

# Customer Service Plans *We have the right plan for your practice!*

Henry Schein Practice Solutions strongly believes that its products are used to their greatest potential only when: (a) the doctor's software system is kept up-to-date with the latest enhanced version of the DENTRIX core software or add-on modules; and (b) the doctor's office has the continuing ability to seek assistance from DENTRIX Technical Support Representatives for any DENTRIX software-related questions that may arise. The computer industry will continue to change and evolve and Henry Schein Practice Solutions will continue to develop quality software based on the dental professional's requirements and needs.

## ■ DENTRIX Customer Service Plan

### 1 Unlimited Technical Assistance for One Year

Whenever you or a member of your team needs assistance to accomplish a critical task, we're only a phone call away. We have answers and solutions. Call as often as you like to get your questions answered without paying extra! You'll enjoy our quick response time and you'll be impressed with how fast we can answer your questions. Henry Schein Practice Solutions provides technical support between the hours of 6:00 a.m. and 7:00 p.m. (MT), Monday through Thursday, and from 6:00 a.m. to 5:00 p.m. (MT) on Friday. Customer Support is closed on most U.S. Federal holidays as well as the day after Thanksgiving. This plan only covers support of the DENTRIX clinical and practice management software or the DENTRIX Office version. Add-on modules are not covered by this plan. Henry Schein Practice Solutions only maintains and supports the two most recent versions of the DENTRIX software.

### 2 DENTRIX Upgrades for One Year

You will automatically receive all upgrades to the DENTRIX software that are released during your contract period. While Henry Schein Practice Solutions fully intends to provide one major software upgrade and periodic enhancements each year, the timing of these releases cannot be guaranteed due to the circumstances inherent to software development and the complexity of the various enhancements. This plan does not include upgrades for add-on modules.

### 3 Expanded Practice Website

With your subscription, you'll receive an eCentral Web Manager standard plan. This plan consists of a basic Web site hosted by a DENTRIX partner. Our Web sites provide your patients with easy online access to your practice information and their account information. What's more, we've expanded the number of pages included in your site! We can help you connect with your current and future patients via the Internet. Other eCentral plans not covered by this plan allow you to bring the power of the Internet into your practice for uploading patient information, sending patient appointment reminders, collecting patient satisfaction surveys, checking electronic claim status, verifying insurance eligibility and much, much more. Call 1-800-DENTRIX today to get started.

### 4 Subscription to *The Computerized Dentist Magazine*

Packed full of tips and tricks, our quarterly newsletter includes articles about new products, other DENTRIX practices, and new technologies. We're helping you stay informed of what new solutions are available. Distributed quarterly, you'll receive it automatically when you subscribe to the DENTRIX Customer Service plan.

### 5 PowerPay LE

Your subscription to a DENTRIX Customer Service Plan allows you to process credit and debit cards more efficiently and cost effectively than you ever thought possible. PowerPay LE processes payments directly through your DENTRIX software, eliminating extra steps and double entry. You won't need to purchase additional hardware or software for PowerPay LE and enrollment even includes a card stripe reader. Be sure to ask about the Rate Match Guarantee.

### 6 eBackup

Don't worry about corrupted data, fire, flood, theft, or vandalism. With eBackUp your data files are automatically and securely backed up regularly via the Internet. You can restore anywhere and anytime and it's part of your subscription. Includes 1GB of eBackUp data storage. Additional steps required to register and begin using. Contact the eBackUp Enrollment Team at 1.800.734.5561, option 4 for assistance.

### 7 Guru LE

Helping you make the most of the few moments you have with any patient is our specialty. The secret is the presentation of your treatment plan, which is how Guru helps your patients see the light. And in an underperforming economy you may appreciate having the added firepower of a comprehensive sales tool to help you navigate the storm. Guru LE places 21 key videos at your fingertips, in addition to the patient's own x-rays and intraoral images. At any time you can annotate, print or e-mail any presentation, record your own audio, and burn a CD for the patient to take home. Bonus: At any time you can upgrade to the full-featured version of Guru with more than 177 spectacular videos!

### 8 Online Training

Your subscription includes unlimited access to an array of more than 19 online tutorials that cover the DENTRIX basics—a perfect solution for training your staff. You can view them at [www.dentrix.com/training](http://www.dentrix.com/training) at any time. Online training will empower your team and maximize your investment in DENTRIX.

### 9 Online Knowledgebase

Over many years, we have accumulated a wealth of information that our customer support technicians use to answer questions. We'll soon be making this information available to you as an added value to your subscription, helping you find solutions to the everyday challenges of managing your practice. You will simply log on to our secure Web site and search key words to find the information you need. Watch your mailbox for more information soon!

### 10 And More!

We are continually adding value, discounts, and privileges to your customer service plan. As new products and services become available, we work to make sure our valued customers receive special consideration. Our goal is to help you maximize your investment.

## Customer Service Options

### Dentrix Customer Service Plan Options

I choose to pay monthly for the DENTRIX Customer Service Plan at **\$109 per month for one year**. If I cancel my agreement mid-term, I will fulfill the monetary balance of the contract.

**Please Note:** These plans renew automatically after the end of their term, unless canceled in writing 30 days prior to renewal date. Experience has shown that your investment in support is maximized when you choose a plan that incorporates all of your calls and upgrades into one fee.

## Reinstatement and Upgrade Fees

If you have previously subscribed to a DENTRIX Customer Service Plan, but have not kept the plan active, you are subject to a **\$250 reinstatement fee**. If you are not using the current version of DENTRIX, this software will be shipped to you as soon as this reinstatement fee and maintenance fees are received in full. Please contact Henry Schein Practice Solutions at 1-800-DENTRIX, for additional pricing information and any conversion fees that may apply.

If you are currently using a DENTRIX version released prior to the currently supported versions, you will be charged a \$500 update fee to assist in updating to the current version of DENTRIX. You should make arrangements with DENTRIX by calling 1-800-DENTRIX to ensure all subsequent upgrades are received.

## Payment Options

As a convenience, you can save time and money through our automated payment options. Your monthly or annual service plan fee can be automatically deducted from your checking account or preferred credit card. Participating offices will be electronically charged on or about the fifteenth day of every month. For automatic payment you must choose one of the following options, otherwise you will be pleased to provide a statement:

**Payment from Checking Account** Undersigned hereby agrees and authorizes Henry Schein Practice Solutions or its agent to initiate entries to debit or credit the account at the depository institution (bank) identified on the attached voided check. This authorization is to remain in force until Henry Schein Practice Solutions has received written notification of its termination at least thirty (30) days prior to any scheduled payments. **You must attach a voided check if you select this option.**

**Credit Card Payment** Undersigned hereby agrees and authorizes Henry Schein Practice Solutions to keep my signature on file and to charge the bankcard account identified below for all amounts due to Henry Schein Practice Solutions for services rendered as part of the customer service plan indicated above to which I am subscribed.

PLEASE CHECK ONE:  VISA  MASTERCARD  AMERICAN EXPRESS  DISCOVER

ACCOUNT NUMBER

EXP. DATE

CARD HOLDER NAME

### Automatic Payment Acceptance

I hereby select the option as indicated above and accept all conditions attached thereto in accordance with normal policy. I understand that funds from my account, as identified above, will be withdrawn for payment of a DENTRIX customer service plan, that the amount of withdrawal and the timing of the withdrawal from this account will be in accordance to my Customer Service Plan Agreement, which is on file. [Please Initial]

## Acceptance

I have read this Agreement in its entirety, all 3 pages, and I understand and accept all of the provisions stated herein.

DOCTOR/ORGANIZATION NAME (PLEASE PRINT CAREFULLY)

LICENSEE SIGNATURE

DATE

CUSTOMER ID

REP INITIALS

PLEASE FAX BACK TO:

## DENTRIX Customer Service Plan Details

### ■ General

1. Your subscription to any plan is for one year of service (or for three years, if selected) beginning as soon as your 30 days of initial free support has passed if this is committed to with the original product order. This agreement is a binding contract between yourself and Henry Schein Practice Solutions for services for one year, regardless of whether you choose to pay for the program in one transaction or on a monthly basis, e.g. Should you wish to cancel your agreement at any time prior to the end of its term, you will be required to fulfill the monetary balance of the contract.
2. This contract automatically renews at the end of the term of the agreement for an additional like term, whether it be for one year or three, unless Henry Schein Practice Solutions receives in writing your request that the contract be canceled. Should you cancel your agreement, you will be subject to reinstatement fees if you wish to subscribe again.
3. Henry Schein Practice Solutions shall have no liability for delays, failure in performance, or damages due to: fire, explosion, lightning, pest damage, power surges or failures, strikes or labor disputes, water, acts of God, the elements, war, civil disturbances, acts of military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy shortages, acts of omissions of communications carriers, unauthorized use of any DENTRIX product, or other causes beyond Henry Schein Practice Solutions' control, whether or not similar to the foregoing.
4. DENTRIX Certified Technicians are not authorized to provide assistance with software or hardware applications that are not developed by Henry Schein Practice Solutions. All DENTRIX Customer Service Plans only cover assistance and upgrades to software developed by Henry Schein Practice Solutions.
5. Henry Schein Practice Solutions makes no warranties, expressed or implied, in regards to the timing or number of upgrades, updates or new releases each year. Furthermore, Henry Schein Practice Solutions does not guarantee the timing, distribution, or delivery of the newsletter.
6. Henry Schein Practice Solutions recommends that you use a Certified Integration Engineer to select and install hardware and software. Your use of a non-certified organization may result in limited support availability. Ask your DENTRIX sales representative for more information.
7. Non-payment for 90 days constitutes a breach of agreement and your service plan may be terminated.
8. The basic Web site includes three standard pages of information and is hosted by Henry Schein Practice Solutions, a Henry Schein company. You must contact Henry Schein Practice Solutions in order to receive eCentral in your practice and post your basic Web site. Other eCentral plans that include additional services and capabilities are available for a monthly fee. Ask your sales representative for more information.
9. In the event that you choose to cancel this support contract, you will no longer be eligible for 1GB of free eBackUp data storage and you will be automatically enrolled in the standard eBackUp plan. Cancellation of eBackUp must be done separately.
10. In no event shall Henry Schein Practice Solutions be liable for any vendor's service charges for on-site service even if you were advised by Henry Schein Practice Solutions that these services may be necessary. You are solely responsible for these charges as the decision to contract for these services is yours.

### ■ DENTRIX Customer Service Plan

1. This plan covers only the DENTRIX clinical and practice management software system, or the DENTRIX Office version. Support of add-on products, third-party programs, bridges or keys, or other utilities programs, whether developed by Henry Schein Practice Solutions or not, is not covered by this plan.
2. This plan does not cover shipping or other service-related costs. You may be billed for shipping and handling fees with every upgrade you receive.



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