SUPPORT SERVICES PROGRAMS FOR

Achieving Success
with Spok Go®

Understanding the basic and signature support programs

As you grow your reliance on Spok Go®, you'll want to keep your solution in tip-top shape. Your ability to access support is critical to your ongoing success and the level of benefit you can generate.

Spok is your long-term business and technology partner. Our goal is to be your trusted adviser when it comes to keeping your operations functioning smoothly around the clock.

Spok offers two support program levels for Spok Go, Basic and Signature. You'll automatically receive the Basic Support Program from the moment you go live with Spok Go.

The Signature Support Program provides a superior level of service and value designed to not only keep your system up and running, but also to enhance the software's role in how you optimize workflows and enhance end-user adoption to support your critical communications every day.

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Throughout the country we see transitions of care being one of those areas where there's a fair amount of breakdown in communication. That's why we're part of the **innovative partnership with Spok**—to focus on how we can improve that communication.

Christopher Snyder, DO
Chief Quality Officer and Physician Advisor
Peninsula Regional Medical Center

At a Glance: Spok Support Program Comparison

	Basic	Signature
1. 24/7/365 support for priority issues	✓	✓
2. Access to Spok support via phone or web	✓	✓
3. Access to the Spok Customer portal	✓	✓
4. Escalation process management	✓	✓
5. Collaboration with other Spok customers	✓	✓
6. Invitation to the Spok Connect conference	✓	✓
7. Product webinars	✓	✓
8. Monthly customer Connections e-newsletter	✓	✓
9. Quarterly support Snapshot e-newsletter	✓	✓
10. Product update notifications	✓	✓
11. Continuous product upgrades	✓	✓
12. Test and production tenants	✓	✓
13. Health check and adoption assessment	✓	✓
14. Designated Customer Success manager		✓
15. Priority case queuing		✓
16. Support meetings and activity tracking		✓
17. Support best process and practice recommendations		✓
18. Annual business review		✓
19. Solution optimization assessment		✓
20. Executive reporting		✓
21. Two complimentary Spok Connect conference passes		✓
22. Complimentary accelerators (two per year)		✓

Spok Basic and Signature Programs

1. 24/7/365 Support for Priority Issues
Report priority 1 and 2 issues to Spok around the clock using the customer support hotline: (800) 420-9705.

2. Access to Spok Support via Phone or Web
Submit cases via the Spok Customer Portal at spok.com/myspok, or by phone. For priority 1 and 2 cases, please call Spok Support, even if you have opened a case online. Cases entered via the portal receive responses only during business hours.

3. Access to the Spok Customer Community Portal
Leverage this secure online community for support-related items and much more. In it you'll find access to detailed product information, videos, release notes, and articles. You can also enter and review updates to your support cases as well as read product and support policies. The Spok Customer Portal can be accessed 24/7/365 at spok.com/myspok.

4. Escalation Process Management
Rest assured knowing your support cases are prioritized and escalated in accordance with the Spok Service Level Expectation (SLE) document. Escalation managers are available 24/7/365 by calling (800) 420-9705.

5. Collaboration with Other Spok Customers
Network with fellow Spok solution users in the Spok Directions User Group. Spok Directions is a formal group of Spok customers brought together to influence product direction through the discussion of industry best practices and trends. Members also have access to a private LinkedIn group for further networking. Through our Ideas System (found in the Spok Customer Portal), you can enter and comment on suggestions for new product functionality and vote on what should be considered for inclusion in future product releases.

6. Invitation to the Spok Connect Conference
Hear customer case studies, see live demonstrations of new products, and stay current on industry trends impacting your organization at the annual Spok Connect conference. This fun, educational event allows you to network with other Spok customers face to face and give feedback directly to company leaders.

7. **Product Webinars**
Take advantage of the wealth of information Spok provides for customers in the form of product and training webinars.

8. **Monthly Customer e-Newsletter**
Peruse Spok Connections, our monthly e-newsletter, for keen insight about upcoming product releases, important events, news about other customers, and technical tips. Sign up for this resource at spok.com/opt-in.

9. **Quarterly Support Snapshot e-Newsletter**
Keep up with the latest happenings in the Spok support organization via this quarterly communication. Get best practices, helpful knowledge articles, and bios of the support staff you rely on for cases.

10. **Product Update Notifications**
Receive product update notification emails for details on exciting new features, release notes, and product lifecycles.

11. **Continuous Product Upgrades**
Access new Spok Go software releases free of charge as they become available. Please note that any third-party software/hardware, project management, consulting, training, or travel costs required to implement upgrades will be provided by the Spok Professional Services Group as a billable service.

12. **Test and Production Tenants**
Try 'what if' scenarios, test new features, and evaluate the impact of process changes using the Spok-provided cloud test and production tenants. These give you the opportunity to assess impact and fully plan for changes before you push new features, functions, and workflows live.

13. **Health Check and Adoption Assessment**
Ensure your Spok Go solution is healthy and error free through an annual audit of your technology. Spok will also provide you with a report on the status of solution adoption and utilization as well as recommendations for areas of improvement.

Spok Signature Support Program

14. **Designated Customer Success Manager**
Work with your assigned Customer Success Manager to oversee all support and project work activities being performed on a day-to-day basis. This dedicated resource acts as a liaison and trusted advisor between your organization and Spok to ensure your Spok solution is fully utilized. This person also serves as a point of contact for support reports, monthly activity tracking, and facilitating case management.

15. **Priority Case Queuing**
Leverage priority queuing for your support cases. This is determined based on the severity of cases reported.

16. **Monthly Support Meeting and Activity Tracking**
Get a deeper understanding of your support cases and interactions in a monthly support activity report that your Customer Success Manager will review with you in depth.

17. **Support Best Process and Practice Recommendations**
Engage your Customer Success Manager at any point for recommendations on how to determine the most appropriate processes and practices based on an analysis of your reports and activity.

18. **Annual Business Review**
Update your Spok team on what's happening with your business as well as your goals during an annual, in-person visit. These meetings are used to discuss the Spok product roadmap, analyze how to leverage your Spok solutions in new and different ways, review changing business needs, and determine how Spok can continue to help you plan and leverage evolving technologies.

19. **Solution Optimization Assessment**
Get the big picture of how your solution is running with the Spok-conducted annual review of your solution and workflows. The team will provide you with reports on user and workflow adoption, utilization statistics, and metrics. Spok will document recommendations around opportunities for improvement and identify additional workflows that could benefit your organization.

20. **Quarterly Executive Reports**
Discuss solution adoption, utilization, support metrics, and more during your virtual quarterly executive review meeting.

21. **Two Complimentary Spok Connect Conference Passes**
Receive two complimentary passes to attend the annual Spok Connect conference. Please note that travel and accommodations are not included.

22. Accelerators

Maximize your Spok Go solution using accelerators, service options designed to "accelerate" your time to value. From adoption readiness to workflow design, accelerators are delivered virtually to minimize the cost and time spent out of the office for all involved.

With the Signature Support Program, you'll receive two complimentary accelerators each year, and you can purchase extra accelerators to fit your needs. All customers can purchase accelerators at any time.

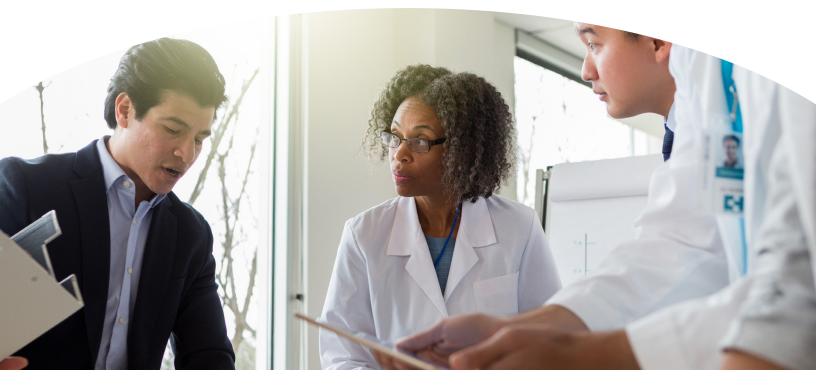**Choose from the following accelerator workshops:**

- Adoption
- Organizational Change Management
- Data Strategy
- Workflow Design
- Training Refresher
- Remote Launch Support
- Education Strategy Workshop
- Mobile Strategy Workshop
- Solution Optimization

Pricing

As a Spok Go customer, you'll automatically receive the Basic Support Program free of charge.

If you elect to take advantage of the enhanced support options offered with the Signature Support Program, the pricing will be based on the scope of the solutions implemented:

- A flat rate of $30,000 per year for installations under $500,000
- Six percent of the annual list price for installations over $500,000

ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, is proud to be a global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Go® and Spok Care Connect® platforms to enhance workflows for clinicians and support administrative compliance. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count and patients' lives are at stake, Spok enables smarter, faster clinical communication. For more information, visit spok.com or follow @spoktweets on Twitter.

spok.com

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