

Annual Support and Maintenance

DocuTrac Inc.

Support for QuicDoc® and Office Therapy® Professional Software



Phone Support: 888-308-9683

Fax Support: 301-766-4097

www.quicdoc.com

Annual Maintenance is available to customers with registered licenses and during the first 90 days of the initial purchase, and only for versions of the software that have NOT been retired. Support is limited to the following:

- Software Installation
- Trouble shooting software problems
- Basic help with specific features
- Setup assistance with DocuTrac affiliated third party tools for e-prescribing, credit card processing, e-filing, and automated reminder calls

Maintenance and Support Services Exclusions:

- Network operation and maintenance
- Versions of software that have been retired
- Third party components not affiliated or provided by DocuTrac
- Software use on a non-recommended platform or in non-recommended environment
- Database modification
- Training

In general, technical support services attempt to help solve specific problems with the software rather than provide training. If you need help learning how to use the software, please refer to the Startup Guide or Help file in the program. Training is not included as part of Annual Maintenance, however web based training is available at \$79.00 an hour.

Database Corruption

Database corruption is most often caused by drops in network connectivity. Unfortunately, issues that result in database corruption are out of the immediate control of DocuTrac. As such, all support issues involving database corruption will be dealt with on a case by case basis and may incur additional service fees.

Regarding Database Modification

DocuTrac reserves the right to limit or decline Technical Support if it is determined that changes have been made to the structure or content of the database outside of the application interface, updates made by DocuTrac, or changes made by DocuTrac Support Representatives in the course of providing support. If it is determined that changes have been made to the database by the user as defined above, DocuTrac is not responsible for any problems in the application which may be related to the changes, and may either refuse support or assess an additional service charge, a minimum of \$350, to correct any issue(s) resulting from the changes. In any event, the service charge is non-refundable and DocuTrac cannot guarantee that it can correct the issue(s) resulting from the change(s).

Obtaining Maintenance

For annual maintenance and more information, please contact the Sales Department at 800-850-8510.