

# Nuance<sup>®</sup> maintenance and support for Dragon<sup>®</sup>

Open License Program (OLP) customers have the option to purchase Maintenance and Support (M&S) at a cost of 15% of the original net license price paid. Maintenance and Support is purchased annually and includes access to Technical Support, error corrections, software updates and software upgrades (future new releases of our product as they become available).

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Nuance Maintenance and Support and Open License orders are fulfilled through select resellers and distributors. For more information, please visit our [volume licensing webpage](#), or call Nuance sales at 1-866-748-9536.

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## Requirements

You can only purchase Maintenance and Support for the latest version of a product. If you have older versions of the product, you must upgrade them to the latest version. If you choose to purchase M&S you must purchase M&S for all copies of a product covered by the OLP agreement.

## Maintenance period

M&S starts from the date the product was purchased from Nuance. M&S is purchased for a period of 12 months and the Maintenance Period ends on the anniversary date of purchase. You should renew M&S for another 12 month period before the Maintenance Period expires to ensure uninterrupted access to Technical Support and software updates and upgrades.

## Maintenance reinstatement

If M&S services lapse, or were never originally procured with respect to Nuance software for any particular end user, and the client subsequently desires to procure them, then in addition to the fees otherwise due for the M&S services, the client shall pay a reinstatement fee equal to one and one-half (1.5) times the fee for the M&S services for the period during which the applicable Nuance software was unsupported. Any reference in a quotation to a “start date” for lapsed or never-purchased M&S services applies for purposes of determining the reinstatement fee and does not affect

the commencement of the Maintenance Period. However, if a new product upgrade becomes available during the period which M&S lapsed, you must purchase the upgrade and start M&S from the upgrade purchase date.

### **Designated contacts**

The client can designate up to two people to be the liaison between Nuance Technical Support and the client's users of the software. This will allow the client's liaisons to become experts in the Nuance software and Technical Support process, as well as allow the Nuance Technical Support personnel to become familiar with the client's liaisons. This approach increases the efficiency of the support process and in turn benefits both the client and Nuance.

### **Creating an account and accessing the system**

- Navigate to <http://network.nuance.com>
- Click "Create an Account"
- Fill the form
  - For Company, please provide the full name
  - For License# just enter: Corp
- Click "Create Account"

### **Incidents**

For each issue that is raised with Nuance Technical Support, an incident or trouble ticket is created. This incident has a unique ID number and contains specific information about the issue. Nuance Technical Support maintains notes for all correspondence relating to a specific incident, so it is readily available to any Nuance Technical Support representative who may need to work on a given issue.

### **Submitting incidents via the web**

Nuance provides the ability for a designated contact to submit incidents via the Nuance web site. To do so, the contact must have a valid maintenance contract. If there is a problem with the maintenance contract, or if the designated contact has difficulty accessing the Web site, the customer may contact Nuance Technical Support to gain access to the web portal.

### **Responses**

Nuance Technical Support representatives strive to answer all issues on the first call. However, it is possible that an issue cannot be resolved over the phone. In these instances, the following process will be followed:

- **Known issues.** If the issue in question has already been reported and cannot be answered, it is deemed "known." These issues have already been reported to Nuance Development and are waiting a corresponding software update. Nuance Technical Support will attempt to provide alternative solutions to known issues until a software update is released.
- **Unknown Issues.** If the issue in question has never been reported, or the Technical Support representatives are unaware of the issue, then it is deemed "unknown." These issues are escalated for further research. The

response time for “unknown” issues is approximately two days and may require additional information to resolve.

**Software updates**

Software updates are released as needed to address issues that have come in from the field after a product is released. Updates will be available on <http://network.nuance.com>. Additional information regarding a software update and what issues it addresses is posted to our [Knowledge Base](#).

**Software upgrades**

Software upgrades are new versions of the product that include the latest functionality and features. These upgrades will be made on <http://network.nuance.com>. A notification will be sent out when a new version of the product becomes available.

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**About Nuance Communications, Inc.**

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).

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