

## Corptax Support Offerings

Your Corptax solution represents an investment in the future of your organization. To make sure it meets your needs today and in the years ahead, the Silver Support Plan is included with your Corptax solution.

## Selecting the Right Support Offering for Your Business

Additionally, to meet the business needs of all companies, we offer multi-channel support offerings to provide expert-level customer support, advanced Web tools, best practices and administrative knowledge. These support offerings provide a defined range of services and allow you the flexibility to select and customize a level of support based on your specific requirements.

	Silver	Gold	Platinum
Case Limit	Unlimited	Unlimited	Unlimited
Response Time	2.0 hours	1.5 hours	1.0 hour
Online Customer Portal	Included	Included	Included
Online Customer User Community	Included	Included	Included
Live Phone Support <sup>1</sup>	11/5	11/5	11/5
Toll-Free Access <sup>2</sup>	Included	Included	Included
Priority Case Queue	-	Included	Included
Support Account Management	Included	Included	Included
Support Webcasts	Included	Included	Included
24x7 on Severity 1 Technical Issues	Included	Included	Included
Health Check (Annual)	-	Yes	Yes
Onsite Support Days <sup>3</sup>	-	1	2
Onsite Support Days - Additional <sup>4</sup>	-	10% Discount	20% Discount
Online Training Subscription	-	1	2
Onsite Training Days <sup>5</sup>	-	10% Discount	20% Discount
Users' Conference Seats	-	1	2

## Corptax Online Support

Corptax Online Support increases productivity by enabling you to overcome processing obstacles quickly. Plus, it saves time by offering an efficient method of assistance without having to wait for the "next available representative." Online Support delivers:

- A sophisticated knowledge management and support system that empowers you to find the answer to your question from our extensive knowledge base—quickly and independently
- An option to quickly transmit your documented issue to the appropriate product support specialist

<sup>1</sup> 8 am to 7 pm (Central, Monday–Friday) excluding holidays.

<sup>2</sup> Available in the United States.

<sup>3</sup> Travel expenses for onsite activities will be billed separately.

<sup>4</sup> Unlimited number of days; requires prepayment.

<sup>5</sup> Unlimited number of days; requires prepayment. Travel expenses for onsite activities will be billed separately.

## Silver Support

Silver Support includes 11/5 live phone support (excluding holidays), two-hour response time and the ability to create an unlimited number of support cases. You also receive 24/7 access to our online support portal which features advanced searching capabilities of our product knowledge bases and access to our user community, Corptax Customer Connect.

## Gold Support

Gold Support provides a more personal and collaborative partnership. Having an experienced support professional onsite goes a long way toward ensuring quick success for your users and overall tax compliance and reporting needs. Gold Support more than pays for itself in terms of higher user adoption and increased business productivity. In addition to the benefits of Silver Support, Gold Support provides:

- 90-minute response time
- An assigned customer support representative or team of representatives
- Health checks to determine if your company is using Corptax to its full advantage
- A 10% discount for additional onsite support and onsite training days
- One named-user Online Training subscription
- One registered attendee to the Corptax Users' Conference

The additional learning opportunities ensure your users have a positive experience with Corptax, which is why many of our most successful customers select Gold or Platinum Support.

## Platinum Support

Our most comprehensive support package, Platinum Support combines all the services included with Silver and Gold Support, along with additional training opportunities and onsite benefits, including:

- Top priority case responsiveness
- Two named-user Online Training subscriptions
- Two registered attendees to the Corptax Users' Conference
- Higher discounts on additional onsite support and training days

## Your Success is Our Priority

Our support professionals work closely with Corptax Professional Service consultants and Corptax University to make sure you get the right resources to effectively manage your corporate tax processes.

To find out which Corptax Support level is best for your organization, please call **800.966.1639** or visit [corptax.com](http://corptax.com).