# Gold Service Standards and Guarantee

eDOC Innovations provides technical support and services to our active, licensed customers, as part of the software license agreement. Our support is not a substitute for your internal technical support staff. However, we do offer additional technical support through our e la carte services. Pricing for these services can be found at: http://edoclogic.com/wp-content/uploads/e-la-carte1.pdf.

Our support service standards require that the individual requesting support has: 1) a basic understanding and the details of the problem being reported; 2) knows your organization's policies, procedures and practices; 3) possesses an understanding of your system's architecture; 4) access to the hardware where the software is installed; 5) login credentials as an administrator; and, 6) the ability to request additional help from your organization's technical support staff. If the person contacting support does not have the above resources at the time of the support call, we may not be able to resolve your issue. The technical support provided as part of your software license is not available on company holidays. A list of company holidays can be found at http://edoclogic.com.

 Our support service standards include:

1.  **Software enhancements and new version announcements of our software** through our electronic alert system. Enhancements and new versions are then available to you upon request. You are responsible for installing and configuring the software on your hardware and/or integrating the software with other third-party systems.

2.  **Online support of our software through our online support request system**, found at https://edoclogic.com/email-our-client-service-team/, is available Monday - Friday 8:00 a.m. to 7:00 p.m. EST. Our team will respond to online support requests within one (1) hour.

3.  **Remote workstation support of our software** is available Monday - Friday 8:00 a.m. to 7:00 p.m. EST. Authorized by your representative, our team will conduct a remote session into a workstation at your location using our remote servicing system.

4.  **Phone support of our software** is available Monday - Friday 8:00 a.m. to 7:00 p.m. EST.

5.  **Afterhours support** on errors related to your customer's transaction completion, check or payment processing, and other critical system functions necessary for you to provide services to your customers is available at: https://edoclogic.com/after-hours-support/. A Client Service Representative will respond to your afterhours requests within 60 minutes.  Afterhours support does not include: 1) software failure during scanning, indexing, importing or capturing of documents, or the inability to retrieve documents; 2) software installation failure on workstations or servers at the your location(s); 3) system configuration changes required to use the software in, or in conjunction with, other third-party applications;  4) password reset; 5) hardware failures; 6) forms or other system configuration changes; or 7) database management and recovery.

6.  **Platinum after hours support** is available for non-covered items at a rate of $250 per hour, with a two (2) hour minimum. To request additional support, visit: http://edoclogic.com/support-2/about-edoc-support/after-hours-support.

## *We guarantee it!*