

Amtelco Care

Healthcare

Customer Support Program Terms and Conditions

amtelco

American Tel-A-Systems, Inc.

4800 Curtin Drive

McFarland, WI 53558

(608) 838-4194

Fax: (608) 838-8998

www.amtelco.com

Support Program Information

General Information about Amtelco Service and Support Group (ASSG)

The Amtelco Service and Support Group (ASSG) is a staff of trained technical support engineers and project managers. Each has experience in the installation, set-up, operation, maintenance and troubleshooting of Amtelco Systems. Their sole purpose is to provide owners of Amtelco Products with technical support.

Why You Should Have a Support Program

The advantages of maintaining a Support Program are considerable, and we strongly encourage you to have one. Not only does it provide service or email consultation time should you have a question about, or problem with, your software, but you also have the benefits of Generic Software Updates at no charge** as they become available.

** Some updates may require hardware at an additional cost.

Telephone Consultation

ASSG has been established as a specialized resource to call for help in resolving technical service problems. When a problem cannot be resolved in a single call, the technician can give instructions for handling the situation while a solution is being sought.

Hours for Phone and Internet Consultation

Should you need assistance, ASSG is available for consulting daily during the business hours of Monday through Friday, from 8 a.m. to 5 p.m. C.S.T. excluding holidays. At all other times, at least one technician is on duty "after hours" for emergency service and support.

Emergency Service

At least one technician is on duty to handle emergency calls. Emergency is defined as the system covered by the Support Program being disabled to the extent that it is unable to take calls or process information. Also, a critical major feature, such as dispatching being down, can constitute an Emergency.

Custom Programming

Some customers may require, or desire, features, scripts or other capabilities beyond those provided with the standard product. A Support Program provides these services at a discounted rate and on a priority basis. Contact a project management specialist for a quote.

Toll-Free Service Calls

A special 800 number is offered as part of your Support Program package. You will be issued a special check-in number and will be asked to enter this number when you call in.

Support Phone Number: 800-553-7679

During Normal Business Hours, to speak with a Support Technician:

- Dial 800-553-7679
- Wait for prompt to enter your individually assigned check-in number
- Dial your check-in number _____
- This will verify you as a Support Program customer and display your location and system history for the technician. (The check-in code requires the use of a touch-tone telephone).

During Normal Business Hours, to Access Message Express Voice Mailbox:

- Dial 800-553-7679
- Wait for prompt to enter check-in number
- Enter: **00657**
- **If your call is not an emergency**, you can leave a message in Amtelco Field Engineering's Message Express. Using this special voice mailbox will save you from waiting during busy periods for a Return Materials Authorization (RMA) number or a routine question. A technician will return your call as soon as reasonably possible.

During Normal Business Hours, if you are experiencing Severe Problems and need Priority Handling:

- Dial 800-553-7679
- Wait for prompt to enter check-in number
- Enter **System Down Code: 99999**

After Normal Business Hours:

- Calls for the on-call technician will be answered by our Answering Service. Please have your account number ready for the attendant.

If the 800 Number is Inoperable or Busy:

- Call Amtelco's Corporate Office at 608-838-4194

Escalation Process

If a call includes a major outage or during the processing of a support call, the customer is not satisfied with the level of service or support time, the following escalation path should be followed:

- 1st contact Team Leader 800-553-7679
- 2nd contact ASSG Supervisor 800-356-9205
- 3rd contact ASSG Manager 800-356-9148

All service calls include an internal escalation process. Technicians are expected to alert their respective team lead after 45 minutes of troubleshooting. After 1 hour, the manager is notified.

PRIORITY	P1	P2	P3	P4
PRIORITY DEFINITION	A total failure of the primary functions of the system, resulting in the majority of users unable to use the service.	A partial failure or degradation of the primary functions of the system resulting in multiple users unable to use the service.	Customer reports repeatable quality problems, interruption to the work of users and no work around is available	Customer reports non-service or business impacting issue, an acceptable workaround is available
REMOTE TARGET RESOLUTION TIME	4 Hours	6 Hours	3 Business Days	10 Business Days

E-mail Access

Email address Service@amtelco.com is available for sending questions and information to ASSG. The service e-mail address is active only for paid Support Program customers.

Fax Access

Fax number **800-356-6642** is available for sending questions, information and other printed and graphic material to ASSG. The fax number is active only for paid Support Program customers.

Remote Access Diagnostics

Remote Diagnostics is available to aid in diagnosing and resolving any system software problems. The technical support engineer can access your operator terminals and servers to work with you. Software problems can be isolated with diagnostics through this process. "Patches" for Software Updates will be applied in this manner.

Generic Software Updates

Periodically, software is updated and released in the form of downloads or CD-ROMS, which will update the system to include the latest changes. Updates are performed at a customer's discretion. Generic Software Updates are program changes that make the software more reliable and maintainable, may give additional management information and diagnostic tests, or may offer operational improvements to make the system work more effectively. These are provided to Support Program customers at no charge. If hardware or third-party software is required for the success of Generic Software Updates, the customer is responsible for those costs.

Software Feature Options

Software Feature Options are available at an additional cost. These feature options include products or modules not originally included or selected in the initial sale or new products or modules recently released. A sales representative should be contacted for the latest feature pricing.

Software Customization

The support program provides technical assistance for standard equipment and software. If additional features or site-specific enhancements are needed that require customization, then a project manager can prepare a scope of work detailing the additional charges.

Support Program Cost Benefit Summary

Feature	Amtelco Care Program
Telephone Consultation (Non-emergency – 8 a.m. to 5 p.m. Central Time weekdays, excluding holidays)	No minimum call charges 300 minutes/month free After-hours call for emergency only
Toll-Free Service Number	300 Minutes per month of toll-free service calls
Emergency (System Down) Service – 24 hours per day	Included – Priority Basis
Remote Access Diagnostics	Included
Generic Software Updates	Included*
Software Updates including Software Feature Options	Included*
Software/Application Customization	\$250 per hour, \$2,000 per day and \$10,000 per week.
Amtelco Seminar Registration	50% Discount
“Tech Helper” Support Link	Available 24/7
E-Mail Tech Support	Included
Unique Customer Tracking Number	Included
Professional Services	\$250 per hour – Professional Services such as additional training, are available on a scheduled priority basis.

* Excludes “On-Site” and Engineering Charges (development, 3rd party integrations).