

Autumn8 End-of-Life Update – Customer FAQ

I. Autumn8 Support

Will Autumn8 continue to be supported after January 2018?

We will continue to provide Autumn8 Support only to those customers that still have active maintenance and support agreements in place.

How long will Autumn8 Support be made available?

We will strive to provide Autumn8 Support until the end of any existing Maintenance and Support Agreement, or until the product becomes non-compliant with HIPAA Regulations (due to changes in Windows Operating Systems, HIPAA Laws, etc.)

What about customers with Lifetime Support – will they be supported forever?

Lifetime Support customers will be able to receive Autumn8 Support into the foreseeable future, though there may come a time where circumstances make this impossible. We are committed to supporting the operation of the Autumn8 product for those customers with Lifetime Support agreements for as long as this is practical, or until the product becomes non-compliant with HIPAA Regulations (due to changes in Windows Operating Systems, HIPAA Laws, etc.)

What if I need support after my Maintenance and Support Agreement ends?

First and foremost, we strongly encourage you to move to the ChiroTouch product - over 500 Autumn8 clients have moved to date. Migrating to ChiroTouch will ensure you are using the industry's leading chiropractic EHR software and a stable platform going forward. For the next month, we will continue to offer End of Life Support Extensions for \$200 per month, but these will only be approved in situations urgently requiring Autumn8 Support team intervention. We will evaluate each request for extension on an individual basis. After February 15, 2018, no more support extensions of any kind will be sold.

What if I don't have a Maintenance and Support Agreement right now – can I purchase support right now?

The only support option available now is a month-to-month agreement offered at \$200 per month. These month-to-month agreements have auto-renewed unless canceled, but after February 15, 2018, they will no longer be available, and no existing extensions will be renewed.

Will I still be able to use Autumn8 without support?

Yes, for those users who own a Perpetual Autumn8 License (not including Subscribers), the Autumn8 software will continue to function even beyond the ultimate termination of Autumn8 Support. Please note, however, that without the safety net of Autumn8 Support, the first compromising event that you experience with your Autumn8 software may be fatal. You will not be able to reinstall, recover, restore or repair Autumn8 using any resources that would traditionally be provided by the Autumn8 Support team.

II. Autumn8 Product Updates

Will there be any more updates to Autumn8?

There will be no more updates for the Autumn8 software product.

III. Additional Services and Products

What about my Autumn8 Backup Service – will it continue?

We will continue to provide off-site back up service for all customers that still have active ASB agreements.

Can I renew my ASB Service when my agreement expires?

No more ASB agreements will be sold after January 1, 2018 and ASB extensions will not be renewed after February 15, 2018.

What happens to my ASB backups after my ASB service agreement ends?

Customers will become solely responsible for the backup and security of their own Autumn8 data once their ASB agreement has expired. For the protection of patient privacy, all existing back-ups will be erased from Autumn8 servers after expiration of service.

What about WellnessZone and Patient Intakes?

WellnessZone and the electronic patient intake will be deactivated on February 15, 2018. The WellnessZone product cannot be used for EHR purposes or patient intake after this date.

Can I renew my WellnessZone Service when my agreement expires?

No. As stated in the FAQ released in July 2017, WellnessZone will not be available beyond December 31, 2017, and it will be completely shut down on February 15, 2018.

Can I still buy CareCards and Card Swipers?

No. These hardware products are no longer offered for sale from Autumn8.

Can I still get a Version 5 Upgrade or Check-in Plus Upgrade?

No further product license upgrades will be offered.

IV. Subscriptions and Autumn8 Anywhere Hosting

I am an Autumn8 subscriber. How long will I be allowed to continue my subscription?

Autumn8 subscriptions will not be renewed after the final renewal on May 1, 2018. There will be a period of cooldown during which Subscription customers will be allowed to use the software, though their account will not be charged for renewal. This period will last 90 days from the date of cancellation (or 90 days from May 1 if cancellation has never been submitted). This means that the Autumn8 subscription product will no longer be available, and Autumn8 subscription customers must migrate to another platform. For longer-term access to notes and account balances, a read-only instance of Autumn8 (sometimes called Trial Mode) will be activated beyond the 90 day cooldown. No Autumn8 Support of any kind will be offered for these customers after their 90 day cooldown. No reinstallations, data recoveries or emergency help of any kind will be available beyond that point. In order to ensure that you have time to transition off of the Autumn8 product, we strongly urge you to consider moving to ChiroTouch.

I use Autumn8 Anywhere hosted software. What will happen to my access?

Autumn8 Anywhere hosted subscriptions will not be renewed after the final renewal on May 1, 2018. There will be a period of cooldown during which hosted customers will be allowed to access their remote server and use the software, though their account will not be charged for renewal. This period will last 90 days from the date of cancellation (or 90 days from May 1 if cancellation has never been submitted). This means that the Autumn8 Anywhere hosted product will no longer be available, and Autumn8 Anywhere hosted customers must migrate to another platform. For longer-term access to notes and account balances, a read-only instance of

Autumn8 (sometimes called Trial Mode) will be installed on a local Windows PC for hosted customers toward the end of the 90 day cooldown. No access to the Autumn8 Anywhere hosted server will be available after their 90 day cooldown. No Autumn8 Support of any kind will be offered for these customers after their 90 day cooldown. No reinstallations, data recoveries or emergency help of any kind will be available beyond that point. In order to ensure that you have time to transition off of the Autumn8 product, we strongly urge you to consider moving to ChiroTouch.

V. Additional Questions

What happens if I have a computer failure and need to reinstall Autumn8?

For those customers that still have Autumn8 Maintenance and Support Agreements in place, reinstallations of the Autumn8 Software will be made available as normal until the expiration of their support (remember that End of Life Subscriptions cannot be renewed beyond February 15, 2018). For those customers who are not currently on Maintenance and Support, no reinstallations will be supported after February 15, 2018, as no more End of Life Support Extensions will be offered.

What if I have already migrated to ChiroTouch but still need Autumn8 Support for any reason?

To receive Autumn8 Support, you must have an active Autumn8 Maintenance and Support agreement. This is separate from any Maintenance and Support agreement you may have for the ChiroTouch software. Autumn8 Support will continue to be offered to customers with an existing Autumn8 Maintenance and Support agreement, but will not be available in any form to those without an active Support agreement after February 15, 2018.

Why is this happening?

We seek to provide each and every one of our Autumn8 clients with access to the industry's leading chiropractic software solution, ChiroTouch. Significant resources are being devoted to making the ChiroTouch product even better, and ensuring we continue to offer the most complete solution to the Chiropractic market. As such, we must focus our efforts on our flagship product and creating the smoothest possible path to ChiroTouch for our Autumn8 clients.

What does my conversion from Autumn8 to ChiroTouch look like?

Over 500 of your colleagues have already made the move from Autumn8 to the ChiroTouch product. One of the reasons for the smooth transition has been the creation of a deep conversion process from Autumn8 to ChiroTouch. We capture more information from the Autumn8 software during conversion than any other software platform. Our intention is to make the transition as seamless as possible, with the least disruption to your practice and your operations.

What am I supposed to do now?

It is our sincere hope that you will take some time to experience a demo of the ChiroTouch product and consider a migration to that platform. We offer low-cost subscription plans which include both the product and Maintenance and Support, and it is our hope to continue to serve you as a member of the ChiroTouch family of users. To schedule your demo of ChiroTouch, please contact the ChiroTouch representative for your region.

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