

Customer Success Through Carestream Dental Support

You advise your patients to maintain a healthy smile with consistent brushing, flossing and preventative visits. If only it were that easy to run a healthy and successful practice. It can be with Carestream Dental's Customer Success Program. Just like basic dental care, the program is built on three principles—Support, Enable and Grow.

Support - Customer Support

Flexible, quick, knowledgeable and always available



Multiple ways of getting support

- Carestream Dental customers on support contracts have multiple options to obtain product support through phone, email and our online customer community The Exchange.



Accessible and rapid phone availability

- We work on your schedule and offer the longest support hours in the industry: 7:00 am-10:00 pm EST, Monday through Friday.
- We know you're busy with patients so we typically answer your calls within one minute, so you're back to your day sooner.



24-hour access

- Access The Exchange, an online community forum where commonly asked questions are answered, to connect to other Carestream Dental software customers and receive important product news.
- Access Status Page where you can review the status of all Carestream Dental software products and sign-up to receive alerts via the method you prefer.

COMING SOON!

Live chat functionality with after hours knowledge base, supporting you no matter what time of day it is.

Enable - Training

Staff training, continuing education and training discounts



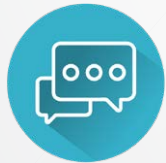
FREE self-paced learning

- Nearly 100 areas of training for both software and equipment product knowledge.
- Product training offered is refreshed with each new product and version release.
- On demand training is designed with a busy practice in mind, so most are 15 minutes or less.



FREE continuous education course options

- You have access to free CE courses certified by the Academy of General Dentistry. All CE courses are live events with opportunity for Q&A with industry experts.
- All CE courses include a regular cadence of new and relevant topics.
- Free software workshops with CE credits for new and existing office staff in the areas of clinical, administrative and financial knowledge.



Personalized training

- Need more in-depth training? Carestream Dental customers on support receive 15% off training bundles with options for one-on-one training*

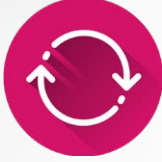
Grow - New Products

Software updates, new features and promotions



Cloud Enabled Capabilities - Sensei Gateway

- Access to Sensei Scheduler Views, our new first step into the cloud environment with a 7+/- day view of your practice schedule from anywhere, anytime**
First year of Sensei Scheduler Views FREE with 12 month service agreement.
- OrthoTrac, PracticeWorks or SoftDent Cloud users receive Sensei Scheduler Views at no additional cost** as part of your service agreement!



Software Updates

- New features and existing feature enhancements rolled out on a quarterly basis.
- Access to your annual CDT and ICD-10 code updates for PracticeWorks, SoftDent and WinOMS users.



Promotions

- Ready to move to the cloud? Sign up for Sensei Cloud Black Belt and get your first month free!***
- As a support customer, when you sign up for Patient Manager—our all-in-one patient engagement solution—you pay no set-up fees and your first month is FREE.****
- Customers on a support contract who wish to purchase select equipment from Carestream Dental are offered exclusive discounts for being a loyal Carestream Dental customer. Ask your account rep for more information.*****

Customer Success Program Value

Features	Carestream Dental		
	Without Support	Support	Sensei Black Belt
Support	X	✓	✓
Sensei Scheduler View	X	✓	✓
Sensei Gateway	X	✓	✓
Account Manager	X	✓	✓
Trainer / Training	\$	✓	✓
Current System Review	X	✓	✓
Software Updates	X	✓	✓
Equipment and Software Discounts	X	✓	✓
Online Community Engagement	X	✓	✓
New Feature Access	X	✓	✓
eClaims	X	\$	✓
ePrescriptions	X	\$	✓
eVerifications	X	\$	COMING SOON!
Patient Forms	X	\$	✓
Status Page (Sensei Cloud, eServices and hosted cloud)	✓	✓	✓
Chat Function	X	COMING SOON!	✓

Contact Us Today

- ✓ Included in the cost
- \$ Available but an additional cost
- X Not integrated or available

U.S. Doctors only.

**Must have active software support to receive training discount.

***Carestream Dental on-premise PracticeWorks, SoftDent and OrthoTrac software customers must enroll in a 12-month annual service contract to receive Sensei Scheduler View at no cost for initial year. Following the initial first year term, service and support fees for Sensei Scheduler View will be automatically renewed and billed monthly. Carestream Dental on-premise PracticeWorks, SoftDent and OrthoTrac software customers who are enrolled in month-to-month service agreements can receive a 90-day free trial of Sensei Scheduler View. After the 90-day trial, Sensei Scheduler View will be automatically renewed and billed along with the month-to-month support and service fees beginning on day 91. Carestream Dental hosted PracticeWorks, SoftDent and OrthoTrac software customers can receive Sensei Scheduler View at no additional cost for the duration of their product use. Sensei Scheduler View users can cancel Scheduler View anytime with 30 days' notice.

****Sensei Cloud migration times may vary based on current software. A 12-month contract must be signed to receive free month.

*****A 12-month Patient Manager contract must be signed to waive set-up fees and receive first month free.

*****Must have active software support to receive equipment discount.

Offers only valid on purchases through Carestream Dental or authorized dealers. Cannot be combined with any additional offers or previous purchases. Additional restrictions may apply. Product warranties available for additional cost. Contact Carestream Dental for more details. Valid only with active software support contracts.