

As a corporate customer of Babylon we offer your organization 3 levels of annual support contract.

Our support packages will provide you the best support suitable for your company.

Silver support-

- Email support response within 24 hours.
- **Lost license** -A backup of your company license information will be sent to you, in case you lose your license details.
- **Invalid license**-Babylon support team will provide a solution with license invalidation cases.
- **Software Updates +BUG fixes**- During the service pack period your company are entitled to free software updates (minor versions). Updates are released from time to time to provide bug fixes and minor enhancements.
- **No marketing communications**- Your organization will not receive marketing messages of any kind unless specifically asking for it.

Gold support-

- **Free Upgrade** - Free major version upgrade. During your support period your organization is entitled to free version upgrades. Free version upgrade means your organization will always enjoy the latest features available from Babylon, without negotiating a new purchase. You avoid hassles and paperwork, and save on your budget.
- **Unique 1-800 in local language** -Top priority issues will be taken care of using this unique **Toll-free** number.
- Email support response within 12 hours.
- **Lost license** -A backup of your company license information will be sent to you, in case you lose your license details.
- **Invalid license**-Babylon support team will provide a solution with license invalidation cases.
- **Software Updates +BUG fixes**- During the service pack period your company are entitled to free software updates (minor versions). Updates are released from time to time to provide bug fixes and minor enhancements.
- **No marketing communications**- Your organization will not receive marketing messages of any kind unless specifically asking for it.
- **Free 500 words credits for B.H.T (Babylon Human Translation) services** – Your organization will get free word credits for an initial use of our Human Translation Service, offering professional translations in over **30 languages**. (The free words credits will be given with a minimum of 500\$ order).
- **Discount on B.H.T projects**- Discount bonus for any Human Translation projects.
- **Packaging Tool** – instructions how to use Babylon Packager installation tool.

Platinum Support-

- **Free Upgrade** - Free major version upgrade. During your support period your organization is entitled to free version upgrades. Free version upgrade means your organization will always enjoy the latest features available from Babylon, without

negotiating a new purchase. You avoid hassles and paperwork, and save on your budget.

- **Unique 1-800 in local language** -Top priority issues will be taken care of using this unique **Toll-free** number.
- Email support response within 8 hours.
- **Lost license** -A backup of your company license information will be sent to you, in case you lose your license details.
- **Invalid license**-Babylon support team will provide a solution with license invalidation cases.
- **Software Updates +BUG fixes**- During the service pack period your company are entitled to free software updates (minor versions). Updates are released from time to time to provide bug fixes and minor enhancements.
- **No marketing communications**- Your organization will not receive marketing messages of any kind unless specifically asking for it.
- **Free 1500 words credits for B.H.T (Babylon Human Translation) services** – Your organization will get free word credits for an initial use of our Human Translation Service, offering professional translations in over **30 languages**. (The free words credits will be given with a minimum of 1000\$ order).
- **Discount on B.H.T projects**- Discount bonus for any Human Translation projects.
- **Personal customization** -Babylon Support team will enable you to customize your Client the way you wish to.
- **Rights to participate in Beta group**- In order to be the first to enjoy new services, your organization will have the opportunity to become one of our Beta group users.
- **Special discount on Babylon Premium Dictionaries** -Your organization will receive a special discount when you add more premium dictionaries, ask our sales representative for more details.
- **Packager installation**-In order to make the Babylon client installation process easier for the corporate environment, Babylon created the “Babylon Packager”. The Babylon Packager gives the IT team the option to pack/create an MSI and EXE files – These files should meet the corporate requirements for the client’s default values; i.e. activation key and bundled dictionaries, as well as enable the IT team to distribute an MSI file according to its known standard.
- **Licenses unity** - Login with the same user and license codes for all the users. In cases of multitude orders in your organization, Babylon Support team will unite all of your orders to one order, which will include all of your orders as to organize your company/organization.

