

SERVICE LEVEL POLICY

TotalMD, Inc. is committed to providing our clients with exceptional availability for our hosted practice management system. We understand that you need to have your system available whenever and wherever you want or need to do business. And we know that meeting those needs is critical to our success as well.

Maintenance Periods

One significant benefit of using TotalMD, Inc. software systems is the fact that you never have to pay for or install upgrades or other system improvements. To bring you these benefits, we usually schedule a weekly late-night two-hour maintenance period during which we perform minor system and/or application upgrades. This late-night maintenance service usually occurs on Thursday evenings. In addition, several times a year, we release a major update in which we add significant new functionality to our software and services. These periodic major releases may take several hours to complete, and will typically occur on Friday or Saturday evenings. Scheduled maintenance generally occurs during the non-peak 9 p.m. to 6 a.m. (MST) hours to minimize the impact on your business. These regularly scheduled maintenance periods are not considered “downtime” and, accordingly, are not used in the calculation of our uptime percentages.

Uptime Objectives

Our current service level objectives, measured monthly and excluding scheduled maintenance as described above, are as follows (all times EST):

Period	Timeframe	Uptime % Goal
Peak	Week Days (Mon-Fri, 7 a.m. to 10 p.m.)	99.5%
Peak	Weekend Days (Sat/Sun, 7 a.m. to 10 p.m.)	99.0%
Non-Peak	Nights (Mon-Fri, 10 p.m. to 7 a.m.)	95.0%

These percentages indicate our uptime objective. For example, we strive to be down less than 0.5% of the time (less than 5 minutes per day average) during the 7 a.m. to 10 p.m. Week Day time periods. Although we strive to achieve these levels, there are circumstances beyond our control that may prevent us from sustaining these levels. Accordingly, no guarantee is made as to absolute uptime and overall performance.

Data Security

Your data security is important to us, which is why we store everything in our world-class data center, complete with on-site security, redundancy, and regularly scheduled backups for all data. If you would like additional information on our servers and data center, please contact us and we will be happy to provide you with the pertinent details.