

Maintenance & Support Program Overview for Nuance Software

Maintenance Plan: Diagenix offers two different types of Maintenance and Support plans for supporting Nuance software and technology as described in the table below.

Plan Type	Description of Service and Benefits
PREMIUM DGX-MS02-NS	This plan provides 8:00am – 6:00pm EST, Monday through Friday, excluding legal holidays, with the following provisions: <ul style="list-style-type: none"> • Unlimited access to our technical support staff • Notification by means of email, phone, SMS text message to an assigned operation/support staff member • Response time within 4 hours of initial call • Full resolution capabilities to immediately commence and continue until corrected during normal business hours • Free error correction and updates • Extended warranty provisions Access to the latest versions of software and updates at no additional cost • License key regeneration (once every six months by request) • Access to Diagenix Revele Customer Portal and real-time visibility/analytics of ports in use, current certificates and license key info. • 8 hours per year of free tuning services (ASR/TTS) • No cost re-installation of Nuance software for upgrades only
24X7 DGX-MS03-NS	All the benefits of our “Premium” plan, plus: <ul style="list-style-type: none"> • 24X7 customer support coverage

Client Contact Procedures:

1. Log a support ticket via the web at: <http://support.diagenix.com> or;
2. Phone or leave a voice mail with technical support at 866-425-6600 and just say “Support” or;
3. Email support@diagenix.com and attach problem log.
4. If an acknowledgment and/or ticket number has not been provided within 1 hour, then:
 - Contact the primary Diagenix contact person for immediate assistance, or
 - Send a follow-up email to the alternate contact individual.

** For additional support information please refer to *Diagenix Technical Support User Guide and Support Certificate*.