# Craneware Training - Service Level Agreement

## Training Methods and Hours of Contact

1. The initial Installation and Onsite User Training Agenda is standard as part of the terms of the agreement.

2. Craneware Training e-mail support is available 11 hours each weekday. (9am – 8pm EST). Training requests (e-mails or telephone calls) will receive an appropriate response within 8 working hours (maximum). 70% of calls will receive a response within 4 working hours.

   E-mail (training@craneware.com)

   Toll-free phone 888-601-4162

   Requests received by e-mail may solicit a telephone response if required.

3. One-on-one web-based training-assistance available upon request.

4. Pre-recorded tutorials available via the Help>Registered Users option in Chargemaster Toolkit.

5. Web-based Training Events Center delivers a monthly schedule of beginning and advanced training topics accessible via the Craneware homepage or through Help>Support in Chargemaster Toolkit.

6. One and two day onsite retraining and new employee/user training events.

7. A minimum of four Annual User Groups available at various locations across the U.S. offer training, best practice discussions and collaboration among Craneware's provider network.

8. Self-education materials available through Help>Open Manual or Help>Registered Users>Knowledge Base.

9. Holidays:

   Craneware Training resources are available every weekday throughout the year except during certain public holidays. No service is provided on December 25th/26th or January 1st/2nd.

The Training Process is monitored at multiple levels of management within Craneware. If you are not satisfied with any aspect of service received from Craneware Training, please contact the Training Events Coordinator (b.biloski@craneware.com) directly.