

Dear Valued Customer:

We are contacting you to provide notification of changes to the schedule of supported products. The changes are listed below and effect the products listed in Schedule A:

- Effective immediately we will no longer be renewing annual support contracts on the products listed in Schedule A below.
- Effective Dec. 1, 2015 we will no longer be renewing monthly support contracts on the products listed in Schedule A below.
- Effective Jan. 1, 2016, we will no longer be offering mainstream support for the products listed in Schedule A below.
- We will support for critical bug fixes free of charge until the latter of the expiration of a still in effect support contract or Dec. 31, 2015.
- Paid support will be offered for any products listed in Schedule A below and not covered by mainstream support, at a time and materials charge. The hourly rate for paid support will remain fixed, at today's current rate of \$165 per hour, for the extended support period beginning on Jan 1 2016 and ending on Dec 31 2016.
- Effective Jan 1. 2017 all mainstream and paid support for the products listed in Schedule A below will be discontinued.

**Schedule A:** End of life products Effective Dec. 1, 2015

Appointment Call Interface	Lockbox
CAHABA Plugin	MedCheck
CentriPOS	MediCal Plugin
CentriScope	Mpay
Claim Edit Manager	NGS Medicare Plugin
Claim Roll-up Utility	Outstanding Insurance
Company Response Processor	Report Scheduler
Digital Dashboard	Sample Medications Tracker
Docupost EOB	Timeclock
ER Tracking Board	Tri State Ortho Intake Manager
iHCFA Plugin	VOW Correspondence Notes Control
Inova Charge Interface	VOW Matrix Plugin
ITXM OBS Loader	Zeiss HARK599
Kiosk	Zeiss LA350
LabCorp PDF	Zirmed Plugin

If you have a product or plug-in that is listed in Schedule A, please contact a Virtual OfficeWare support representative at 1-888-950-0688 for assistance transitioning from that product. If you do not own a product listed in Schedule A, there will be no change to your support agreement.

**Common Questions and Answers:**

**Question 1:** What if my support contract expires this year

**A:** If you purchased a product listed on Schedule A and renewed support on Nov 1, 2014. Your support contract will expire Nov. 1, 2015. You will receive mainstream support through Dec 31, 2015. There will be no support charge from Nov. 1, 2015 to Dec 31, 2015. On and after Jan 1 2016, there will be a charge of \$165 / hr for extended support on the product and effective Jan 1 2017, all support will be discontinued.

**Question 2:** What if I just renewed support

**A:** If you purchased a product listed on Schedule A, and renewed your support on April 1, 2015. You will get mainstream support through April 1, 2016. On and after Jan 1 2016, there will be a charge of \$165 / hr for extended support on the product and effective Jan 1 2017, all support will be discontinued.

**Question 3:** I have 3 or more products listed on Schedule A

**A:** If you have more than 2 products listed on Schedule A, a customer service representative will be contacting you to assist you with transitioning from these products and will be able to offer business continuity support programs to help with the transition.

**Question 4:** What if my product is not listed in Schedule A

**A:** There will be no change to your support agreement and you will continue to be able to purchase annual maintenance and support.