

## Alteer Office® Customer Support Advisory June 29, 2010

### ENHANCED COMMUNICATIONS / CONTACTING US

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We are currently in the process of migrating to an enhanced phone and fax communication system that will allow us to better serve you. With this change, please note that employees' direct dial phone numbers no longer are valid. To reach an employee, you must call our main office telephone number (949-789-0500) and access the dial-by-name directory by pressing the "star" (\*) key. As normal, to reach Technical Support from the main telephone number, press 1 or call (949) 790-0400.

We are implementing the new communication system in a phased approach, which means that our fax lines are not yet fully operational. During the implementation phase and until further notice, please use the following, temporary fax numbers.

- General faxes: 949-271-0186
- Technical Support faxes: 949-271-0187

We will notify you when the system has been fully implemented, at which point you can resume transmitting to our normal fax numbers.

As a reminder, our new address is:

Visionary HealthWare  
25B Technology Drive, Suite 200  
Irvine, CA 92618

Our phone numbers and our e-mail addresses remain the same:

Main Telephone: (949) 789-0500  
Support Telephone: (949) 790-0400  
General Inquiries E-mail: [Infolrvine@VHWus.com](mailto:Infolrvine@VHWus.com)  
Support E-mail: [AOSupport@VHWus.com](mailto:AOSupport@VHWus.com)

Our Data Center has not moved; it remains intact and fully operational at its current location.