provide support for hardware from other vendors unless the reason for the hardware issue is related to a setting within our products.

## Product Support Matrix

Support Comparison (Normal vs. EOL Software)		
Feature	“Normal”	“EOL”
No-cost Support <sup>1</sup>	✓	
Paid Support <sup>1 2</sup>		✓
Updates/Patches released to fix issues <sup>1</sup>	✓	
Upgrades to the Current Version <sup>1 4</sup>	✓	✓
Reinstallation of the Product <sup>3 4</sup>	✓	

<input checked="" type="checkbox"/>	= Available
<input type="checkbox"/>	= Not Available

- <sup>1</sup> All features require Annual Maintenance to be current
- <sup>2</sup> Billable
- <sup>3</sup> Reinstallation of a product is billable. It is important to read and understand the backup and recovery requirements in this document.
- <sup>4</sup> All eTeller Check21 systems upgrade and installation labor is billable

### “Normal” Product

The software which is currently supported, which is defined as the current version of each product and one previous version.

### “End-of-Life” Product

An End-of-Life product is software or a software version, for which support has been discontinued. Notice is given to customers before software or versions are sunset so they may ensure that upgrades into supported versions are performed.

### No-Cost Support

No-cost Support is provided for current software and versions at no charge. This feature is included with your Annual maintenance.

### Paid Support

Paid Support is provided for non-current software and versions.



## Updates & Patches

Updates and Patches are developed to overcome bugs and other issues. Fixes are only developed for current software and versions. To repair issues in End-of-life software/versions, a full upgrade to a current version is required.

## Upgrades

Product upgrades are provided via our "Express" model as part of your AM. Non-standard Custom installations are billable and not included in AM.

### Express Installation

Express installs are delivered via a virtual server download in an OVA file, to be imported by you into your VMware or Microsoft virtual server platform (other virtual server platforms are not supported for installation).

Once you import the server into your environment, IMM installer(s) will make product configurations (settings) to enable the product to work for you.

All Express installation work is performed during IMM business hours and is included in AM.

### Custom Installation

If you choose to not use the standard Express model for installation of your IMM product, you fall under the Custom Installation model and installation time is billable.

Examples of non-Express installs are (but are not limited to) Physical server installation, Manual installation in the Financial Institution's environment, Changes to (other than settings) the software installation like moving the database to another server or requiring different versions of infrastructure components to be installed.

## Software Reinstallation

The reinstallation of software is not covered under Product Support or Annual Maintenance. If, for any reason, you need to have us reinstall your IMM software, the labor to do so is billable.

## Rate Chart

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Item Description	Price
Dedicated Support--Onsite-Holiday	\$2,750
Dedicated Support--Onsite-Weekend (+travel expenses)	\$2,375
Dedicated Support--Remote/WebEx - Holiday	\$2,600
Dedicated Support--Remote-Weekend & After-Hours	\$2,000
Installation/Training/Dedicated Support--Remote—Weekday	\$950
Installation--Onsite-Weekday (+travel expenses)	\$1,500
Professional Services/Dedicated Support--Hourly Remote (via telephone or WebEx)	\$320
Professional Services--Onsite (+travel expenses)	\$1,800
Professional Services-Remote (Implementation, Installation, and Train-the-Trainer Training (per day)	\$1,500
Professional Services---Weekend & After Hours (+travel expenses)	\$2,100

## Questions?

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For questions about this document, please contact IMM Support:

**Telephone** 800-836-4750 Option 3  
**Web Form** \* [http://www.immonline.com/supportrequest/  
support@immonline.com](http://www.immonline.com/supportrequest/support@immonline.com)  
**E-mail** \* [support@immonline.com](mailto:support@immonline.com)