

INFO SHEET

End-User Maintenance and Technical Support (MATS) Program for U.S. and Canada (excludes Quebec)

THE WORLD'S LEADING LOCATION INTELLIGENCE SOFTWARE OFFERS CUSTOMER SUPPORT DESIGNED TO MAXIMIZE PERFORMANCE AND ENHANCE USER EXPERIENCE



Additional Options

- Dedicated Technical Account Managers
- 24/5 Technical support
- On-site consulting
- Customized on-site training and group discounts are also available. Please call 1.800.327.8627 for pricing and details

SUMMARY

To help Pitney Bowes Business Insight customers fully experience the value of location intelligence, we have created a comprehensive, yet simple, offering providing access to ongoing maintenance and expert technical support for our core software products. The Pitney Bowes Business Insight MATS (Maintenance and Technical Support) Program is an annual subscription designed to allow a wide range of user types a choice when selecting the most appropriate package to meet their needs.

Silver Level: This is the basic level of support offered in North America for all customers with a MATS contract.

Gold Level: Customers with Gold-Level MATS are given an exclusive phone number that will put them at the top of the support queue to receive priority response and support.

Please see the following chart for specific information differentiating the Silver and Gold Levels of the MATS program.

PACKAGE FEATURES	SILVER	GOLD
Online Knowledge Base	X	X
Bug Fixes & Patches	X	X
Telephone Support	X	X
Priority Response		X
Remote Desktop Support		X
Number of Contacts	1	up to 3
Software Maintenance (1 year)	X	X
Instructor-Led Training	10% Discount	20% Discount
Insights Global User Conference Pass	25% Discount*	50% Discount*
Package Fee**	Included	Call
OPTIONAL		
Additional Contact	Call	Call

* Limit 3 coupons per organization.

** Additional years of MATS support, for both Silver and Gold Levels, can be purchased at any time. Contact your sales representative or your local reseller for more information.

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