

Alteer Office® Customer Support Advisory June 23, 2010

VHW'S IRVINE OFFICE IS MOVING! HERE'S HOW TO CONTACT US...

On Friday, June 25, 2010, your dedicated Alteer Office® Team is moving to a new location—just down the road—here, in Irvine. Our new address is:

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

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

Main Telephone: (949) 789-0500
Support Telephone: (949) 790-0400
Fax: (949) 789-0509
General Inquiries E-mail: Infolrvine@VHWus.com
Support E-mail: AOSupport@VHWus.com

Our Data Center will not be moving; it remains intact and fully operational at its current location.

From Friday, June 25th at 3:00 PM through Wednesday, June 30th at 6:00 AM, Pacific Time, our phone and fax communications will be altered slightly to accommodate the move. During this time period, please use one of the following methods to contact us.

ONLINE

- General: Infolrvine@VHWus.com
- Support: AOSupport@VHWus.com

PHONE

- Main Line: (949) 789-0500
- Support: (949) 790-0400

Our phone system will not be fully functioning until June 30th. Until that time, your calls will be answered by our answering service and then relayed to our staff during regular business hours. Please include your callback number and e-mail address in your message. Staff members will make every effort to respond to your calls as soon as possible.

After-hours Support for emergencies will be handled following the normal procedure. That is, on weekends and weekdays between 5:00 PM and 6:00 AM, the answering service will page an on-call Support team member for you. Please remember that after-hours Support is available only for valid emergencies, which are: 1) you cannot access Alteer Office (and you have verified that your Internet connection is valid), or 2) your Alteer Office faxing service is not working.

FAX

- (949) 789-0509

Note that our fax line will be operable but will be largely unattended. Please do not send time-sensitive communications via fax during the move.