

# *CareManager Pro*®

## Upgrade Protection & Support Program

*Your Insurance Policy to Maintain CareManager Pro®*

*CareManager Pro*® offers a cost-effective Annual Upgrade Protection & Support Program subscription to protect your initial investment and to provide free upgrade releases and unlimited telephone support as required.

The annual cost of the UPSP subscriptions are based on the number of user licenses purchased, i.e. Standard Single (1), Network Standard (3) or Network Premium (9), or on additional licenses purchased, presently priced at **\$200.00 per year per user license.**

### **Your 12 month Paid Subscription Guarantees your *CareManager Pro*® will:**

- 1- Be kept current. We release at least 1 major upgrade per year.
- 2- Provide you with all interim enhancements and service packs. Throughout the year we release smaller upgrades with improved functionality, new or modified features, etc.
- 3- Provide upgrades by email notice for automatic Download or a CD mailed by request.
- 4- Provide you with email support ([support@caremanagerpro.com](mailto:support@caremanagerpro.com)) with a standard response time of 24 hours (exclusive of week-ends or week days after 5 pm EST)
- 5- Toll Free Support Number (888) 669-9697 Ext 3 during normal business hours M-F 9:00am – 5:00PM EST (exclusive of week-ends) to assist in any CareManager Pro software issue.

### **Clients who DO NOT maintain UPSP subscriptions:**

- 1- If subscription is expired or not renewed before expiration users can later upgrade to the latest version with a purchase the software at 75% of the current retail price.
- 2- Pay for telephone support billable at a rate \$75.00 per incident call for 1<sup>st</sup> 15 minutes and \$50.00 plus per additional 15 minutes units charged to a VISA, MC or AmEx card..

### **About Data Backup and Network Connectivity Issues**

With your PAID UPSP subscription we will assist you to determine if an issue is a “software” or “hardware and network connectivity issue.” Usually these issues can be quickly resolved.

However, hardware and network connectivity or maintenance issues are the responsibility of the client, including proper measures to backup data. Support charges may apply at our billable rate should our support time and assistance be required in the resolution of your network issues should they be extraordinary.

We recommend to our network clients to have a local IT Service Company or individual be available for on-call or timely assistance with any hardware, server, workstation and network connectivity issues, database backup and security for any shared program or file.

**For additional information call *CareManager Pro* ® Toll free: (888) 669-9697 Ext 2**