Gold Service Standards

eDOC Innovations provides technical support and services to our active, licensed customers, as part of our software license agreement. Though our support is not a substitute for your internal technical support staff, we do offer additional technical support through our **e la carte services**. Along with this, new versions and software enhancements are made available to you, upon request, through our electronic alert system. However, you are responsible for installing and configuring the software on your hardware and/or integrating the software with third-party systems.

Support Service Requirements:

In order to give you the best quality of service you must (1) have a basic understanding and accompanying details of the problem being reported; (2) know your organization's policies, procedures and practices; (3) possess an understanding of your systems architecture; (4) have access to the hardware where the software is installed, alongside the necessary administrative credentials; (5) the ability to request additional help from your organization's technical support staff.

Additionally, if the person contacting support does not have the requirements listed above at the time of the support call, we may not be able to resolve you issue. The technical support provided as part of your software license is not available on company holidays. For a list of eDOC's holidays visit: **eDOC Company Holidays**.

Support Services:

After Hours Support: Support on errors related to your customer's transaction completion, check or payment processing, and other critical system functions is available after hours : After Hours Support. A Client Service Representative will respond to your after hours requests within (1) hour.

Does not include: (1) Password reset; (2) hardware failures; (3) forms or other system configuration changes; (4) database management and recovery; (5) software installation failure on workstations or servers at your location; (6) software failure during scanning, indexing, importing or capturing of documents, including, but not limited to, the inability to retrieve documents; or, (7) system configuration changes that are required for, or in conjunction with, third-party application use.

Platinum After Hours Support: 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.

Online Support: We provide online support of our software through ConnectWise, available Monday - Friday 8:00 a.m. to 7:00 p.m. EST. Our team will respond to the support request within one (1) hour.

Remote Workstation Support: Remote workstation support for our software is available Monday - Friday 8:00 a.m. to 7:00 p.m. EST. Authorized by your representative, we use our remote servicing system to conduct a support session at your workstation.

We Guarantee It!