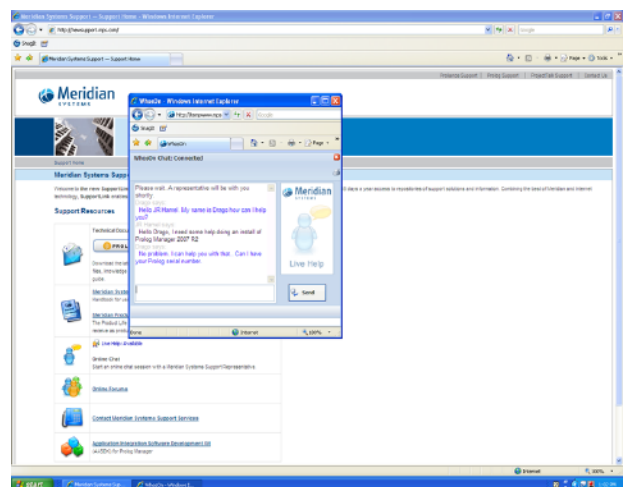
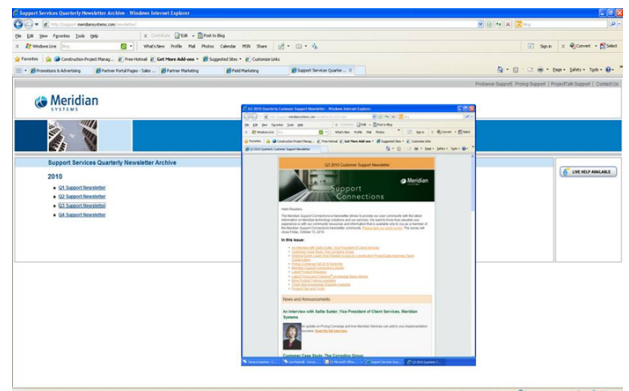


## Meridian Systems Software Support Services

Our mission is to help you deliver the maximum return on your Meridian investment. To help, we're pleased to offer this subscription-based suite of powerful support offerings.

- **Software Upgrades**—Access and download new product releases and updates on SupportLink as soon as they become available. These releases introduce new features, fixes, and enhancements to existing capabilities.
- **Maintenance Releases**—These regularly scheduled releases, or service packs (SPs), provide product fixes and minor feature enhancements.
- **Unlimited Support Incident Management**—Anyone in your organization designated as a Support Contact can log a Support Incident with us via the most convenient method for the individual—email, telephone, or online. We assign each Support Incident a unique tracking number, so that you can quickly and easily check on the status at any time.
- **Toll-free Telephone Support**—Support Analysts are available Mon-Fri, 5 a.m. to 5 p.m. PT (excluding Meridian holidays).
- **24-hour Access to SupportLink**—This secure member only site is exclusively for customers and provides all the tools and information that you will need to find answers to your Meridian support questions. You'll find the latest information on Meridian products, technical bulletins, documentation, and product downloads.
- **Live Chat**—Your company's Support Contacts can participate in real-time text support with a Meridian Support Team member right in their browser.
- **User Forum**—This comprehensive Web-based forum is used for holding discussions and posting user generated content. It serves the community of experienced Meridian solution users and is moderated by Meridian Support Services.
- **Quarterly Support Newsletter**—This electronic publication provides our user community with the latest information on Meridian technology solutions and our services.
- **Knowledge Snippets**—Short video presentations on the features of Prolog and Proliance cover frequently asked questions and guide you through each step necessary to complete tasks and improve your Meridian Product experience.



To learn more about Meridian Software Support Services, including optional services to customize your support experience, or to sign up for a support plan, please contact your local reseller or Meridian Representative at [sales@meridiansystems.com](mailto:sales@meridiansystems.com) or by calling (800) 850 2660.