



empoweredmessaging

EXTEND YOUR REACH. INFINITELY.



Saturday, February 09, 2002

Optus Software has introduced a new fee-based support program, and has nominated emFAST LLC, (the empowered messaging FACSys Authorized Support Team) to deliver these value-added support services for end users and FARs in North America.

emFAST is the joint creation of the two most successful FARs in North America. They have assembled a technical support team of six technicians with over 30 years of combined FACSys technical support experience going back to FACSys v3.4. In addition to unsurpassed FACSys knowledge, they also have extensive field experience with both analog and digital versions of Brooktrout and Intel/Dialogic/GammaLink fax boards. EmFAST also supports installations utilizing fax and other messaging services over IP (FoIP). This combined product knowledge, unsurpassed in the industry, is now available as a resource to all FARs.

Optus and emFAST have developed a product support program that not only makes a knowledgeable support team readily available to the FAR community, but also allows the FARs to generate additional revenue by selling F.A.S.T. Support Contracts to their customers.

The F.A.S.T. contracts offer five major benefits to the FAR.

- **Make 15% on every contract sold, including the renewal 12 months later.**
- **Freedom to re-assign technical resources to higher profit generating opportunities like professional services and/or possibly reduce staffing requirements.**
- **End-users get excellent technical support plus all product upgrades, service packs and hot fixes, making them a satisfied FACSys user.**
- **Each end-user will be flagged in the Optus database as belonging to the FAR that originally sold the product. All end-user requests for additional products will be directed back to the FAR, resulting in increased product sales.**
- **emFARS and end-users on support contracts will have access to the exclusive technical support knowledge base at www.faxserversupport.com, containing the latest downloadables and 'how to' slide presentations.**

Here's how the program works.

FACSys support and upgrade requests to Optus from both FARs and end-users are directed to emFAST for follow up. If an end-user with no F.A.S.T. Support Contract references their FAR in the support request form, an emFAST representative will contact the FAR, alert them to the support request and assist them with selling the end-user a F.A.S.T. contract. When the end-user purchases a F.A.S.T. contract, they receive unlimited technical support and product upgrades for a period of one year. The FAR receives 15% of the contract fee (including future renewals).



Optus Software – emFAST Joint Announcement

All technical support requests must be submitted via a web form found at www.faxserversupport.com. When a F.A.S.T. Contract number is supplied with the support request, it is immediately sent to a pool of technicians who will contact the end-user within 4 hours (typical response time is less than 30 minutes). If the end-user has purchased the 7x24x365 support option, they will be provided with specific instructions on how to contact a technician, anytime, from anywhere in the world.

If a FAR has an end-user who will not purchase a F.A.S.T. support contract, or if the FAR prefers to support their end-users themselves, emFAST will also make available (to FARs only) a 5 pack of Single Incident (SI) support tickets for \$1,000 (a \$250 savings). The FAR can use the Single Incident ticket for any end-user they choose, or for themselves. The FAR can also obtain SIs by purchasing FACSys software from emFAST. emFAST will include a free SI Certificate with every FACSys Server License purchased from them.

As a Value Added FACSys Distributor, emFAST provides to the FAR community free pre-sales support, assistance with complex system design or sales quotes, joint sales calls and webcast training sessions.

Optus Software and emFAST have been jointly developing and refining this process. Rave reviews from both FARs and end users can be found at www.faxserversupport.com/discuss.htm.

Please contact emFAST (sales@emfast.com) with any questions you may have at 1-866-4emFAST (1-866-436-6278), or visit the emFAST web site at www.emfast.com.

The free technical support, previously provided to FARs by Optus Software, will be discontinued effective March 1st, 2002.

Joseph Avellino, President, Optus Software Inc.
Tom Linhard, President, emFAST LLC

