

## **Comprehensive Support**

### Terms

- Up to 20 email incidents per year
- Up to 20 telephone incidents per year

### Access

- Lyris and Xpedita engineers will be given unrestricted access when required and appropriate and necessary from fixed IP addresses to both the List Manager web interface and the SQL Server.

### Benefits

- 100% licence credit against upgrades to higher licence levels
- All major and minor version releases

### Coverage

- All queries relating to the performance and behaviour of List Manager are supported.

### Email

- Email support queries should be routed to [lyris-support@xpedita.com](mailto:lyris-support@xpedita.com)

### Telephone

- During UK working hours all calls should be made to: 0870 731 6002
- Telephone support after UK working hours can be directed to Lyris on: 00 1 510 549 4350

### Response

- Email queries will be responded to within 24 hours during the standard business week.
- Telephone queries will be logged during working hours – 0930 to 1700 in the UK, 1700 to 0100 in the US and will be responded to within 24 hours.

### Escalation

- If Xpedita cannot resolve an issue it will be escalated to the US product team for support.

In the UK & Ireland, Lyris is distributed exclusively by Xpedita, who provide pre- and post-sales service for ListManager customers including scoping, deployment, integration, campaign management and email marketing audits.