



PrimaryData Technical Support Guidelines

To contact PrimaryData Software Technical Support:

Telephone: 720-226-9270

Fax: 866-852-4731

E-mail: support@primarydatacorp.com

Technical Support hours: 8:00 a.m. – 6:00 p.m., Mountain Time, Monday – Friday

Your PrimaryData Client Number: _____

Note: Your PrimaryData Client Number is required when you call PrimaryData Technical Support..

With technical support services from PrimaryData Corporation we're committed to your successful use of your healthcare technology. For details of the services included with your technical support agreement, please see below.

Introduction

This document describes the guidelines that PrimaryData Corporation uses in providing technical support, and defines coverage included with your support agreement. These services are provided to clients who have a current technical support agreement with PrimaryData Corporation. Clients with expired technical support agreements will be asked to renew their technical support contract before technical assistance is provided.

Benefits of Technical Support

Assistance is provided by technical specialists trained to use and operate the software in a technical environment. Troubleshooting an application in some cases requires us to ask questions regarding your operating environments, however PrimaryData Corporation support analysts are not responsible for network, operating system or computer maintenance. Support for hardware or software systems on which the software resides at the client site is not included if sold and/or installed by another vendor, although assistance can be given at the then current hourly support rates.

Telephone Support

Telephone support: 720-226-9270

Fax support: 866-852-4731

Email support: support@primarydatacorp.com

Telephone consultation: 8:00 a.m. – 6:00 p.m., Mountain Standard Time, Monday – Friday.

Client Responsibilities

It is PrimaryData's expectation that the client will:

- Be responsible for backing up their system, performing routine system maintenance and keeping current with the latest operating system and software releases.
- Be trained on the use of the software. The Technical Support help desk is not to be used in lieu of obtaining system training or for training replacement personnel.

Other PrimaryData Services

PrimaryData offers other fee-based services, not included in your technical support agreement, that are designed to assist clients:

- Data Services – conversions, custom reports, integration to other systems.
- Product Training – on-site, telephone or via web.
- On-site installation and implementation services.
- Business Continuity and Disaster Recovery review and planning

For details and pricing on the above services, contact PrimaryData at 720-226-9270.