

Enjoy peace of mind

OL Care provides access to a dedicated team of professionals who care about your urgent software issues. Speak to a technical expert who will stay with you until it's completely resolved.

What is included with OL Care?

- Unlimited support*, assistance and guidance on all of our products and solutions (Installation, setup, configuration and software usage).
- Assisting with solution failures such as: existing templates, datamappings, workflow configurations and programming pertaining to OL's Products, running in the environment for which they were developed.
- Fixing unexpected behavior for documented features and error messages.
- Updates and upgrades of software.
- Access to OL Learn, OL online training resources.

*EXCLUSIONS

Technical Support assistance shall not be provided for problems arising from:

- The customer's use of the Products in a manner for which they were not designed.
- The customer's or third party's negligence, misuse, adaptation or modifications of the products.
- Versions of the Products other than the two most recent major versions.
- Custom scripts in languages other than PressTalk, JavaScript, VBScript, JQuery, CSS, HTML.

How much does it cost?

The price of OL Care is based on a percentage of your total license value including options.

Can I obtain OL Care?

OL Care is mandatory for the first year with the purchase of a perpetual license. You can then renew your OL Care yearly.

If you purchase a Subscription License, OL Care is included for the period covered.

How do I get support?

You can contact the OL Care Technical Support team by telephone or by opening a ticket online.

[Contact OL Care Technical Support team \(p.3\)](#)

How do I renew OL Care?

Contact your reseller or your local [OL Care team](#).

Can I pay monthly?

No, OL Care is a yearly plan.

Can I just pay when I call?

No, you cannot. We offer a yearly plan that allows you to call as often as you want and get access to our experts for as long as you need. As an added benefit you also have access to upgrades and updates of the software.

How long is the response time?

Once you submit a ticket, a response will be given by email or telephone.

SUPPORT TICKET OPENED BY	RESPONSE TIME*
Telephone	Within 2 hours
Email or web	Within 4 hours

*During local support business hours.

 For emergencies, we strongly recommend opening a ticket by telephone to accelerate the response time.

For more details on our service level agreement, you can consult our OL Care Policy.

OL Care Policy: [OLCare-Policy-en.pdf](#)

What if I am not covered anymore?

You can contact your reseller or local OL Care team. They will help you renew your OL Care, no problem. Keep in mind that the reentry cost is higher than the cost of a renewal. Therefore, we strongly recommend you stay current.

Contact OL Care team: ol-customer care@uplandsoftware.com

How do I cancel my OL Care?

If you no longer wish to be part of OL Care, simply do not sign the renewal form when it comes time to renew. But remember that if you ever wish to get back on OL Care, the cost of reentry is higher than the cost of renewal.

How often can I call OL Care technical support?

It's unlimited. You can call as often as you need, we are here to help.

Are consultancy services included?

No, consultancy services are not included with OL Care, but we do offer professional services as an added service. For more information please contact your Reseller or Sales representative.

Is training included?

Yes, you have unlimited access to OL Learn, our free online training and also to our forum and resource center. Of course, additional training services can also be purchased.

OL Learn: learn.objectiflune.com

Resource Center: help.objectiflune.com

How do I contact the Technical Support team?

Here is a list of our Technical Support teams around the world you can contact:

SUPPORT CENTER	BUSINESS HOURS (excluding public holidays)	TELEPHONE	WEB SUPPORT
Americas	Monday to Friday 9:00 am to 8:00 pm EST	+1 514 798-8714 +1 866 348-5863	Report an issue
United Kingdom	Monday to Friday 9:00 am to 5:00 pm UTC +0	+44 845 505 6349	
Germany	Monday to Friday 9:00 am to 5:00 pm UTC +1	+49 6151 7809 103	
France	Monday to Friday 9:00 am to 5:00 pm UTC +1	+33 1 80 87 52 86	
The Netherlands	Monday to Friday 9:00 am to 5:00 pm UTC +1	+31 79 361 8036	
Australia	Monday to Friday 9:00 am to 7:00 pm AEST	+61 3 8548 4894 1800 018959	
Malaysia	Monday to Friday 9:00 am to 5:00 pm MYT	+60 327 834 307 1800 81 6530	
Japan	Monday to Friday 9:00 am to 5:00 pm JST	+81 50 3488 5816	

Have more questions?

Want to subscribe or talk to an advisor?

Contact OL Care team: ol-customer@uplandsoftware.com