



# Software Support & Maintenance Handbook

Maximizing the Performance of Your Software  
to Grow Your Business



## **Our Commitment to Our Customers**

As a global leader in software, the team at Pitney Bowes Software (PBS) knows what it takes to make you and your organization successful when implementing mission critical software applications. Time and time again, professional software support and maintenance proves to be a must have for many, if not all, organizations, regardless of size. Our trained support professionals and subject matter experts will guide you through onboarding, utilization and trouble shooting. With our years of in-depth industry domain expertise, we will work with you to learn and understand your specific challenges and needs and help you every step of the way. This handbook provides detailed information on the many support options available to you, so take advantage of this valuable resource. Your success is our number one priority.

PBS offers a world class level of technical support to customers. By assisting you in the resolution of technical issues with our software products, we aim to achieve rapid entry into production with an immediate and sustainable return on customer investment.

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

In addition to the information below, please contact your PBS Account manager for more information on the Worldwide Software Support services available.



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## Software Support and Maintenance Policy

PBS Software Support and Maintenance provides comprehensive coverage for software license agreements, product upgrades and technical support under a single, common set of agreements, processes and tools. To ensure you have access to both the latest software version and remote technical support, we recommend purchasing support at the time of license acquisition. Additionally, this support option is generally renewable on an annual basis.

### Software Support and Maintenance Services

Briefly, PBS Software Support and Maintenance services consist of:

- Reasonable amount of telephone support to assist client with the use of the PBS Products in accordance with Support Guidelines
- Enhancements made available to clients as available during the current maintenance term
- Subscription data, as applicable
- The correction of technical errors or non-conformities with the use of PBS Products in accordance with Support Guidelines;
- Optional 24x7 Emergency Support
- Optional ServiceSTAR - targeted towards enterprise/global clients, ServiceSTAR offers long-term, relationship-based, partnerships typically commencing during solution implementation. The service includes access to a Service Relationship Manager (SRM) acting as the PBS internal coordinator for all the resources and expertise required to ensure successful product support.

### Software Support and Maintenance Service Matrix

Maintenance is included in all PBS software agreements and entitles you to the services, based on four maintenance levels, outlined in the Maintenance Service Matrix (below).

SERVICE	Standard		ServiceSTAR	
	LEVEL 1 Basic	LEVEL 2 Mission Critical	LEVEL 3 Premium	LEVEL 4 Elite
Phone, Email and Online Case Management	•	•	•	•
Global 9x5 Availability	•	•	•	•
Remote Desktop	•	•	•	•
Free version upgrades and patches	•	•	•	•
24x7 Production Emergency Support – excluding Shrink Wrap products – only available in English language		•	•	•
Priority Queue		•	•	•
Access to Service Relationship Manager (SRM) with minimum of \$125K Annual Maintenance – excluding Shrink Wrap products – only available in English language			•	•
Long-term, relationship based partnerships, including access to an SRM acting as the coordinator for all PBS resources and expertise required to ensure successful product support.				•

A more detailed explanation of the ServiceSTAR Program is available in **Appendix B**.



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## Software Support and Maintenance Policy

### Service Level Upgrades and Downgrades

To help with your business needs, your service levels are in your hands. You may upgrade to a higher service level at any time, and the upgrade fees will be calculated based on the current contract fees. Fees will be in addition to maintenance currently being paid, incremental maintenance charges will be pro-rated to the next renewal date. You may also downgrade to a lower service level at the time of renewal without incurring any penalty fees. Unfortunately, mid-term downgrades are not permitted at this time.

### Matching Service Levels

When you purchase PBS Software Support and Maintenance, all licenses included in any given license set will be supported under the same technical support service level. PBS does not offer Software Support and Maintenance for a subset of licenses within a license set.

License sets are defined as a single implementation use case within your environment. For example, if you have address validation for batch invoicing by the operations department, that would be a different license set than the online/real-time address validation for a web-based marketing campaign.

### Payment of Software Support & Maintenance Service

An annual PBS Software Support and Maintenance agreement is always payable upfront.

### Prepaid Upfront Software Support & Maintenance

By prepaying your PBS Software Support and Maintenance contract, you may apply eligible discounts to the Maintenance price based on the total calculated Maintenance Fee. This will be offered in three year increments only.

### Renewal of Software Support & Maintenance Service

Customers with a valid perpetual license and those prior to the expiration date of any software licensed on a limited term, may renew their PBS Software Support and Maintenance agreements.

### Renewal Quote

To assist you with the renewal process, PBS will issue a renewal quote at least 70 to 90 days prior to your Maintenance Expiration Date. We will then e-mail renewal reminders every 30 to 45 days. Keep in mind that you are primarily responsible for documenting and tracking your effective and renewal dates. If you have not received a quote within 60 days prior to the renewal date, please contact your PBS Renewal Account Manager.

### Termination of Software Support & Maintenance Service

You may cancel your PBS Software Support and Maintenance agreement prior to the end of a term by providing notice to PBS. We may terminate any PBS Software Support and Maintenance agreement by providing written notice at least 90 days prior to the Maintenance Expiration Date. We will provide 180 days written notice for any superseded versions of the product, or if the products are licensed for use on an operating system or hardware that is no longer supported by the developer or manufacturer.

If PBS is unable to correct a reported error or non-conformity, as classified in the Support Guidelines for a production emergency or serious problem, within 30 days following notice from you, you may terminate your PBS Software Support and Maintenance agreement and receive a pro-rata refund of the fees for the balance of the existing maintenance term.

### Reinstatement Policy

If you have not renewed your PBS Software Support and Maintenance policy by the Maintenance Expiration Date, support will be systematically terminated. If you wish to obtain coverage for any licenses at a later date, you may reinstate a Software Support and Maintenance plan by working with your Maintenance Account Manager. But, keep in mind, a reinstatement fee, calculated as a multiple of the fee (typically three times), will be assessed to continue service.

### Extended Support for a Retired Product

In general, PBS does not offer support for a product that is past the published End of Life date, in accordance with the PBS Product Lifecycle Policy (see pages 6 and 7).



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## Product Lifecycle Policy

The PBS Product Lifecycle Policy section defines the global product lifecycle policy for PBS, and helps you plan for product releases and standardize product support expectations.

### Lifecycle of a Release

A product in development is made available to you if you are currently on maintenance services through a series of product releases. The release proceeds through a lifecycle of milestones and phases. These steps will apply to all major releases, excluding patch-only releases.

#### Beta

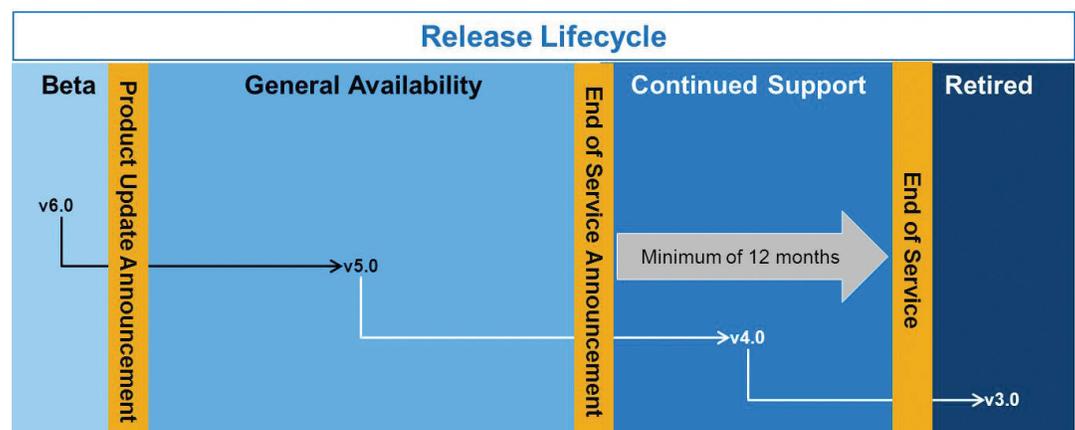
Beta is defined as the period of time when a new release is tested by customers, but before it is generally available to all customers. Beta customers are key partners in validating that:

- Newly developed features and corrective programming meet requirements
- Product continues to function as set out in the product documentation, as amended

During beta, customers receive technical support and assistance from the development team. But, please keep in mind, not all releases will offer a beta period.

#### General Availability

General availability begins when a release successfully completes the Beta period, if applicable, or becomes generally available for customers. Licensed customers, with a current maintenance services agreement in place, are notified by a Product Update Announcement which includes a list of new features and/or corrective programming to existing features.



#### Continued Software Support

Continued Support for the Release is provided for a minimum of twelve months following an End of Service Announcement. An End of Service Announcement will be provided for a release that is moving to Continued Support, which includes phone support and online support.

PBS generally assists customers with products in Continued Support, but in most cases our diagnosis and correction will be applied to the latest shipping release (for example, a problem with MapInfo Professional v6.0 would be diagnosed with MapInfo Professional v10.5). This same policy applies for non-certified environments (operating systems, application servers and databases on which we have not tested our products).

#### Retired

Releases will be retired as updated releases are issued, generally following the Continued Support period. When a release is in retirement, support issues may be investigated, at the sole discretion of Product Management, in an attempt to provide solutions or workarounds. PBS is under no obligation to provide support for a retired release unless the specific customer's contract expressly states otherwise.

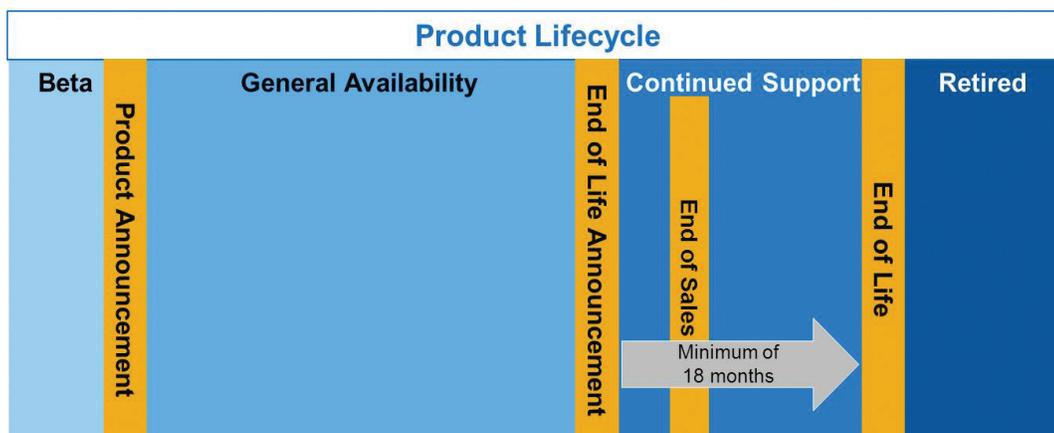


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## Product Lifecycle Policy

### Lifecycle of a Product

A product proceeds through a lifecycle of milestones and phases.



#### Beta

Beta is defined as the period of time when a new product is tested by customers, but before it is generally available to the market. In preparation for Beta testing, customers sign up and partner with our development team for field testing. Beta customers are key partners in validating that the product meets requirements and functions as set out in the product documentation. During the Beta test period, customers receive technical support and assistance from the development team.

#### General Availability

General Availability occurs when a product successfully completes the Beta period and becomes generally available to the market. This phase begins with a Product Announcement describing the application of the product. Regular releases are planned and full support is offered throughout the General Availability phase.

### Continued Support

Continued Support is the phase a product enters as it approaches its

End of Life. From time to time, it is necessary to discontinue a product for a variety of reasons, including lack of market demand, technology obsolescence or the availability of successor products. Once a product enters the Continued Support, important milestones are communicated to our customers throughout the phase.

Continued Support for the Product is provided for a minimum of 18 months following the End of Life

Announcement. No additional releases of the product are planned during this phase, and Continued Support for a product includes phone and online support. The End of Life Announcement will include an End of Sales date. On this date, the product is no longer available to be licensed, and is removed from the price list. Product support is provided to customers who purchased a maintenance contract prior to the End of Sales date; maintenance agreements will not extend beyond the End of Life date.

#### Retired

Following retirement, support issues may be investigated, at Product Management's sole discretion, in an attempt to provide solutions or workarounds. PBS is under no obligation to provide support for a retired product unless the specific customer's contract expressly states otherwise.



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## Product Lifecycle Policy

### Support Timelines

The Product Lifecycle Policy takes the guesswork out of the length of time support is provided for all PBS products and their associated releases. Support encompasses both General Availability and Continued Support phases. The four policy categories, detailed below, include Data, SaaS/Online Services, Integrated Infrastructure and General. These timelines only apply to major releases, not to patch-only releases. The breakdown of products by category can be found in **Appendix C**.

#### Data

The Data products policy includes a minimum of one year of support or six months after the successor major release is available, whichever is longer. PBS recommends that you use the most recent version of all Data products to fully access all features and newest content of our data. Due to the frequency of updates, support issues will be addressed in the next scheduled release, rather than as a patch release in most cases.

You should review individual Data product policies as specific contractual language related to third party vendors and data suppliers may override aspects of the Data products policy.

#### SaaS/Online Services

The lifecycle of Application Programming Interfaces (API's) is defined in a separate document. Please contact your Pitney Bowes service representative for access to the API Lifecycle document.

#### Integrated Infrastructure

The Integrated Infrastructure products policy includes a minimum of four years of support, or two years after the successor major release is available, whichever is longer.

#### General

The General policy includes a minimum of two years of support, or one year after the successor major release is available, whichever is longer.

### Policy Exceptions

Exceptions to our Product Lifecycle Policy are explicit and called out on a release basis. Common exceptions include:

- Frequent releases for less mature products
- Significant lag between releases
- Significant change in third party technology between releases — discussed in detail in the next section

The policy or defined lifecycle stage of a product does not conflict with any master license or maintenance agreements you may have with PBS.

### Third-party Vendor-specific Support Terms

Supported environments are listed in Product Release documentation and on the support web site. You must remain on a supported environment, including applications and platforms, to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current supported application, hardware platform, framework, database and/or operating system configuration to continue receiving our PBS technical support services, subject to the terms of your customer master license or service agreement.

### Successor Products

The Product Lifecycle Policy also provides the framework for PBS to communicate successor products within a product line. For larger, evolutionary steps, or cases where we have re-branded a product, this might entail 'Product B1.0' being the successor product to 'Product A5.0'. This information is particularly important when you have purchased maintenance that includes access to any future releases of a product.

The following is an example of successor products within a product line:





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### Eligibility

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

- 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
- Number of customer contacts for communicating with Worldwide Software Support is limited to three to facilitate the highest quality and most efficient support
- Nominated customer contact has attended PBS Product Training Courses
- Technical Support is granted only to the primary licensee of the product
  - Subcontractors to PBS customers are not entitled to support

### Benefits

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

- Unlimited Technical Support during the business hours listed on the Contact Support page by selecting your region from the 'Other Support Departments' box
  - Includes advice on implementation, optimization and troubleshooting
  - All reproducible errors in PBS applications, when operated in 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 our applications and who will see your 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

### Scope

The goal of Worldwide Software Support is to assist you with our software products by answering questions and resolving problems specifically related to the operation of PBS software.

Situations occasionally arise which may be outside the scope of Worldwide Software Support's services 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 our data products. Support will be limited to the reporting of identified errors and omissions to the Data Products department. You 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 for consideration in a future release. Please review the Enhancement Request Process section for more information.

**Unusual Situations:** Occasionally, certain situations arise in which factors, beyond the control of PBS; inhibit the effective delivery of technical support.

These situations will 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



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## Standard Support Agreement

### Value Added Services

#### Level 2 Services

**24 x 7 Production Emergency 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:

- 24/7 access to a Worldwide Software Support Professional
- Up to five additional customer defined points of contact

With Level 2 Services, your calls will also go into a priority queue.

#### Level 3 Services

PBS Level 3 Services was created for companies that need long term relationship-based commitment and where our product implementation is critical. The basic service includes all benefits of Level 1 and Level 2 in addition to access to a Service Relationship Manager (SRM). The SRM serves as the PBS internal coordinator for all the resources and expertise required to assure successful product support.

With Level 3 Services you can take advantage of a one-on-one relationship with the assigned SRM. The SRM will work to understand business objectives and environment, communicate proactively with your 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.

SRMs act as the voice-of-the-customer inside PBS, and as the resource dedicated to providing proactive support to ensure your 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 SRM is backed by one of the industry's leading Technical Support and Software Development teams. If for any reason your SRM is not available, the immediate options include voice mail, paging, speaking to another member of the SRM Team or directly contacting Worldwide Software Support management.

#### Features

- Direct access to an assigned SRM 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 reports and reviews, up to weekly, as required



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### Service Level Agreement Response Times

The Worldwide Software Support Department has Response Targets that define 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.

To move the case forward as quickly, efficiently and effectively as possible, the appropriate customer resources must be available to assist and support the troubleshooting effort. In a critical situation the appropriate resources should be immediately available.

SEVERITY LEVEL	DESCRIPTION OF ISSUE	TARGET RESPONSE	PBS ACTION
<b>Critical</b>	<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>	Within thirty (30) minutes	<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 Managing Director, Worldwide Software Support, Pitney Bowes Software (PBS)</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>
<b>High</b>	<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 occasionally.</p>	Within four (4) hours	<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>
<b>Medium</b>	<p>Minor loss or reduction of service</p> <p>Secondary function experiencing an intermittent problem: a less common operation fails frequently but with some inconvenience.</p> <p>Medium effort workaround available.</p>	Within two (2) calendar days	<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>
<b>Low</b>	<p>Minor inconvenience of service.</p> <p>A less common operation fails occasionally causing low level inconvenience.</p> <p>Low effort workaround available</p>	Within four (4) calendar days	<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>



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### Important Guidelines for Logging a Case

Any issues considered to be 'Critical' according to the Service Level Agreement 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 the **Appendix D**. The recognized PBS Global Public Holidays, when Worldwide Software Support is not available, are also listed online.

Dependent on the criticality of your case and the PBS Value Added Services you purchased, your case will either be progressed during local support team office hours as listed in **Appendix D** or on a 24/7 basis.

### 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 OCMS customer portal at <http://go.pbinsight.com/online-case-management> and select the Create Case option
2. Call a Worldwide Software Support Representative at the Global Contact Numbers found in **Appendix D**.
3. Send an e-mail to [software.support@pb.com](mailto:software.support@pb.com) and your case will be assigned to the appropriate support office

Complete Worldwide Software Support telephone and email contact details are also listed online on the Contact Support page.

Regardless of the method used to setup a new case, the following specific details are always required:

- Customer's full contact details
  - Account, contact name, phone number, email address
- PBS product name and the installed version
- License number, serial number, contract number, if applicable
- System configuration
  - Platform, OS version/patches/service packs
- In addition, for CCM related issues, database and application server instances/versions/service packs

- Full problem description including:
  - What are the symptoms
  - What context does the problem occur
  - What was expected to happen
  - What actually happened
  - Did the problem occur once or often
  - Is the problem erratic or consistent?
  - Can the problem be duplicated and, if so, what steps are required
  - What is the exact error message(s)
- Screen shots are always very helpful if available.
- Problem severity
- Sample data and configuration files
- Code samples where appropriate

### Case Progression

#### Initial Contact

The Worldwide Software Support team works together with you to identify and resolve problems. A new case is created for each issue either via web, email or phone entry. All required fields must be completed so that a unique Case Number can be generated. You must use this case number in all future communications to enable tracking of the issue to Closure.

An automated system e-mail is sent to the customer contact who initiated the Technical Support case when the case is created in the 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 support staff will, through discussion and analysis, assess the impact of the problem on your overall business. A severity level [Critical/High/Medium/Low] will then be assigned to the issue with your input. This severity level will determine PBS's ongoing response as defined in the Service Level Agreement Response Times section (page 11).

A response time is defined as the elapsed period of time between when



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you contact a Worldwide Software Support Professional with a request for assistance and the time it takes 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 retrieved.

Details of all customer contact are recorded in the OCMS as part of the case. Some cases require extensive research incurring the unavoidable expenditure of time; you are encouraged to check the 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

### Unsupported Environments

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 we make 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.

### Investigation/Replication

The first critically important step is always to try and reproduce your problem. At least one qualified customer staff member, with the appropriate Administrator privileges at your site, must be available to clearly articulate the problem and its impact. Success in rapidly troubleshooting a problem and effectively moving the case along is dependent on receiving the necessary information from you and your staff. Remote access to your machine may be requested to best facilitate the investigation and analysis.

Every attempt is made to mirror the customer's environment as closely as possible – if, following the investigation, a problem specific to the software product is identified, and then PBS will follow the guidelines described in the Service Level Agreement Response Times section (page 11) to create a resolution. If the problem is not observed in a supported environment in a PBS regional support center, we will inform you and the next steps will be evaluated dependent on the severity of the issue.

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: [software.support@pb.com](mailto:software.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 PBS Secure File Transfer service above may also be used, particularly when NDA/privacy/security may be a concern.



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### Resolution

Worldwide Software Support attempts to resolve every case as soon as possible. The assigned Worldwide Software Support team member will provide you with regular updates on the status of an open case and will remain accountable for that case until closure.

While the intention at Worldwide Software Support is always to resolve calls as quickly as possible, resolution times cannot be projected due to dependent factors including, but not limited to:

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

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

- Explanation of a process or function within the software
- Workaround is developed (for example, any solution to a problem not involving a code change)
- 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
- Logging an Enhancement Request

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 determines the subsequent actions required.

### Enhancement Request Process

For all PBS product enhancement requests, including those determined to be the resolution to a Technical Support case, you 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>

### Closing a Support Case

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

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

A Worldwide Software Support Representative will contact the initiator of the case to ensure the resolution is satisfactory. Upon verification of successful resolution from you, 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.



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### Escalation Process

The objective at 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.

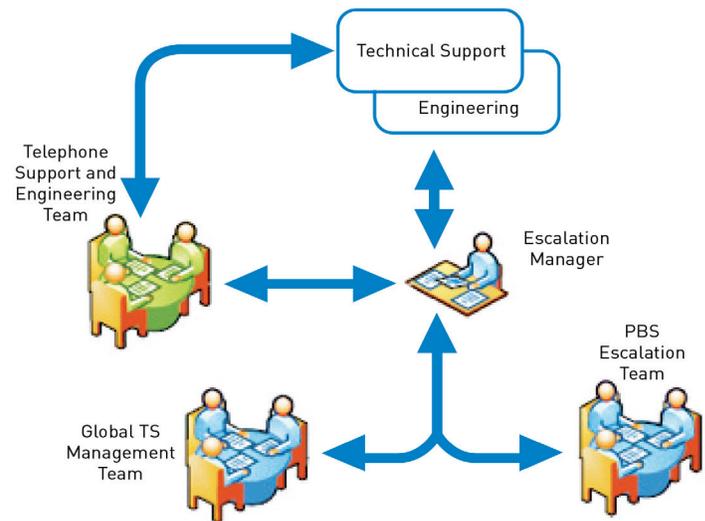
Specific rules and criteria have been defined against which a case's status and/or progress can be monitored. Every situation is different but particular circumstances can determine, or common indicators reveal, when additional management attention is required on any one case.

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

The escalation process can be initiated by you 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 the particular case effort, and see it through to the appropriate conclusion.

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



While 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.



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## Appendix A – Glossary

TERM	DEFINITION
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 Worldwide Software Support Team must agree exactly on the definition of the problem, the severity of the problem and the parameters for providing a resolution. It is normal for one case to span multiple telephone calls.
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.
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. 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.
License Set	A license set refers to a set of products that provides a particular solution. For example, Engage One Suite may be used in conjunction with Sagent to provide an overall Customer Communications solution. In this case, Engage One Suite and Sagent are both part of a single solution set. If, however, Sagent is also used to do simple operational reporting, this implementation of Sagent would not be part of that license set.
Product Defect	A product defect, or 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.
Shrink Wrap	Shrink Wrap products are desktop products, like MapInfo Professional and Discover, when they are not sold as an enterprise solution.
SRM	Service Relationship Manager in the ServiceSTAR Program
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.
Unsupported Environment	<p>PBS relies on a variety of products developed by third party vendors, which may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Operating systems</li> <li>• Database management systems</li> <li>• Application servers</li> <li>• Web servers</li> <li>• Device drivers</li> </ul> <p>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.</p>
Workaround	<p>A workaround is any solution to a problem that does not involve changing the code of the PBS software product. Possible workaround solutions include:</p> <ul style="list-style-type: none"> <li>• Using an alternate process/approach/method, dependent on the problem, to successfully accomplish the task while by-passing the problem</li> <li>• Possible software installation changes, including: <ul style="list-style-type: none"> <li>- Upgrading to a newer version of the product incorporating the relevant fix</li> <li>- Upgrading the operating system, version, and/or service pack</li> </ul> </li> </ul> <p>If required, PBS will provide patches or new builds, limited to the version of PBS software products currently shipping. Assisting with installations or upgrades of third party products is outside the scope of our support.</p>



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## Appendix B – ServiceSTAR Program

### ServiceSTAR Program

Pitney Bowes Software ServiceSTAR program is extremely valuable for clients who are using our products in business critical situations. The program allows companies to customize packages which provide long term, contractual services and a partnership focused commitment. The ServiceSTAR package includes a standard technical support contract, enhanced technical support services (including 24x7 critical issue support), and a Service Relationship Manager.

#### Service Relationship Manager

The Service Relationship Manager (SRM) is the focal point of PBS's commitment to your success through ServiceSTAR. Your SRM is dedicated to ensuring a successful partnership with PBS.

The following are the services your SRM will provide:

- **Dedicated SRM** – serves as a single point of accountability for any interaction you need with PBS. Your SRM will have daily availability to ensure PBS is reacting as fast as your business is changing
- **Daily Issue Management** – Time is dedicated each day to review your current open issues and ensure they are being addressed
- **Weekly Meetings** – In order to stay closely aligned to your business weekly meetings will be held to review incidents, review projects status, discuss open needs and determine gaps and how they can be resolved
- **Client-focused Incident Management** – While standard support will address any individual issue, your SRM will look at all your issues as a client and ensure the organization prioritizes and addresses in an order that best fits your needs
- **Quarterly Reviews** – In addition to weekly meetings quarterly reviews are held to ensure a high level overview is available of all activities. Likewise this time can be used to discuss product updates / new features and other strategic items
- **Proactive Issue Notification** – Since your SRM knows your system and works closely with internal support and engineering representatives they are strategically placed to identify issues that may impact your setup and notify you as soon as possible
- **Escalation Planning** – Plans are put together between you and PBS to deal with product outages that would significantly impact your business. This ensures that if the worst does happen we are prepared to minimize the impact. Also we work to determine mitigation plans that you could potentially implement in a worst case scenario
- **Escalation Prioritization** – Your SRM is also a trained PBS Escalation Manager, this ensures that whenever your issues need to be escalated you have an experienced individual handling your escalation from the start

- **Professional Services Integration** – With your existing, or new hour allotment from the PBS Global Professional Services organization your SRM will work with professional services to direct any product enhancement or other professional services matters directly to them. This approach prevents clients from having to manage issues across PBS's divisions, saving valuable time and helping to ensure
- **Internal Advocacy** – The SRM acts on your behalf to ensure all internal parties involved in your success know your goals, understand your business and are working towards making you successful

#### Enhanced Technical Support

Your Service Relationship Manager is backed by one of the industry's leading Technical Support and Software Development teams. In addition to the benefits driven directly from your SRM, your SRM will work with support to deliver the following enhanced benefits:

- **24x7 Issue Support** – In addition to having the plans in place to make sure we can react quickly, Support will be available 24x7 for any issue that impacts your business. And Support critical issues will be progressed during off hours
- **Priority Support** – Our ServiceSTAR clients stay at the top of the support priority list. When your issue comes in its prioritized at the top of the queue of issues with the same criticality
- **Understanding Your Environment:**
  - A production hardware / setup analysis is documented (and continually updated) between you and your SRM so that all individuals in PBS have accurate information when dealing with any issues, including the support reps
  - Criticality Assessment – Your SRM performs analysis and documents how your software is used and the impact of any outage to ensure PBS reacts appropriately to your businesses needs
  - Environment reproduction – While Support is unable to guarantee they will always have exact hardware and resources to reproduce your environment, your SRM will work with support to get as close as possible.



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# Software Support & Maintenance Handbook

## Appendix B – ServiceSTAR Program

### Standard Support vs ServiceSTAR Program

SERVICE DESCRIPTION	Standard		ServiceSTAR	
	LEVEL 1 Basic	LEVEL 2 Mission Critical	LEVEL 3 Premium	LEVEL 4 Elite
Setup/enable Email assistance	•	•	•	•
Setup/facilitate Telephone assistance via toll free phone	•	•	•	•
Provide access to PBS Online Knowledge Base	•	•	•	•
Enable use of Remote Access tools (at discretion of WWSS team)	•	•	•	•
Provide access to PBS Salesforce portal	•	•	•	•
Facilitate 24x7 Critical Issue Support		•	•	•
Appoint a Service Relationship Manager (SRM) as the point of contact for all non-Sales related issues			•	•
Fully enable client in use of the Salesforce portal, to include best practices and testing			•	•
Work with client to mutually develop a long-term service plan			•	•
SRM acts as client's advocate within PBS maintaining accountability internally and delivering results to clients			•	•
Create Client Profile			•	•
Analyze and assess the client's business case and product-use scenarios for value-add opportunities. Expand client relationship to ensure product use is maximized			•	•
Raise visibility and awareness of client issues with PBS senior management, as required, to facilitate resolutions			•	•
Notify clients that relevant data updates and patches are available for download			•	•
Provide a Weekly Report on open cases and issues as part of the Client Profile. [The Weekly Report forms the basis and agenda for the weekly client meeting]			•	•
Arrange and manage weekly follow up meetings with client: review above weekly report, coordinate participation of relevant/appropriate internal teams as required, and ensure all teams are aware of client priorities			•	•
The SRM is to maintain and interpret defined metrics focused on service delivery			•	•
Provide regular reporting summary on standard case metrics and trend analysis			•	•



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## Appendix B – ServiceSTAR Program

SERVICE DESCRIPTION	Standard		ServiceSTAR	
	LEVEL 1 Basic	LEVEL 2 Mission Critical	LEVEL 3 Premium	LEVEL 4 Elite
Facilitate access to the global support team via toll free phone (24x7) and email (24x5) for issues relating to production systems			•	•
Ensure that new and open cases are managed on a priority basis by Technical Support and Engineering as required			•	•
Ensure client is successfully receiving all relevant Product notices (to all required parties), and automated data update advisories			•	•
The SRM is to support client project plans and timelines through the availability of appropriate PBS resources and, specifically, as driven by client requirements				•
Organize Monthly / Quarterly meetings [as required] between SRM and client to review service delivery and planning for future. Additional PBS Departments and Groups to be included as required and dependent on the current account status				•
Develop a customized quarterly data update process document (as applicable)				•
Actively manage on-time delivery of contracted data updates plus all relevant/appropriate patches. Ensure that all required databases are delivered on time and that client is satisfied. Follow up as required				•
SRM to actively work with all internal resources in applying client business goals to the active handling of support cases				•
Provide customized reports to meet specific client requirements				•
SRM acts as single point of contact to engage with, and coordinate/manage as appropriate, all onsite PBS Services and/or Engineering activity				•
The SRM will work with the client to engage appropriate internal teams in client meetings as required, appropriate and relevant				•
SRM to maintain client awareness on all product roadmaps and upcoming features				•
The SRM will work with internal teams around client individual needs to advise on best practices, system architecture, product configuration and product implementation. This will be based on existing internal information and experience				•
Custom solutions: arrange assistance on all reproducible issues & errors in PBS custom solutions when operated in a supported environment				•
Extended environment: arrange assistance on all reproducible issues & errors in PBS products operated in any extended environment				•



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## Appendix B – ServiceSTAR Program

SERVICE DESCRIPTION	Standard		ServiceSTAR	
	LEVEL 1 Basic	LEVEL 2 Mission Critical	LEVEL 3 Premium	LEVEL 4 Elite
Enable, as far as is possible, the full replication within PBS of the client environment to support and accelerate issue resolution				•
SRM to actively monitor, and track, all data errors and corresponding fixes with relevant data vendors				•
SRM to manage escalated situations				•
Assist client in the submission and follow up on any feature [enhancement] requests made				•
SRM to co-ordinate product training with PBS Training Department. Custom courses can be developed and delivered to meet client requirements and aimed at maximizing product value and client success				optional
Assist client with contingency planning aimed at business continuity in the event of any major problem affecting a PBS product. Includes disaster recovery planning / testing and identification of possible critical failure points. The recovery process is tested on a regular basis - coordinated by SRM				optional
The SRM will work together with client to plan onsite visits by SRM and PBS staff as required				optional
SRM to organize a client product installation review by PSG, Product Management and/or Engineering as required. Review to cover all PBS applications, documentation, installation and configuration				optional
SRM to co-ordinate all PSG deliverables: consultancy, design, mentoring per the PSG Statement Of Work				optional
PSG to Analyze Monthly Data Updates and provide client a summary of the changes/additions included with the latest update				optional
Organize, arrange and manage a custom Customer Summit.				optional
For clients with international needs enable Regionally Based Support				optional



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# Software Support & Maintenance Handbook

## Appendix C – Product Lifecycle Categories

This appendix lists PBS products and their corresponding lifecycle category. These categories are used to help you understand how long a product release will be supported.

PRODUCT NAME	LIFECYCLE CATEGORY
Address Broker	General
Administrative Data	Data
AHJ Pro	Data
AnySite	General
AnySite Australia	General
AnySite Canada	General
Anysite UK	General
AreaCodeInfo	Data
Bank Branches (A) Data	Data
BankAccel	General
Business Merge Purge Plus	General
Business Points (Q) Data	Data
Canada Flood Bundle	Data
Canadian Code-1 Plus	General
CarrierInfo	Data
Census Products Data	Data
Centrus	General
Centrus Merge Purge	General
Code-1 Plus	General
Code-1 Plus International	General
Compass	General
Confirm	General
ConfirmConnect	General
Content Author	General
Crime Profiler	General
Data Quality Connector for SAP	Integrated Infrastructure
Demographic Data	Data
Designer	General
DF Works	General

PRODUCT NAME	LIFECYCLE CATEGORY
Discover	General
Discover Mobile	General
e-Messaging	General
EarthQuake Bundle	Data
Engage 3D	General
EngageOne Server	General
Enterprise Geocoding Module – Platform	General
ExchangeInfo Plus	Data
EZ Case	General
Finalist	General
Fire Risk Pro	Data
Fire Station Bundle	Data
FlexServer	General
Flood Risk Pro	Data
Generalized Selection Plus	General
Generate	General
GeoStan	General
GeoTax	General
Grid	General
GroundView US	Data
Insurance Data	Data
Insurance Web Services	SaaS/Online Services
International Geocoding	General
LATAInfo	Data
Liaison	General
List Conversion Plus	General
Location Intelligence Data	Data
Mail 360	General



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## Appendix C – Product Lifecycle Categories

PRODUCT NAME	LIFECYCLE CATEGORY
Mail 360 Manager	General
Mailstream +	General
MapInfo Manager	General
MapInfo Professional	General
MapMarker Plus USA – Classic	General
Demographic Data	Data
MapXtreme	General
MarketSpace	General
Mass Movement Bundle	Data
MediaPrints	Data
Merge Purge Plus	General
MobileMarketInfo	Data
Model Vision	General
P/I Enterprise Manager	General
P/I Office Mail	General
P/I Output Enhancement	General
P/I Output Manager	General
P/I Output Wizard	General
PA	General
Parcel Data	Data
PlanWeb	General
Portrait Dialogue	General
Portrait Explorer	General
Portrait Foundation	General
Portrait Interaction Optimizer	General
Portrait Miner	General
Portrait Uplift	General
Postal Data	Data
PSAP Pro	Data
RateCenterInfo	Data

PRODUCT NAME	LIFECYCLE CATEGORY
Reference Data	Data
Routing J Server	General
Routing J Server Canada Data	Data
Routing J Server USA Data	Data
Sagent Data Flow	Integrated Infrastructure
Shoreline Bundle	Data
SortStream Canada	General
Spatial+	General
Spectrum	Integrated Infrastructure
Spectrum On Demand	SaaS/Online Services
Spectrum Spatial	General
Spectrum Spatial Analyst	General
Stratus (SaaS)	SaaS/Online Services
StreamWeaver	General
StreetPro North America Data	Data
Streets	Data
Telecommunications Data	Data
Traffic Metrix Data	Data
US Flood Bundle	Data
US Geocoding	General
US Postal Data	Data
Vault	General
VDE	General
Verimove	General
Verimove Access	General
ViewPoint	General
VIP	General
Weather Bundle	Data
Web Designer	General
Wild Fire Bundle	Data
Windpool Bundle	Data



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# Software Support & Maintenance Handbook

## Appendix D – 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

### Americas

**Technical Support: DOC1, Former Group1, Sagent, Mapinfo and Encom products**

Hours: Monday - Friday from 08:00 – 20:00 EST  
excluding US Holidays

Phone: 800 367 6950 or +1 518 285 7283 (if dialing from outside the US)

Email: software.support@pb.com

**Technical Support: Portrait products**

Hours: Monday - Friday from 09:00 – 18:00 EST  
excluding US Holidays

Phone: 800 335 3860

Email: software.support@pb.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: software.support@pb.com

**Technical Support: Volly product**

Hours: Monday - Friday from 09:00 – 17:00 EST  
excluding US Holidays

Phone: 888 662 1040

Email: Software.Support@volly.com

**Customer Service: Pitney Bowes Software**

Hours: Monday - Friday from 08:00 – 19:00 EST  
excluding US Holidays

Phone: 800 367 6950, Option 5

Email: customerservice-pbs@pb.com

**Customer Service: Volly product – billing enquiries**

Hours: Monday - Friday from 09:00 – 17:00 EST  
excluding US Holidays

Phone: 888 662 1040, Option 3

Email: Customer.Service@volly.com

### Europe, Middle East, Africa (excluding Germany)

**Technical Support: DOC1, Sagent, Mapinfo, Confirm, Portrait products**

Hours: Monday - Friday from 09:00 – 17:30 GMT  
excluding UK Bank Holidays

Phone: Inside the UK: +44 800 840 0001 or

Outside the UK: For LI: +44 1634 880141

**For CCM:** +44 1923 279103

**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, EDGE 2020, Portrait dialogue**

Phone: +44 1491 41 6778

Email: software.support@pb.com

**Customer Care**

Hours: Monday - Friday from 09:00 – 17:30 GMT  
excluding UK Bank Holidays

Phone: +44 800 840 0001

Email: customerservice-pbs@pb.com

### 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: software.support@pb.com



# Pitney Bowes Software Support & Maintenance Handbook

## Appendix D – Global Support Contacts (by region/product)

### Germany

#### Technical Support: DOC1 and Sagent products

Hours: Monday - Thursday from 09:00 – 18:00 CET  
Friday from 09:00 – 17:00  
excluding Holidays

Phone: +49 89 462 387 55  
Email: software.support@pb.com

#### Technical Support: Location Intelligence and GIS

Hours: Monday – Friday from 09:00 – 17:00 CET  
excluding Holidays

Phone: +49 6142 203 400  
Email: software.support@pb.com

#### DOC1 Suite and Sagent Data Flow Lösungen

Technischer Support: Montag bis Donnerstag: 09:00 – 18:00 Uhr  
Freitag: 09:00 – 17:00 Uhr  
Telefon: +49 89 462 387 55  
Email: software.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 6142 203 400  
Email: software.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

### Australia and New Zealand

#### Australia

##### Technical Support: all products

Hours: Monday – Friday from 08.00 - 18.00 AEST  
excluding Public Holidays

Phone: 1 800 648 899  
Email: software.support@pb.com

#### New Zealand (Critchlow Pty)

##### Technical Support: all products

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

#### Customer Service, Sales and 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

### Japan

#### Technical Support: DOC1, group 1 and 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)



# Pitney Bowes Software Support & Maintenance Handbook

## Appendix D – *Global Support Contacts* (by region/product)

### **Singapore**

**Technical Support: all products**

Hours: Monday - Friday from 09:00 - 18:00 SGT  
excluding Holidays

Phone: +65 6595 0288

Email: [software.support@pb.com](mailto:software.support@pb.com)

**Customer Service**

Phone: +65 6595 0288

Email: [pbsoftware.singapore@pb.com](mailto:pbsoftware.singapore@pb.com)

### **Philippines**

**Technical Support: all products**

Hours: Monday - Friday from 09:00 - 18:00 PHT  
excluding Holidays

Email: [software.support@pb.com](mailto:software.support@pb.com)

**Customer Service**

Phone: +65 6595 0288

Email: [pbsoftware.singapore@pb.com](mailto:pbsoftware.singapore@pb.com)

For more information call 800.327.8627 or visit us online at [www.pb.com/software](http://www.pb.com/software)

**UNITED STATES**

800.327.8627

[pbsoftware.sales@pb.com](mailto:pbsoftware.sales@pb.com)

**CANADA**

800.268.3282

[pbsoftware.canada.sales@pb.com](mailto:pbsoftware.canada.sales@pb.com)

**EUROPE/UNITED KINGDOM**

+44.800.840.0001

[pbsoftware.emea@pb.com](mailto:pbsoftware.emea@pb.com)

**ASIA PACIFIC/AUSTRALIA**

+61.2.9437.6255

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[pbsoftware.singapore@pb.com](mailto:pbsoftware.singapore@pb.com)



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