



## Support Policy

### What comes with software support?

**Updates to covered software** - Covered software includes the Datacon Dental System, Time Clock, pcLink and the EmManager software. All of the software provided by Datacon is updated on a regular basis. As these updates are released, we will make them available to you. Some updates will have minimum hardware or system requirements. We can only offer to provide updates that can be supported by your hardware, operating systems, or network.

**Telephone support** - Our "800" number is available between 8am and 5pm PST Monday through Friday, except holidays. We will provide voicemail or other recording options during 'off' hours. Telephone support is intended to provide answers to standard, day-to-day questions about the use of the Datacon software and to ensure that you are getting the most out of your system.

**Training** - As an added value, we include 45 minutes of telephone/high-speed Internet training per quarter. This training does not accrue and expires at the end of each quarter. We will post a maximum of one credit for training per quarter for training included with support. Additional training may be purchased as needed. Support should not be considered a substitute for training. Your Datacon software is designed to appear simple at the surface, but is in fact, a comprehensive system with many sophisticated capabilities. Having a well-trained staff will maximize the benefits you receive from any software system.

**Discounts** – Software support entitles you to reduced rates for training and customization as well as services including secure email, automated patient communication, and other features that require access to our servers or third party services.

**Email support** – For suggestions or questions that do not require an immediate response, you may wish to contact software support by sending an email to [support@datacondental.com](mailto:support@datacondental.com).

**Internet support** - We may occasionally access your system using Internet connection. This access is usually in response to a question or request from your office. We may run diagnostic programs or examine your data to ensure that your system is running properly. We may also run reports or access information necessary to answer your questions. We may also make changes to the configuration options and customized screens, reports, or forms. In addition, your system may be configured to send us diagnostic information to aid in our software development or to alert us of any potential problems with your system. If you wish, you may request, in writing, that we exclude your system from any automated data collection processes. We will not, under any circumstances, create any automated system to transfer protected patient health information or financial information to our systems without prior written permission. We have provided a HIPAA agreement to each of our clients and our employees must also enter into an agreement with us to protect privileged patient health and financial information.

**Web site** – We would encourage you to visit our website at [www.datacondental.com](http://www.datacondental.com). We provide access to software updates, documentation, and other relevant information.

## **What is not covered by software support?**

**Operating system updates** - We do not provide updates to the operating systems on your server or on your workstations as a part of software support. Prior to installing any operating system updates on your server or workstations, you or your IT support company should verify with us that your Datacon software would work in the updated environment. If a Datacon software update requires an update to the operating system on your server or workstations, we will withhold the update until such time that the appropriate system software is installed by you or your IT support company.

**Updates to third-party software** - We do not provide updates to third-party software such as productivity software or clinical software. While we endeavor to maintain compatibility with commonly used third-party software we cannot guarantee that all features of our software will work with all versions of software created by others. You or your IT support company should contact us prior to making changes to software that is integrated with any Datacon software. In addition, you or your IT company are responsible for verifying that any software you install or update is compatible with your hardware, network, and operating system software.

**Data recovery** - We cannot be responsible for your data. Recovery of data or software that is lost due to failure of hardware, software or network, or due to human error is not covered by software support. You are responsible for maintaining backup copies of your data and for verifying that they can be used in the case of fire, theft, hardware or software failure, or any other loss.

**Training or support for third-party productivity or clinical software** - Training for third-party software is not covered by software support. If we provide this service, you will be billed on an hourly basis.

**Training** - Software support includes 45 minutes of training per quarter - additional training is billed on a hourly basis. Billing for on site training will include travel expenses.

**Customization of the software** - We accept suggestions and requests for changes to the software on a daily basis. Many of these suggestions or requests have been implemented to improve the software to the benefit of everyone receiving updates. We do not customize the software for individual offices and payment of software support fees does not imply the right to direct the development of the software in any way.

**Customization of your system** - Datacon's software makes your system highly customizable and this allows it to meet the individual needs of many diverse practices. Customization may include changing option settings, customizing screen displays, menus, or schedules, creating automated scripts, creating reports or documents, and creating connections to third-party clinical or productivity software. While we may elect to make minor changes to your system in the course of providing day-to-day software support, you will be billed on a hourly basis for what we consider to be major customization, including but not limited to the creation of route slips, custom forms, patient communication documents, and other content that may be specific to your practice.

**Financial analysis** - We will answer questions about how the system functions and how to reconcile various figures, but in-depth analysis of your financial data and "proving" our results is not included in software support.

**Networks** - We may, at our discretion, attempt to diagnose problems with your network or internet connections in order to help you determine the best course of action when there is a problem, but we are not an IT company and do not normally provide IT support.