

Technical Support Policies and Procedures

Section: Support

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Statement of Policy and Procedures relating to “Heardat Access and Security”

Manual	Support	SPP No	TSPP 2.3
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The Heardat Technical Support Services team looks forward to working with you. Detailed below are the policies and procedures, which are meant to provide a framework for an effective and productive relationship with our customers.

The policy is subject to change at Heardat’s sole discretion. Notice of substantial changes to policies and procedures shall be communicated to Heardat clients about the time such changes are made effective.

For customers, Heardat makes available Technical Support Services. Technical Support Services include answering questions over the telephone / messaging systems or via email with regard to the operation of the software, troubleshooting, online support, and updates. Platforms such as Zoom, Skype and TeamViewer may also be used.

Except as otherwise noted in this document, the Technical Support Services outlined in this document describe Heardat’s Standard Support offering.

1. Standard Technical Support Offering

NEW SOFTWARE RELEASES AND UPDATES	Customers receive access to the latest versions of Heardat Products and features as well as live upgrades of functionality. No efforts required from the client.
MULTI-CHANNEL COMMUNICATION	Customers can contact Technical Support by phone, messaging, email or online or via platforms such as Zoom, Skype, TeamViewer or Whats App.
ONLINE CUSTOMER RESOURCES	24/7 access to our tutorial library which covers aspects such as 'how to'. Furthermore, the training manual is updated regularly and uploaded to the Heardat.net website.

1.1 New Software Releases, developments and updates

Heardat is a web based software solution – which enables you to use the system without downloading or installing software onto your computer. For this reason, any product updates / major/ minor releases / bug fixes etc. will be readily available and not require additional installation or downloads. These updates, feature development etc. are typically not charged for and occurs in the back end without any required action on the Client/user's side.

1.2 Multichannel Communication

To contact Technical Support Services resources phone, messaging services (WhatsApp), email, or online support is available. Platforms such as Zoom, Skype, AnyDesk or Whats App may also be used.

1.2.1. Support personnel

Heardat Technical Support can work more effectively with your organization by collaborating with a regular set of contacts which is referred to as “Support personnel”. Support Personnel is typically an individual with an assigned email and phone number, whom the customer has designated as a point-of-contact with Heardat’s Technical Support personnel.

During the course of troubleshooting and researching issues, Heardat Technical Support personnel may make recommendations that require administrative privileges on Heardat projects or that assume that the Support Liaison has a security level that permits him or her to fully manipulate the Heardat projects and has access to potentially sensitive project data, such as security filter definitions.

1.2.2. Prior to contacting Heardat Technical Support

Follow the steps below:

1. Verify that the issue is with Heardat software and not a third-party software.
2. Attempt to reproduce the issue and determine if it occurs consistently
3. Minimize the complexity of the system or project object definition to isolate the cause.
4. Determine if the issue occurs on a local machine or on multiple machines in the customer environment

1.2.3. When contacting Heardat Technical Support

Have the following information on hand:

- Heardat Username
- Company and customer site
- Case details
- Full description of the case containing symptoms, error message(s), steps taken to troubleshoot the case thus far
- Supporting data
- Customer system impact

By providing the information specified in this section, the Heardat Technical Support consents to Heardat's use of such information in connection with resolving the Technical Support case.

1.3 Online Customer Resources

Online customer resources are all available online 24 hours a day, 7 days a week to all customers. These resources include the Heardat manual and online tutorial library. Customers are encouraged to take advantage of these resources to research problems on their Heardat system prior to logging a case.

To access online customer resources links to video tutorials can be followed from the Heardat manual. Resources can be accessed using most web browsers. Take note that new tutorial videos will be uploaded and made available on a regular basis as new features are added. Should there not be a video tutorial or instructions in the training manual regarding a specific feature, the user can contact Heardat Support during business hours by using any of the prescribed platforms.

2. Processes involved in the logging of queries

2.1. Customer involvement in case response

Customers logging cases must be available to work full-time throughout the resolution process with Heardat Technical Support to resolve the issue. The customer must be willing to involve the level of staff needed to resolve the issue effectively and be available to assist Heardat Technical Support with tasks such as testing, sending appropriate information, implementing suggestions, etc. Resolution may be delayed if information is not provided in a timely manner.

2.2 Problem identification

Once the problem has been identified, Heardat Technical Support may provide customers with one of the following as a solution to their issue:

- **Workarounds.** Alternative actions that can be used to complete tasks and provide a solution to limitations in the software. The case response time guidelines listed above are based on customers actively working to implement Heardat Technical Support's suggestions, including workarounds.
- **Configuration changes.** A modification to the customer's Heardat environment settings to resolve the issue. The changes may relate to Heardat software or any underlying technologies and systems.
- **Hotfixes.** Minor updates for Heardat software addressing the issue.

Issues that require code changes

Once a case is identified as requiring a code change, the code change request will be sent to the developing department and an estimated time of completion will be indicated. Should there be any costs involved that only benefits one client and not every user using the system, the client shall be quoted accordingly.

3. Third Party Software

The Heardat software platform depends on multiple third-party components to operate properly. These components may include, but are not limited to operating systems, firewalls, web browsers, application servers and web servers, Heardat Technical Support aids in the deployment of Heardat's platform with these components, however we do not provide direct support for third-party components. It is the customer's responsibility to configure those components and ensure other applications function in the desired configuration before calling Heardat Technical Support for any issue related to Heardat software.

4. Training

With signing up, initial training is provided to the client and his/her employees. The initial training duration can be from two to three hours. Thereafter training intervals of one hour will be given. Either onsite or remotely. The total hours of training that will be free of charge amounts to 7 hours regardless of onsite or remote training. When the included training hours are depleted, 15% of the monthly fee of package rate the client has signed up for will be charged. This will however not include the discounted rate but will subject to the standard packages rate which may be found by emailing support at support@heardat.net. The support technician assigned to the client will use his/her discretion to regard any session as a supporting or training session. Support staff will use the following guideline; should a session's duration take longer than 30minutes, it may be regarded as a training session. Reasonable discretion should always be used.

Please note the following regarding cancellation of a training session:

- In the event of onsite training, the cancellation notice has to be sent to the support technician 2 hours in advance
- In the event of remote training, the cancellation notice has to be sent to the support technician 1 hour in advance

Failure to comply to these guidelines will result in a R150 fee to be included in the monthly instalment

5. Additional charge

Any instruction that is given or tasks that are requested by the client that is out of scope in terms of this document and the service level agreement, shall be quoted and charged accordingly. The training manual is provided and the user may request further help with regards to items on the training manual. Heardat's support team will however inform the client when any instruction or tasks does not fall within the monthly support structure. This can be easily interpreted as;

If the user/client can do it themselves and is explained in the Heardat User Manual, but Heardat is requested to do it on behalf of the client, it does not form part of the monthly support provided and is charged additionally after the quotation has been accepted.

5.1. General/additional items charged for in ZAR.

	Once off	Per hour	Monthly	R/item
SMS templates design and edit		200		
Email template design, setup and editing		350		
Additional branch setup	350		300	
Additional user setup	150		225	
Receiving a list of deceased patients and changing the patients' status		250		
Changing any patient details requested		250		
Import of any data (patient)		300		0.06 – 6.70
Additional training/training of new user/s		Remotely: 300 In Practice: 800		Outside of Gauteng quoted separately per km
High resolution images				Separately quoted.



6. CONTACT INFORMATION FOR TECHNICAL SUPPORT

Technical Support may be contacted in the following ways:

Email: support@heardat.net | pa@heardat.net | info@heardat.net

Website: www.heardat.net

Phone: 082 222 6668 | 076 650 0224

WhatsApp: 076 650 0224, 060 310 1276

The end