



Standard Support Agreement

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Document History

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9.0	01/19/2012	H. Layton	Update to Business Unit Name and Logo's
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9.3	03/06/2012	Tina Padwick	Added Singapore Holidays and Contact Details
9.4	05/05/2012	Tina Padwick	Corrections to page numbering and embedded section links plus department name. Amendment to AMER Customer Service email address and phone number

References

Number	Reference
1	The Service Source August 2006
2	Technical Support Overview as at 25 th October 2009
3	Global Technical Support Guide
4	PBS Guide To Logging Cases [TAP25-01-2010]

Acronyms / Abbreviations

Acronym/Abbreviation	Definition
AEST	Australian Eastern Standard Time
US EST	United States Eastern Standard Time
US PST	United States Pacific Standard Time
CET	Central European Time
PBS	Pitney Bowes Software (PBS)
OCMS	Online Case Management System
TSR	Technical Support Representative

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1 PBS Worldwide Software Support Mission

Pitney Bowes Software (PBS) offers a world class level of technical support to customers, assisting in the resolution of technical issues with our software products aimed at achieving a rapid entry into production with an immediate and sustainable return on customer investment.

Worldwide Software Support is also a main point of contact for customers who wish to provide feedback or questions regarding PBS products and their functionality, or about potential defects.

2 Introduction – Support Program Options

This document provides Pitney Bowes Software (PBS) customers with an overview of the Standard Support Agreement. Also detailed below are the operational guidelines followed by the Worldwide Software Support Department for resolving technical issues.

Three basic options are available for access to Support services:

1. Standard Support Agreement
2. 24/7 Support
3. Managed Services

In addition to the information below, more information on the Worldwide Software Support services available can be obtained by contacting your PBS Account Manager

3 Standard Support Agreement

3.1 Eligibility

Customers are entitled to support for all PBS products in line with the following guidelines:

- The PBS License Agreement and PBS Maintenance Contract are both current.
- Customer contacts are specifically nominated in the PBS Maintenance Contract; one of the nominated contacts should be available for all communications with Worldwide Software Support.
- The number of customer contacts for communicating with Worldwide Software Support is limited to three in order to facilitate the highest quality and most efficient support.
- The nominated customer contact(s) has attended official PBS Product Training Courses and as determined by course availability.
- Technical Support is granted only to the primary licensee of the product – subcontractors to PBS customers are not entitled to support.

3.2 Benefits

The Standard Support Agreement includes the following benefits for registered-user customers:

- Unlimited Technical Support during the business hours listed at <http://www.pbinsight.com/> - includes advice on implementation, optimization and troubleshooting. All reproducible errors in PBS applications, when operated in a Supported Environment, are covered.
- Access to the Online Case Management System (OCMS) for logging and tracking support issues.
- Access to Worldwide Software Support professionals highly experienced in the use and operation of PBS applications and who will take ownership of a customer case through to resolution.
- Use of remote desktop sharing available at the discretion of Worldwide Software Support.
- Access to latest product releases and maintenance releases / patches.
- Use of PBS Knowledge Base via OCMS.

3.3 Scope

The goal of Worldwide Software Support is to assist customers with our software products by answering questions and resolving problems specifically related to the operation of PBS software. The underlying assumption is that the customer is generally knowledgeable about the product but has additional questions or problems not answered in the documentation or on the Web Site.

Situations occasionally arise which may be outside the scope of Worldwide Software Support's services possibly including, but not limited to:

- **Data Problems:** Due to the complexity and sophistication of data sets, PBS cannot be responsible for the accuracy of individual data elements in PBS data products. Support will be limited to the reporting of identified errors, and omissions, to the Data Products department. Customers are strongly encouraged to report any problems found in PBS data products for addressing in future releases.
- **New Features:** Worldwide Software Support staff will assist in the effective implementation of PBS software, but cannot introduce new product features. If a problem requires functionality beyond the current product design, then an Enhancement Request must be logged by the customer for consideration in a future release. Further information on the Enhancement Request Process is [on page 10](#)
- **Supported / Retired Products:**

The following standard product support guidelines apply:

 - Technical Support is provided for the product version currently shipped, plus one previous release.
 - Updates and patches are provided for the product version currently shipped.
 - The oldest previous version shall be supported for a period of no longer than 18 months from when it originally became available to ship.
 - Unless otherwise contracted, retired software products are supported for no longer than one year from date of retirement.
 - Technical support is only available on core products, customizations implemented by the customer or professional services are not covered in the standard support contract.
- **Unusual Situations:** Occasionally certain situations arise in which factors, beyond the control of PBS, inhibit the effective delivery of technical support. This type of situation would be referred to Worldwide Software Support Senior Management, and may include:
 - A need for customer training
 - Problems with customer-written and/or customer-modified code
 - Fixes required to prior releases of software
 - Regulatory and postal issues
 - Problems with user computing environments: Please click on the page link for further information on Unsupported Environment [on page 19](#).

4 Value Added Services

4.1 Managed Services

PBS Managed Support Services was created for companies that need long term relationship-based commitment and particularly where our product implementation is critical. The basic service includes access to a Service Relationship Manager (SRM) as the PBS internal coordinator for all the resources and expertise required to assure successful product support.

With Managed Support Services the customer can take advantage of a one-on-one relationship with the assigned Service Relationship Manager (SRM). The SRM will work to understand business objectives and environment, communicate proactively with the customer's staff, and act as the single point of contact for all concerns. The SRM will oversee, track and coordinate all support activity working closely with all internal departments to ensure issues are addressed in the most effective manner.

Service Relationship Managers act as the voice-of-the-customer inside PBS and as the resource dedicated to providing proactive support to ensure customer success. Effective communications are maintained through regular conference calls with the SRM – updating status on open issues as well as any other valuable and business-relevant information. The Service Relationship Manager is backed by one of the industry's leading Technical Support and Software Development teams. If for any reason the assigned SRM is not available the immediate options include voice mail, paging, speaking to another member of the Service Relationship Management Team, or directly contacting Worldwide Software Support management.

Features:

- Direct access to an assigned Service Relationship Manager via telephone or email during standard business hours (9am- 5pm)
- Unlimited incidents
- Four customer-defined points of contact
- Remote internet based access and problem analysis
- Account Status Report and Reviews up to weekly as required

4.2 24/7 Support

Customers requiring a higher level of support in managing potential production-down issues may consider the enhanced 24/7 support option with the following benefits:

- 24x7 access to a Worldwide Software Support Professional
- Up to five additional customer defined points of contact

5 Support Process: How to Make Contact and Log a Case

There are three methods for logging a new Case in the global PBS CRM system, Salesforce.com, as follows:

1. Login at the Online Case Management System customer portal at <http://go.pbinsight.com/online-case-management> and by completing the Create Case option.
NOTE: The supporting document 'PBS **Guide To Logging Cases**' fully explains the process and is available from your Worldwide Software Support Professional. Online self-service support is available 24/7/365.
2. Telephone a Worldwide Software Support Representative at the Global Contact Numbers starting **on page 12**.
3. Send an e-mail to **pbbi.support@pb.com** and the case will be allocated to the relevant support office.

Complete Worldwide Software Support telephone and email contact details are also listed online at: <http://www.pbinsight.com/support/contact-support/>

Whichever method is used to setup a new Case, the following specific details are *always* required:

- Customer's full contact details: Account Name, Contact Name, Tel #, email Address
- PBBI Product Name and the installed version
- If appropriate please have available: License Number, Serial Number, Contract Number
- System configuration: Platform, OS Version / patches / Service Packs; in addition for CCM related issues: database & application server instances / versions / service packs
- Full problem description including:
 - symptoms
 - context in which the problem occurs
 - what was expected to happen
 - what actually happened
 - did the problem occur often or once only, is it erratic/consistent?
 - can the problem be duplicated, and if so what steps are required?
 - exact error message(s)
- Screen shots are always very helpful if available.
- Problem severity - based on the Service Level Agreement **on page 20**.
- Sample data and configuration files
- Code samples where appropriate

IMPORTANT GUIDELINES FOR LOGGING A CASE:

- Any issues considered to be 'Critical' according to the Service Level Agreement **on page 20** must be reported directly to PBS by telephone and *not* via the online (OCMS) system or email.
- Support is provided to the nominated customer contact(s) as stated in the PBS License Agreement. Telephone support is available regionally at the times and contact numbers detailed online at: <http://www.pbinsight.com/support/contact-support/>. The recognized PBS Global Public Holidays, when Worldwide Software Support is not available, are listed **on page 8** and online.
- Dependant on the case criticality and the PBS Value Added Services purchased by the customer, the case will either be progressed during local support team office hours starting **on page 12** or on a 24/7 basis.

6 Case Progression

6.1 Initial Contact

The PBS Worldwide Software Support team works together with customers to identify and resolve problem(s); a new case is created in our **Online Case Management System (OCMS)** for each customer issue, and either by the customer directly online, by email or via telephone with a Worldwide Software Support Professional. All required fields in OCMS must be completed so that a unique Case Number can be generated – this case number must be available for all further communications and to enable tracking of that issue to Closure. [See Definitions for further information on ‘Case’ [on page 19](#)].

IMPORTANT NOTE: Any issues considered to be ‘Critical’ according to the PBS definition [See Service Level Agreement [on page 20](#)] must be reported directly to PBS by telephone, and *not* via the online (OCMS) system or email.

An automated system e-mail is sent to the customer contact who initiated the Technical Support case when the case is created in the Online Case Management System (OCMS) system.

In many cases, software issues can be resolved during the initial call with an explanation of features/options, a description of known workarounds, or the installation of a recent maintenance/patch release.

For those issues that cannot be resolved immediately, PBS’s support staff will, through discussion and analysis, assess the impact of the problem on the customer’s business. A severity level [Critical/High/Medium/Low] will then be assigned to the issue in agreement with the customer, and this severity level will determine PBS’s ongoing response as defined in the Service Level Agreement.

The PBS Severity Levels and the Service Level Agreement, against which Worldwide Software Support attempts to respond to every case, are provided [on page 20](#). The criteria for each severity level are defined along with response targets and actions both for PBS and the customer.

A response time is defined as the elapsed period of time between when a customer makes direct contact with a Worldwide Software Support Professional with a request for assistance and the time for the Worldwide Software Support Department to acknowledge the new case, issue a case identification number and proceed with internal investigations.

For cases logged directly into OCMS by the customer, logged via email, or in response to messages left in voicemail, PBS response timing will begin from when the message is initially picked up.

Details of all customer contact are recorded in the Online Case Management System (OCMS) as part of the Case. Some cases require extensive research incurring the unavoidable expenditure of time; customers are encouraged to check status online or, when necessary, contact the case owner by email/phone.

Once created in the OCMS each case is assigned to an appropriate Worldwide Software Support Representative and, if not resolved on the initial call, will progress through the following stages:

- [Investigation](#)
- [Resolution](#)
- [Closure](#)

6.2 Unsupported Environments:

Pitney Bowes Software (PBS) relies on a variety of products developed by third party vendors, which may include but are not limited to: operating systems, database management systems, application servers, web servers, and device drivers. While PBS makes every effort to ensure the broadest possible product compatibility is achieved, it is not possible to test every combination. Untested configurations are considered unsupported environments. An issue must be reproducible within a supported environment before investigation can occur.

6.3 Investigation / Replication

The first critically important step is *always* to try and reproduce the customer's problem. At least one qualified customer staff member, with the appropriate Administrator privileges at the customer site, must be available and able to clearly articulate the problem and its impact. Success in rapidly troubleshooting a problem and effectively progressing the case is dependent on receiving the necessary detailed information from the customer.

Remote access to a customer's machine may be requested to best facilitate the investigation and analysis.

At a minimum, the following specific details are required:

- Customer's full contact details: Account Name, Contact Name, Tel #, email Address
- PBS Product Name and the installed version
- If appropriate please have available: License Number, Serial Number, Contract Number
- System configuration: Platform, OS Version / patches / Service Packs
- Full problem description including:
 - symptoms
 - context in which the problem occurs
 - what was expected to happen
 - what actually happened
 - did the problem occur often or once only, is it erratic/consistent?
 - can the problem be duplicated, and if so what steps are required?
 - exact error message(s)
- Screen shots are always very helpful if available.
- Problem severity - based on the Service Level Agreement **on page 20**.
- Sample data and configuration files
- Code samples where appropriate

Every attempt is made to mirror the customer's environment as closely as possible – if, following the investigation, a problem specific to the PBS software product is identified, then PBS will follow the guidelines described in the severity level classifications to create a resolution that will work in the supported environment. If the problem is not observed in a supported environment in a PBS regional support centre, the customer will be informed and the next steps will be evaluated dependent on the severity of the issue.

NOTE: Third party products: If the issue is related to a product from a Third Party Vendor (such as an operating system, database management system, or application server), appropriate staff must be available to act as a liaison between that vendor and PBS.

If specialist skills are required the case will be transferred internally within PBS as required.

In the ongoing troubleshooting effort the Worldwide Software Support Department may request that additional data be provided electronically [usually] through one of the following media:

E-mail: pbbi.support@pb.com [Attachments limited to 5MB]

FTP: FTP arrangements are made locally. Please contact your regional Worldwide Software Support office for the correct FTP address and site.

Secure: <https://filetransfer.pb.com/> [Up to 2GB file size: slower than FTP transfer rates]

Files can also be sent using other media types, or can be uploaded to the OCMS. Email has a limit of 5Mb per attachment, to a total of 10MB per case. Files larger than 10Mb should be uploaded to the FTP site. The PBBI Secure File Transfer service above may also be used, particularly when NDA/privacy/security may be a concern.

6.4 Resolution

Worldwide Software Support attempts to resolve every Case as soon as possible. The assigned Worldwide Software Support team member will provide regular updates on the status of an open case and will remain accountable for that case until closure. Details of all customer contact are recorded in the Online Case Management System (OCMS) as part of the Case. Some cases require extensive research incurring the unavoidable expenditure of time; customers are encouraged to check status online or, when necessary, contact the case owner by email/phone.

While the intention at PBS Worldwide Software Support is always to resolve calls as quickly as possible, resolution times cannot be projected since there are dependant factors including, but not limited to, the following:

- The complexity of the problem
- Timely provision of requisite problem-related information as defined above, in order to effectively troubleshoot the issue.
- The number of calls being received by Technical Support

Resolution of the case may comprise one or more of the following deliverables:

- An explanation of a process or function within the software
- A workaround is developed i.e. any solution to a problem not involving a code change – further information on ‘Workaround’ is provided [on page 19](#).
- Help with configuration or set-up where the problem can be rectified within a short time
- Identification of a product defect (bug) and ultimately supplying a patch or upgrade to fix the issue – for further information on Product Defect please go to Definitions [on page 19](#).
- Logging an Enhancement Request – [below](#) refers

If Worldwide Software Support determines that a reported problem is software-related (for example, a potential bug) it will be forwarded to our Engineering group for investigation and resolution. The technical severity, as determined by the TSR in conjunction with the customer, determines the subsequent actions required.

6.5 Enhancement Request Process

For all PBS product enhancement requests, including those determined to be the resolution to a Technical Support case, the customer will be referred to the PBS Ideas Community Portal, where the idea can be logged either directly at:

<http://www.pbinsight.com/communities/pbbi-ideas-community>

or via the Online Case Management System at:

<http://go.pbinsight.com/online-case-management>

The Product Management group reviews all posted requests for possible inclusion in a future release of the product. The inclusion of any proposed enhancement is at the discretion of the Product Management team.

Further information is available at: <http://www.pbinsight.com/site/ideas-faq>

6.6 Closing a Support Case

The standard policy at PBS is that cases are only closed with the agreement of the customer.

Once PBS has determined that a workaround or permanent resolution has been developed for any issue, the case status is updated to Resolved in Salesforce, pending authorization for closure.

A Worldwide Software Support Representative will then attempt to contact the initiator of the Case to check that the resolution is satisfactory. Upon verification of successful resolution from the Customer, the Worldwide Software Support Representative will ask permission close the Case – if agreed, the nominated support contact will then receive email confirmation that the case has been closed.

6.7 Escalation Process

The objective at PBS Worldwide Software Support is to provide effective case management such that time-critical situations are - as much as possible – avoided. Recognizing however that challenging situations will inevitably occur, and that require extra attention, a comprehensive and fully documented case escalation process has been implemented.

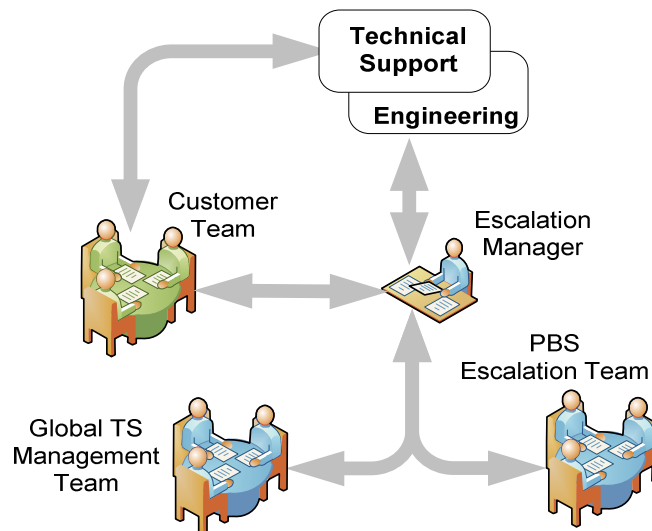
Specific rules and criteria have been defined against which a case's status and/or progress can be monitored. Every situation is different but particular circumstances can determine, or common indicators reveal, when additional management attention is required on any one case.

The philosophy within PBS Worldwide Software Support further mandates that customers must also have an avenue for communicating a serious concern – most especially when Production is halted – and that merits an 'escalated' level of support.

The escalation process can be initiated by the customer through direct contact with a Worldwide Software Support Professional.

A fundamentally important feature of the escalation process is that an Escalation Manager is appointed to centrally coordinate that particular case effort, and see it through to the appropriate conclusion.

This concept is illustrated at a high level in the diagram below:



Whilst PBS has a robust Escalation Process in place, the emphasis is always to resolve issues as early as possible through the appropriate allocation of resources. Additional resources or escalation are at PBS discretion.

7 PBS Global Support Contacts: By Region / Product

Consider the following guidelines when determining whether you need to contact Worldwide Software Support or Customer Service:

Technical Support - Questions about the installation or use of your software, including error messages.

Customer Service - Product unlocking, order status, tracking number or any other general inquiries.

7.1 Americas

Technical Support: DOC1, Former Group1, Sagent, MapInfo & Encom Products

- **Hours:** Monday - Friday from 08:00 – 20:00 EST, excluding US Holidays.
- **Phone:** 800 367 6950 or +1 301 731 2316 (if dialling from outside the US)
- **Email:** pbbi.support@pb.com

Technical Support: Portrait Products

- **Hours:** Monday - Friday from 9:00 – 18:00 EST, excluding US Holidays.
- **Phone:** 800 335-3860
- **Email:** support@portraitsoftware.com

Technical Support: EDGE Product

- **Hours:** Monday - Friday from 09:00 – 21:00 EST, excluding US Holidays.
- **Phone:** 800 232-3343 or +1 888 507-5285
- **Email:** support@portraitsoftware.com

Customer Service:

- **Hours:** Monday - Friday from 08:00 – 19:00 EST, excluding US Holidays.
- **Phone:** 800 367 6950, option 5
- **Email:** customeradvocate@pb.com

7.2 Europe, Middle East, Africa (Excluding Germany)

Technical Support: DOC1, Sagent, MapInfo, Confirm

- **Hours:** Monday - Friday from 09:00 – 17:30 GMT, excluding UK Bank Holidays
- **Phone:** Inside the UK: 1 800 840 0001 (Option 1 > Option 3) or
Outside the UK: For LI: +44 1634 880141
For CCM: +44 1923 279103
- **Email:** pbbi.support@pb.com

Technical Support: Portrait Products

- **Hours:** Monday - Friday from 09:00 – 17:30 GMT, excluding UK Bank Holidays
- **Phone:** For 3r: +44 1491 41 6777
For Analytics +44 131 240 3140
For EDGE +44 1491 41 6779
For Portrait Foundation, Portrait Interaction Optimizer, EDGE 2020 +44 1491 41 6778
- **Email:** support@portraitsoftware.com

Customer Care:

- **Hours:** Monday - Friday from 09:00 – 17:30 GMT, excluding UK Bank Holidays
- **Phone:** 800 840 0001 or +44 1753 848200 (if outside the UK) (Option 4 > Option 2)
- **Email:** CustomerCareEMEA@pb.com

7.3 Norway

Technical Support: Portrait Dialogue

- **Hours:** Monday – Friday from 08:00 – 16:00 CET excluding Norwegian Public Holidays
- **Phone:** +47 22 38 91 00
- **Email:** support@portraitsoftware.com

7.4 Germany

Technical Support: Doc1 and Sagent Products

- **Hours:** Monday - Thursday from 09:00 – 18:00 CET excluding Holidays
Friday from 09:00 – 17:00
- **Phone:** +49 89 462 387 55
- **Email:** pbbi.support@pb.com

Technical Support: Location Intelligence & GIS

- **Hours:** Monday – Friday from 09:00 – 17:00 CET, excluding Holidays
- **Phone:** +49 6142 203 400
- **Email:** pbbi.support@pb.com

DOC1 Suite & Sagent Data Flow Lösungen

- **Technischer Support:** Montag bis Donnerstag: 09:00 – 18:00 Uhr
Freitag: 09:00 – 17:00 Uhr
- **Telefon:** +49 (0)89 462387-55
- **E-mail:** pbbi.support@pb.com

Produktinformationen, Downloads oder Online-Support erhalten Sie mit Ihrem persönlichen Login auf unseren internationalen Websites.

[Online Portal zur Eröffnung von Support-Fällen »](#)
[Informationsplattform zu Sagent Data Flow »](#)
[Informationsplattform zu DOC1](#)

Location Intelligence & GIS Lösungen

- **Technischer Support:** Montag bis Freitag: 09:00 – 17:00 Uhr, außer an gesetzlichen Feiertagen.
- **Telefon:** +49 (0)6142 203 400
- **E-mail:** pbbi.support@pb.com

Technischer Support wird für die jeweils letzten zwei Versionen eines Produktes gewährleistet. Bitte nutzen Sie unser **Online Formular**, füllen dieses vollständig aus, beschreiben Ihre Problemstellung und geben ggf. auch die Fehlermeldung mit an.

Alternativ steht Ihnen auch unsere **Wissensdatenbank** zur Verfügung.

7.5 Australia and New Zealand

Technical Support: All Products

Australia

- **Hours:** Monday – Friday from 08.00 - 18.00 AEST, excluding Public Holidays
- **Phone:** 1 800 648 899
- **Email:** pbbi.support@pb.com

New Zealand (Critchlow Pty)

- **Phone:** 0800 MAPPING (0800 627 7464)
- **Email:** support@critchlow.co.nz
- **Web:** www.critchlow.co.nz

Customer Service, Sales & Training:

Australia & New Zealand

- **Phone:** +61 2 9437 6255 or 1800 351 576
- **Email:** asiapac.customerservice@pb.com

APAC Software Unlocking

- **Phone:** +61 2 9437 6255
- Send license requests to: asiapackkeys@pb.com

7.6 Japan

Technical Support: DOC1, Group 1 & Sagent Products

- **Hours:** Monday - Friday from 09:00 - 18:00 JST, excluding Holidays
- **Phone:** +81 3 5468 6991
- **Email:** jpdoc1support@pb.com
- **Email:** Jpsupport@pb.com (Group1 and Sagent)

Technical Support: MapInfo

- **Phone:** +81 3 6805 1155
- **Email:** Japan@mapinfo.com

Customer Service:

- **Email:** Japan@mapinfo.com
- **Email:** jpdoc1support@pb.com
- **Email:** Jpsupport@pb.com (Group1 and Sagent)

7.7 Singapore

Technical Support:

- **Hours:** Monday - Friday from 09:00 - 18:00 SGT, excluding Holidays
- **Phone:** +65 6595 0288
- **Email:** pbbi.support@pb.com

Customer Service:

- **Phone:** +65 6595 0288
- **Email:** pbsoftware.singapore@pb.com

8 PBS Global Public Holidays

Australia Public Holidays	Singapore Public Holidays
German Public Holidays	UK Public Holidays
Japanese Public Holidays	USA Public Holidays
Norwegian Public Holidays	

US Public Holidays	Date For 2012	UK Public Holidays	Date For 2012
New Year's Day	January 2	New Year's Day	January 2
Martin Luther King Day	January 16	Good Friday	April 6
President's Day	February 20	Easter Monday	April 9
Memorial Day	May 28	May Day	May 7
Independence Day	July 4	Spring Bank Holiday	June 4
Labor Day	September 3	Diamond Jubilee	June 5
Thanksgiving Day	November 22	Summer Bank Holiday	August 27
Day after Thanksgiving	November 23	Christmas Day	December 25
Christmas Day	December 25	Boxing Day	December 26

Australian Holidays	Date For 2012	German Holidays	Date For 2012
New Year's Day	January 2	New Year's Day (Neujahr)	January 1
Australia Day	January 26	Good Friday (Karfreitag)	April 6
Good Friday	April 6	Easter Monday (Ostermontag)	April 9
Easter Monday	April 9	May Day (Maifeiertag)	May 1
Anzac Day	April 25	Ascension (Christihimmelfahrt)	May 17
Queen's Birthday	June 11	Pentecost Monday (Pfingstmontag)	June 7
Labour Day	October 1	Day of German Unity (Tag der Deutschen Einheit)	October 3
Christmas Day	December 25	Christmas Day (1. Weihnachtstag)	December 25
Boxing Day	December 26	Boxing Day (2. Weihnachtstag)	December 26

Japanese Holidays	Date For 2012	Norwegian Holidays	Date for 2012
New Year's Day	January 2	New Year's Day	January 1
Coming of Age Day	January 9	Maundy Thursday	April 5
National Foundation Day	February 11	Good Friday	April 6
Vernal Equinox Day	March 20	Easter Monday	April 9
Birthday of Emperor Shōwa	April 30	May Day / Labour Day	May 1
Constitution Memorial Day	May 3	Ascension Day	May 9
Greenery Day	May 4	Constitution Day	May 17
Children's Day	May 5	Whit Monday	May 28
Marine Day	July 16	Christmas Day	December 25
Respect for the Aged Day	September 17	Boxing Day	December 26
Autumnal Equinox	September 22		
Health and Sports Day	October 8		
National Culture Day	November 3		
Labour Thanksgiving Day	November 23		
Emperor's Birthday	December 24		

Singapore Holidays	Date For 2012		
New Year's Day	January 1*		
Chinese New Year	January 23 & 24		
Good Friday	April 6		
Labour Day	May 1		
Vesak Day	May 5		
National Day	August 9		
Hari Raya Puasa	August 19		
Hari Raya Haji	October 26*		
Deepvali	November 13		
Christmas Day	December 25		
* The following Monday will be a public holiday			

9 Technical Support Definitions

The following definitions are used within the Technical Support process:

9.1 Case

A technical support case is defined as a single support issue with a PBS product. A single support issue is a problem that cannot be broken down into subordinate parts. It involves diagnosing a single error, or a single cause of confusion. Before PBS responds to a case, the customer and PBS Worldwide Software Support Team must agree exactly on what the problem is, the severity of the problem, and the parameters for providing a resolution. It is normal for one case to span multiple telephone calls.

9.2 Product Defect

A product defect (“bug”) is an inherent problem in the software and/or product documentation – it is a verifiable defect in the intended functionality or design of the product.

PBS Support Representatives consult with the PBS Engineering team to verify if a reported issue should be classified as a bug.

9.3 Workaround

A workaround is any solution to a problem that does not involve changing the code of the PBBI software product. Possible workaround solutions would include:

- Using an alternate process/approach/method, dependant on the problem, to successfully accomplish the task whilst at the same time by-passing the problem
- A workaround may sometimes require software installation changes such as:
 - Upgrading to a newer version of the product incorporating the relevant fix
 - Upgrading the operating system, version, and/or service pack.

If required, PBS will provide patches or new builds, limited to the version of PBS software product(s) currently shipping. Assisting with installations or upgrades of third party products is outside the scope of our support.

9.4 Enhancement Request

An issue reported to Technical Support, is deemed an Enhancement Request, when its’ resolution would change the current functionality of the product. The customer process for posting any Enhancement Request is detailed above [on page 10](#). The Product Management group reviews all posted requests for possible inclusion in a future release of the product. The inclusion of any proposed enhancement is at the discretion of the Product Management team.

9.5 Customer Environment

A customer’s hardware and network must be adequate, and properly configured, for the products and applications the customer wishes to run. In certain instances, PBS may be able to provide tips for improving the performance of PBS products however, fine tuning at the hardware and network level remains the responsibility of the customer.

9.6 Unsupported Environment

Pitney Bowes Software (PBS) relies on a variety of products developed by third party vendors, which may include but are not limited to: operating systems, database management systems, application servers, web servers, and device drivers. While PBS makes every effort to ensure the broadest possible product compatibility is achieved, it is not possible to test every combination. Untested configurations are considered unsupported environments. An issue must be reproducible within a supported environment before investigation can occur.

9.7 Supported Platforms

Individual product documentation provides detail on supported platforms – PBS will only support platforms already certified for that product. For further information on approved platforms please contact the Account Manager.

10 Service Level Agreement

The Worldwide Software Support Department have Response Targets that define target response times for new cases. A response time is defined as the elapsed period of time between when a customer makes direct telephone contact with the Worldwide Software Support Department with a request for assistance, and the time for the Worldwide Software Support Department to acknowledge the new case, issue a case identification number, and proceed with internal investigations. In order to move the case forward as quickly, efficiently and effectively as possible, the appropriate customer resources should be available to assist in, and support, the troubleshooting effort. In a critical situation the appropriate resources should be immediately available.

SEVERITY LEVEL	DESCRIPTION OF ISSUE	TARGET RESPONSE	PITNEY BOWES ACTION
Critical	<p>Mission-critical production emergency: organization is directly impacted</p> <p>System down: Serious problem causing business critical or common operations to halt.</p> <p>No workaround available at time of the call.</p>	<p>Within thirty minutes</p>	<p>Critical issues are worked on continuously during office hours until a workaround is found.</p> <p>For 24x7 contracts critical issues are worked on around the clock</p> <p>Critical issues are immediately escalated to the Global Support Senior Management and, after 24 hours, to the Vice President, Global Software Shared Service, Pitney Bowes Inc.</p> <p>A dedicated team comprising Worldwide Software Support staff, QA engineers, and/or developers as required, work to identify the source of the problem, and if necessary create a workaround or other resolution in order to restore mission-critical operations in the shortest time possible. At that point the severity level is downgraded.</p>
High	<p>Severe loss or reduction of service</p> <p>An important function is experiencing a reproducible problem causing serious inconvenience: business critical or common operations fail <u>occasionally</u>.</p>	<p>Within four hours</p>	<p>Technical Rep will engage with Worldwide Software Support staff, QA engineers and/or developers as appropriate to identify the source of the problem, and if necessary create a workaround or other resolution in order to restore normal business operations as soon as possible.</p>
Medium	<p>Minor loss or reduction of service</p> <p>Secondary function experiencing an intermittent problem: a <u>less</u> common operation fails frequently but with some inconvenience.</p> <p>Medium effort workaround available.</p>	<p>Within two calendar days</p>	<p>Pitney Bowes Software (PBS) will use commercially reasonable efforts to provide an acceptable workaround and incorporate a solution to the problem in the earliest possible scheduled maintenance or product release. Contact Worldwide Software Support to monitor status of any bug.</p>
Low	<p>Minor inconvenience of service.</p> <p>A less common operation fails occasionally causing low level inconvenience.</p> <p>Low effort workaround available</p>	<p>Within four calendar days</p>	<p>Pitney Bowes Software (PBS) will use commercially reasonable efforts to provide a workaround. As appropriate the issue will be logged as a bug or feature request and a tracking number provided; every effort will then be made to incorporate a solution in a future product release. Worldwide Software Support may be contacted for status monitoring of any bug.</p>