



How to Contact Quorum Technical Support

There are two ways to contact Quorum Technical Support:

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| <p>1. Calling: the Quorum Support Phone line (916) 669-5577. This is the REQUIRED method of contact for CRITICAL OR EMERGENCY business issues. <i>All non-emergency issues should be communicated via one of the methods listed below.</i></p> |
| <p>2. Emailing: If emailing support@quorumtech.net, make sure you provide as much detail as possible so Quorum Support staff to ensure there is enough information to accurately triage the issue. Also make sure you leave a contact name, location of the issue, contact phone number and time of the request. Best method for questions, information etc.</p> |

Customer Responsibilities When Making a Request or Reporting an Issue- There must be a single point of contact (**SPOC**) for reporting issues and requesting services. This responsibility cannot be designated to a lower level employee. SPOC should always be the person engaging Quorum Technical Support and has appropriate authorization authority. Please be prepared to supply the following information:

- ◆ Provide complete information (User ID, first and last name, location, phone number and criticality, what is being impacted, etc.)
- ◆ A clear and specific description of the problem(s) being experienced. A clear and specific description of the services needed if filling out a Service Request form.
- ◆ Customers may be asked to check connections, power on/off devices and gather additional information. Detailed information provided by the customer will expedite the problem resolution.

Named Contacts (SPOC's):

Primary:	Cell Phone:
Secondary:	Cell Phone:

Call Procedures and Response Times- Quorum Technical Support treats all trouble tickets and requests for service as important and will make every effort to accommodate each request in a timely fashion. The caller may be asked to verify certain information. When Technical Support and client initially determine the client's need, the Technical Support Engineer will attempt to resolve the trouble/request over the phone or will record the trouble/request and work offline so as not to keep the client from more important tasks; If first level resolution is not possible, the Technical Support staff will **a)** Assign the request to another resource, who will review the trouble/request and contact the customer to schedule an appointment; or **b)** Call the vendor to request service or report the trouble/request if it is out Quorum's scope of authority, i.e., *Third Party Vendor or Clinical Application, etc*, in these instances Quorum Technical Support will make their best effort to stay on top of issues assigned to a third party for resolution **c)** The customer may call Quorum Support at any time to request an update on the status of the request for service, and request more immediate or additional assistance if necessary **d)** Non Covered Service work such as Moves, Adds, or Changes to the existing customer environment will be performed on a Time and Materials basis at a rate of \$95/hour Normal Hours (M-F 9am-5pm) and \$135/hour After Hours(M-F 5pm-9am & All Day Saturday & Sunday) with a one hour minimum.

Escalation-In the event the customer facility is experiencing an outage and does not hear from a representative at Quorum Technologies Support within 15 minutes, the following escalation path must be taken by the customer in the After Hours.

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| 1. Christian Espiritu, Technical Supervisor | 408-898-0024 |
| 2. Connie Bruno, Vice President & COO | 916-798-9778 |
| 3. Binda Mangat, CEO | 916-715-0098 |

Signature: _____ Date: _____

Printed Name: _____ Title: _____