



Global Services

Maintenance Support

**Pitney Bowes Global Services**

Software Maintenance Agreements

# Resolve technical issues and update software quickly.

To succeed, it's critical that your physical and digital commerce technology is up-to-date and performing at optimum levels. With Software Maintenance Agreements (SMA) from Pitney Bowes, it's easy to do.

The following service support options can help you meet your unique business needs and help accelerate your time to positive outcomes.



For more information, visit us online: [pitneybowes.com/ca/en](https://pitneybowes.com/ca/en)

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## Tier 1 support includes:

- **Self-help:** You'll gain 24/7 access to our web self-help, as well as user and product support articles.
- **Technical support:** We provide technical support over the phone, the internet and through direct connection. To get remote support, all we need is enough access to your system—determined at your discretion—to resolve the problem.
- **Fixes:** We'll keep your products running so you can maximize productivity.
- **Product updates:** By using our customer-installable updates, it's simple to stay compliant and enhance your products as they become commercially available.
- **Data updates:** If your product includes data that's licensed separately as a subscription, we'll distribute each update to the data as they become available.
- **Rate changes:** If your product requires carrier rate information supplied by Pitney Bowes, client-installable rate-change replacements will be provided to you based on the carrier coverage selected in your order.

## • Delivery and implementation:

All updates, fixes and rate changes will be delivered electronically unless physical media options are provided at our discretion.

## Tier 2 support includes:

- All of Tier 1 support.
- Onsite maintenance support if remote support is unsuccessful (some limitations apply, see Pitney Bowes terms for details.)

## Premier Support Supplement

This optional support, available only with Tier 1 or Tier 2 coverage includes:

- Direct access to support agents.
- Assigned account support manager.
- Expedited field dispatch.
- Expedited parts shipment.
- Semi-annual support review.
- Installation of carrier rates updates.

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## Leverage our superior skills and expertise.

With nearly a century of experience, we provide reliable and predictable results for clients who depend on our products and services. We offer full transparency into our performance through comprehensive reports and scorecards, as well as superior communication. Pitney Bowes Global Service provides:

- Global scale and presence.
- Field service infrastructure and scale.
- Cloud-based IoT technology designed to deliver optimized results.
- A single point of accountability.
- A complete portfolio of end-to-end commerce solutions.
- Custom services, scaled to meet client needs and market requirements.

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**For more information, contact your Pitney Bowes sales/service representative.**

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Canada  
5500 Explorer Drive  
Mississauga, ON L4W 5C7