

The ClinicOffice Support Plan

Pioneer software ltd

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WHAT IS THE SUPPORT PLAN?

The ClinicOffice Support Plan is what we call the technical support service which we offer to ClinicOffice users to help you need get the most out of your software. Here are the key benefits...

- **UNLIMITED Telephone, Email and Online Help Desk Support**

Unlimited telephone support from our technical staff, priority treatment for any email support and free use of our Online Helpdesk System

- **FREE Version Upgrades***

We usually release a major upgrade to ClinicOffice every couple of years or so. Customers on the Support Plan receive a **completely FREE upgrade** to the latest version (otherwise an upgrade fee has to be paid).

- **Online Backup Service***

Support Plan customers have the option of an Online Backup account. We will help to configure an automatic backup schedule for you so that your ClinicOffice Database is uploaded to a secure server every night, giving extra peace of mind.

- **Discounts on other Support Services**

Support Plan customers receive massive discounts on our other services such as Report Designing, Data Conversion and On-Site Installation & Training.

- **“Wishlist” Implementation**

To continually improve the software, we operate a “wishlist” system so that users can make requests for new features or changes. Requests from customers on the Support Plan are given priority so that you can have an active role in the ongoing development of your clinic software.

WHAT DOES IT COST?

The support plan costs just **£25 per month** for a single-user license and from **£35 per month*** for network users, depending on how many ClinicOffice licenses you have.

We aimed our prices so that for the majority of clinics, this cost is approximately the same amount as charged to a patient for a consultation or treatment.

In other words, you get all these benefits for the cost of about one treatment per month!

HOW DO I JOIN THE ClinicOffice Support Plan?

Simply complete and sign both the **Terms & Conditions** and the **Standing Order** forms which accompany this document and then return them to **us** at the above address (please **DO NOT** send them to your bank).

* Terms & Conditions apply – please see the accompanying Terms & Conditions document for more details

Support Plan Terms & Conditions



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HELP DESK SUPPORT

Our normal office hours are **08:30 to 17:30** Monday to Friday, excluding bank holidays. Telephone support will be available during these times. If all the lines are engaged or if a technical member of staff is not immediately available, please leave a message or contact us via our **Online Helpdesk** (or via email) and we will make every endeavour to contact you as soon as possible. Support requests received outside of office hours will be dealt with promptly on the next working day.

Please note that our helpdesk staff are only qualified to give help and advice on the ClinicOffice system. Whilst we will make every effort to help to the fullest of our ability, we cannot provide support for your operating system, network configuration, other third-party software or your computer hardware.

FREE MAJOR VERSION UPGRADE

The free upgrade will give you the latest ClinicOffice system with **equivalent** functionality to your current system. The upgrade is not mandatory and you can choose to stay with the older version if you wish. All documentation and manuals will be provided in **electronic format**. If required, printed manuals will be available at extra cost.

This offer is available to customers who join the Support Plan along with their original purchase and those who have already been on the Support Plan for at least 3 months when the new version is released. Other customers who join the Support Plan for the purpose of getting the upgrade will receive a 50% discount on the standard upgrade costs.

ONLINE BACKUP SERVICE

There is a one-off setup fee of **£20+vat** which covers the cost of the backup software required for this service. Each user is allocated 1Gb of online storage space as standard. If you require more than 1Gb then we can increase it to 5Gb, but there will be a small increase of £5 (inc vat) to your monthly support plan payment, otherwise there are absolutely no other charges.

This backup service is **INCREDIBLY** reliable, but we cannot issue a 100% guarantee, nor can we accept liability should the backup fail for some reason. Please be sure to have additional backup strategies in place to work alongside the Online Backup Service.

If you cancel the ClinicOffice Support Plan then your Online Backup Service will also be cancelled.

PRICING

The monthly support plan cost depends upon how many ClinicOffice licenses you have, as follows :-

| | | | |
|-----------------------|-------------------------|-----------------------|-------------------------|
| Single license | £25 per month (inc vat) | 10-19 licenses | £65 per month (inc vat) |
| 2-5 licenses | £35 per month (inc vat) | 20+ licenses | £95 per month (inc vat) |
| 6-9 licenses | £45 per month (inc vat) | | |

If paid monthly by standing order, then VAT is **included** in the price, as indicated above. Alternatively you can pay annually in which case VAT will be added to the total.

The support fee is non-refundable, even in the event that you don't actually require the support service for any given month. If you find you no longer require support you are free to cancel the support arrangement subject to the MINIMUM PERIOD (see below). If you purchase additional ClinicOffice licenses, you may need to adjust your standing order accordingly. We reserve the right to make reasonable adjustments to the monthly support prices in the future.

MINIMUM PERIOD

If you join the support plan at the same time as your purchase of ClinicOffice then there is a 6 month minimum period before it can be cancelled, otherwise the minimum period is 12 months. If you cancel your standing order before this period has elapsed, then we will invoice you for the remaining months and acceptance of these terms and conditions means you agree to pay it promptly.

DECLARATION

I have read and understand the above Terms & Conditions relating to the ClinicOffice Support Plan.

Signature(s)

Date

0% Interest Free Payment Plan



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TERMS & CONDITIONS

Depending on the amount being spent, the customer has the option to spread the payments as follows :-

| | |
|-----------------------------|---------------------|
| Purchases over £1000 ex vat | Over 6 months |
| Purchases over £2000 ex vat | Over 6 or 12 months |

The **0% Interest Free** offer ONLY applies to the cost of the software and EXCLUDES additional services such as onsite setup & training, technical support, data conversion, report designs etc.

A **20% deposit** is required and must be paid in full before the software is despatched. The deposit figure may be adjusted slightly to assist in rounding the monthly payments to whole pence and/or pounds.

It is a requirement of the **0% Interest Free Offer** that the customer joins the **ClinicOffice Support Plan** for at least the duration of the interest free payments.

Pioneer Software reserve the right to decline the **0% Interest Free** offer at their discretion.

SOFTWARE LICENSE OWNERSHIP

The Software License remains the property of Pioneer Software until the software has been paid for in full.

In the event that the customer misses one or more payments, Pioneer Software will attempt to contact the customer in order to make arrangements to bring the account up to date.

If the customer is unwilling or unable to do so, or if Pioneer Software are unable to contact the customer after making reasonable attempts to do so, then the customer agrees that the Software License (which is still the property of Pioneer Software) must be removed from their computer(s).

To this end, the customer agrees either :-

- (a) to allow Pioneer Software remote access to their computer(s) via the internet so that we can remove the license, or...
- (b) to remove the license themselves and provide verifiable proof that this has been done (the software provides a removal code when a license is removed), or...
- (c) if necessary, to allow Pioneer Software access in person to remove their licenses from the customer's computer(s).

REPAYMENTS

The customer agrees to setup a **standing order** from their bank account to facilitate the monthly payments. Pioneer Software will provide the paperwork for this and the customer agrees to complete this paperwork and return it to Pioneer Software with due diligence.

DECLARATION

I have read and understand the above Terms & Conditions relating to the 0% Interest Free payment plan.

Signature(s) _____

Date _____

STANDING ORDER REQUEST

| YOUR DETAILS | YOUR BANK DETAILS |
|---------------------------------|---------------------------------|
| Name _____ | Bank Name _____ |
| Address _____ _____ _____ | Address _____ _____ _____ |
| Postcode _____ | Postcode _____ |

PAYMENT DETAILS

Please pay to **Barclays Bank plc**

For the account of **Pioneer Software Ltd**
sort code 20-73-48
acc number 90818461

The sum of **£x.xx (x)**

On this date **1st January 2010** (or immediately if this date has already passed)

And thereafter **£x.xx (x)**

On the 1st day of each month

Up to (and including) **1st June 2010**

And thereafter **£35** (thirty five pounds)

On the 1st day of each month **until further notice**

All payments to be made with the following reference: **COSP-**

YOUR BANK ACCOUNT DETAILS

Account Name _____

Sort Code _____

Account Number _____

Signature(s) _____ Date _____

NOTES

This instruction supersedes any previous instructions in favour of Pioneer Software.
Please return this form with the signed **Terms & Conditions** to Pioneer Software – **NOT YOUR BANK!**