

ArgusConnect Technical and User Support (GP, Specialist and Allied Health practices)

○ ***What is Priority Support coverage?***

Priority Support coverage is a pre-paid support agreement entered into annually by Argus users which ensures continual access to expert technical and user assistance from the ArgusConnect support staff. If an Argus installation should malfunction in any way or the user has operational problems with the use of Argus, the user's staff may call the Priority Support Help Desk for assistance at any time during normal business hours and receive first priority assistance.

ArgusConnect Help Desk staff are trained in all aspects of Argus at a user and technical level and provide service by giving advice or instruction over the telephone. Help Desk staff also have the capability to link into your computer with your approval to diagnose and fix problems directly.

Practitioners are entitled to use Argus without paying for Priority Support, however if they do so, they must rely on their own technical people and will not have access to ArgusConnect assistance.

Included in the Priority Support package is assistance by our technical staff to re-install Argus should you change hardware or have a total system crash.

○ ***What does Priority Support coverage cost?***

An annual fee of \$121 for each practitioner in the practice. However for each part time practitioner working 5 sessions or less per week the charge is \$72.60.

Argus Affinity Discount:

Note: Practices located in an area covered by a GP Division that has joined 'Argus Affinity' receive an 18% discount regardless of whether they are GP, specialist or allied health.

Argus Affinity rates:

- An annual fee of \$99 for each practitioner in the practice.
- Part time practitioners working less than 6 sessions/week cost \$59.40

SPECIAL NOTICE (4th June 2009)

New Priority Support Price 'Cap' for Large Practice sites (12+ practitioners)

Large GP, Specialist or Allied Health practices with more than 12 practitioners at a practice site can now save on Priority Support through the introduction of a new pricing 'cap'.

They now only have to pay for the first 12 practitioners – the rest are included at no extra cost.

It is important to us that larger practices are covered for support because of their greater dependence on Argus. This arrangement provides peace of mind that all Argus users, regardless of the practice size, have access to our HelpDesk to resolve problems whenever needed.

○ ***What do I get from Priority Support coverage?***

- Priority access to Help Desk assistance by phone.
- Phone guidance and instruction.
- Direct remote connection by support technicians to practice computer for harder problems.
- Follow-up of transmission failures, diagnosis and rectification.
- No limit to how much time technical staff can dedicate to your Argus-related problem.
- Access to Help Desk 9-5 Monday to Friday eastern State time.
- After hours access to standby support staff for limited problem resolution capability.
- Unlimited assistance to re-install Argus if you have hardware or system crash or change hardware.

○ ***Why am I being given a Priority Support ID number?***

In the near future ArgusConnect will be installing a new telephone response system which will automate queuing and distributing of incoming calls. It is planned that Priority Support clients will automatically be connected to a Priority Support 'Hot Line' when they key in their Customer Support ID number, and their details and service history will be automatically displayed for instant attention by a Help Desk staff member.

This system will ensure Priority Support clients are cleared for immediate service and given first priority attention.

○ ***How do I get assistance if I have not paid for Priority Support?***

Argus users that have not pre-paid Priority Support will be channelled to an operator to obtain payment details and then placed in a lower priority queue for assistance.

Ad hoc requests for support will be charged in half hour increments based on a rate of \$330 per hour (i.e. minimum charge \$165).

Argus users will be given the opportunity to pay for a year's Priority Support at this time, in which case they will be channelled immediately into the priority system.

We will no longer provide free assistance either by phone or email for users that are not prepared to pay.

○ ***Is MediSecure[®] prescription transmission covered by Priority Support?***

All support for MediSecure[®] prescription communication is provided **free of cost** for all MediSecure[®] users regardless of whether a prescribing practice has Priority Support or not. MediSecure[®] support requests will be handled via a special ArgusConnect MediSecure[®] **Hot Line**.