

## SUPPORT & TRAINING POLICY

### SOFTWARE AND HARDWARE

MEDWORKS MANAGEMENT, INC. is a MediSoft Platinum Reseller that provides both software and hardware support to its clients under the terms and conditions below. Our technicians carry the prestigious A+ Certification from the Computing Technology Industry Association. For hardware under warranty supplied by MEDWORKS MANAGEMENT, INC., see Warranty Support Policy.

#### WHAT WE CAN SUPPORT

We provide both on-site and telephone support for all products sold or supplied by MEDWORKS MANAGEMENT, INC., including products by McKesson/MediSoft, BillFlash, Twisted Technologies, MD On-Line, TECHLINQ™ and HP Computers, as well as for networks that we have installed.

In addition, we can often provide support for hardware items or McKesson/MediSoft products we did not originally supply, other software products, or networks that we did not originally install. We must specifically agree to provide such support (agreement to do so may require an on-site inspection and service at our regular rates).

#### WHAT WE CAN PROVIDE

MEDWORKS MANAGEMENT, INC. provides support and assistance with

- General questions and problems related to efficient and effective operation of covered software and hardware;
- Staff training sessions;
- Emergency and non-emergency situations in which all or a part of an installation is inoperable or down;
- TECHLINQ™ Preventative Maintenance;
- Other situations as agreed by the client and MEDWORKS MANAGEMENT, INC.

Support can be accomplished via on-site visits, telephone, connecting to a client's computer system remotely, or by other means as agreed.

It is important to note that as a small company we have the advantage of being able to provide top-notch personalized service. Our commitment to you is to respond as quickly as possible to evaluate your need. But we do not guarantee a specific response time. True emergencies receive priority attention. We may return a call on a non-critical issue later, but generally within one business day.

#### CONDITIONS

We never want our clients to feel uncomfortable about calling us with "silly" or "short" questions. Therefore, for *Inner Circle* clients, we do not generally bill for telephone support calls and questions of less than 4 minutes duration unless they become extremely frequent. However, longer telephone calls will be billed or charged against your pre-paid balance in increments of tenths of an hour (6 minutes.) Remote connect calls are always billed. Emergencies that require re-scheduling of our other clients may be subject to a surcharge.

On-site service, support or training sessions are subject to minimums (generally one hour depending on services.) In New Jersey, north of the Raritan River, on-site sessions are subject to a flat On-site Service Fee in lieu of billing for travel time. Travel outside these areas may be billed at cost, depending upon the length and nature of the on-site visit.

Hourly support fees include labor only. Hardware, software, parts, and materials are billed separately.

Support may be purchased in one of two ways. The majority of our clients choose the **Inner Circle** Pre-Paid Support option. All on-site services are subject to an On-Site Service Charge in addition to the regular hourly rate.

### **INNER CIRCLE PRE-PAID SUPPORT**

Our **Inner Circle Pre-paid Support** program offers a reduced rate in return for a minimum deposit against which telephone and remote support services used are charged. On-site service and training is also provided at a reduced rate, but is billed separately, again at a reduced rate. Our *Inner Circle* Support Program gives you peace of mind. Program benefits include:

- Preferential, discounted support when you need it most
- Affordable, pre-paid time increments
- Discounted, on-site service and training support
- Inner Circle clients are no typically charged for occasional short calls

Either a 4 hour or 8 hour Prepaid Deposit is required for this program. Telephone support and remote support (where available) is charged against your credit balance at the same reduced rate. As an **Inner Circle** client, you will also receive on-site service and training at a reduced rate, and is billed and paid separately from your **Inner Circle** pre-paid balance. Depending on the level chosen, a pre-paid deposit expires either one year or three years from original purchase date. When a Prepaid Deposit is depleted, we will bill a renewal of that Deposit plus any outstanding balance. Rates are subject to change and services are always charged at current rates.

### **PAY-AS-YOU-GO SUPPORT**

**Pay-as-you-go Support** is on an as needed basis. Telephone and on-site support is billed in tenth hour increments. Telephone support and on-site calls are payable at time of service unless other arrangements have been made.

### **AS A REMINDER...**

- We ask that you help us help you. Always provide a complete and specific description of your issues.
- The reliability of computer components has improved dramatically over the past five years, but they are not infallible. Always have a backup! We feel that an on-line remote backup solution is more reliable than tapes or USB drives.
- We may require exclusive use of your computer system. Please be cooperative in allowing our access.
- Some support issues will require us to perform additional research to find a solution, which could be billable under some circumstances. We ask for your patience while we find an accurate and appropriate solution.
- Your understanding of our emergency response policy is appreciated. Emergency calls take precedence over standard support calls. Remember, you would be afforded the same courtesy in the event of a systems emergency at your practice.
- Your satisfaction with our services and products is extremely important to us. Our business is built on referrals, so please remember to let your peers know about our services.