

AltiGen Field Alert #249

Date: March 12th, 2009

Subject: 5.1 end of support and service plan support information

Distribution: All Partners



This Field Alert provides a reminder on the end of support date for AltiWare 5.1, support changes for systems not covered under an active Service Plan, and an additional method for receiving afterhours support.

Overview

- Support for 5.1 will end on March 20th, 2009.
- Systems must be covered under an active service plan to be eligible for no-charge support.
- Systems not covered under a Premier Service Plan can purchase after-hours emergency support.

Details

As of March 20th, 2009, AltiGen will no longer provide technical support for the AltiWare 5.1 release. We suggest all systems currently running 5.1 be upgraded to 5.2 or 6.0. Support will continue to be offered for supported upgrade paths: if you encounter a problem when upgrading 5.1 to a newer release, please contact technical support (1-888-ALTIGEN, option 5, or via the Partner site at <https://dealer.altigen.com>) for assistance.

In addition, starting March 20th, 2009, a hourly charge will apply for technical support on systems that are not covered under an active service plan. This applies only to systems not covered by an active service plan. To check service plan status, log on to the Partner site, click on the Assurance & Warranty section, and click the 'Service Plan Query' link under the Service Plan category on the left. After submitting your query, look at the Expiration Date field for the appropriate system.

If the system is not covered under an active service plan, an hourly charge of \$160 will apply for technical support, with a 1-hour minimum. After the initial hour, additional 15-minute increments can be purchased at \$40 each. Please see purchasing instructions and terms at the bottom of this message. Note that your system must be running a supported release to be eligible for no-charge or fee-based technical support. As of March 20th, 2009, our supported releases are 5.2 and 6.0.

If the system is covered by an active service plan, our current policies and procedures apply. No additional charges will be assessed.

A new option is available for after-hours emergency support. Previously, only systems covered by a Premier Service Plan were eligible for after-hours support. Starting immediately, fee-based after-hours emergency support is available to systems covered under Software Assurance or a Standard Service Plan. An hourly charge of \$300 will apply, with a 1-hour minimum. After the initial hour, additional 15-minute increments can be purchased at \$75 each. Please see purchasing instructions and terms at the end of this message.

If the system is covered by an active Premier Service Plan, our current policies and procedures apply. No additional charges will be assessed.

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Purchasing Instructions

If support is requested for a system not covered by an active service plan, or after-hours emergency support is requested for a system not covered by an active Premier Service Plan, our staff will direct you to the Online Store section of our Partner site.

Select the 'Purchase' link under the Support category on the left, and add the appropriate item(s) to your cart. Once checkout is complete, you'll be given a Support Service ID. Give that ID to the technician assisting you and your transaction will be complete.

Term and Conditions

Support services are non-refundable and do not guarantee issue resolution. Upon first use of purchased time, that time will be associated with the case opened by AltiGen's TSO staff. It can be utilized for only that case, and will expire 30 days after first use. Unused purchased time will expire after 1 year. Only systems running a currently supported version are eligible for technical support. As of 3/20/2009, release 5.1 and all prior releases are unsupported.

15 minute increments are purchased as extensions to 1 hour blocks of time. A 1 hour block must be purchased first; after the hour is exhausted, 15 minute extensions can be applied.

In the case of afterhours support services, support is only available for system down or major loss of service issues.

Contact

If you have any questions, concerns, or suggestions regarding any support policies or procedures, please don't hesitate to contact Ian McBride via email at ian@altigen.com, or via phone at 888-258-4436, x205.