

**We are pleased you are considering Capable 21C as the practice management software to empower your business.**

## **OUR COMMITMENT TO YOU**

If we accept you as a member of the Capable 21C family, and you ensure that your account does not fall into debt, then you have the right to expect the following standards from us:

**Service.** You will receive outstanding professional service. We are only interested in working with happy customers, and we work hard to create and maintain happy customers.

**Responsibility.** Our staff will embrace your business goals and diligently do everything reasonably within our power to help you to achieve those goals.

**Quality.** We will produce products and services of the highest possible quality.

**Support.** We have a team of skilled professionals who provide technical, sales and administrative support for you.

**Information.** To ensure that you are kept up to date with advancements to our products and services, we maintain our [www.capablessoftware.com.au](http://www.capablessoftware.com.au) website and our Capable 21C List of Enhancements (the readme.rtf which is downloaded with every Live Update).

**Live Updates.** You can expect that we will continue to improve Capable 21C by adding new features, and correcting any defects that are reported to us. You can expect these enhancements and defect corrections to be made available to customers who have paid for access to Live Updates.

**Training.** We will provide on-line training materials to ensure that we explain how to use the fundamental, intermediate, and advanced features of Capable 21C. We will provide access to the online training material to customers who purchase services from us that include access to these online training websites. When we release new features, we will update our online training material regarding the use of the new features. Where the use of a new feature is self-explanatory, we will include information about how to turn the feature on, in the Readme.rtf that comes with the Live Update.

**Referrals.** Whenever you refer others to Capable Software, you can expect that they will receive the same high standard of service and professionalism that caused you to recommend us, enabling you to feel good about referring people to us.

**Commitment.** Our staff members conduct themselves with professionalism and integrity. You can expect us to be honest and up front with you at all times.

**Loyalty.** You can expect that we understand the loyalty that usually results from positive and successful business relationships. You can expect that we know you will simply take your business somewhere else if you are not happy with the quality of the products and services that we provide to you. You can expect us to provide loyalty programs to those customers who reward our efforts with outstanding levels of loyalty.

## **YOUR COMMITMENT TO CAPABLE SOFTWARE PTY LTD**

As a member of the Capable 21C family, it is important the relationship between us is two way. In order to make the relationship communication effective, we expect the following from you. If you are not prepared to agree to the following, then your order for Capable 21C will be rejected:

**Research.** You will accept that it is your responsibility prior to purchase, to peruse all the sales documentation available on the Capable Software website, and to satisfy yourself that Capable 21C has the features you require for your business. You will accept that it is your responsibility prior to purchase, to ascertain from the Capable Software website what services we will provide to you, and what fees will be incurred in the provision of these services.

**Understanding.** You will understand that our products and services are the brainchild of our sincere efforts to contribute positively to your business and personal goals. You will understand that we always apply our best endeavours in everything that we do.

**Mutual Respect.** You will speak to our staff in a pleasant voice, and expect that if you abuse any of our staff members, we will revoke your licence to use our software and no refund will be offered. You and your staff will accept that in order to protect our staff, and to provide training to them, that we record all conversations that we have with you and your clinic staff.

**Reason.** You will accept that when you call us, we have to appropriately prioritise your needs, in balance with the calls from our other clients. If 40 customers happen to call us within a half hour timeframe, it may not be possible to resolve your request in the timeframe you desire. In our best endeavours to provide quality and timely solutions for our customers, we prioritise all requests based on the availability of our staff, and based on the magnitude of your request, and we expect that you understand and accept this.

**Commitment.** We treat your business seriously and we expect you to do the same. We expect that you will purchase and maintain computer equipment that meets our Minimum Hardware Requirements. We also expect you will engage the services of an appropriately qualified PC technician to support your IT environment. We also expect you to engage that PC technician to configure RDP access and email log-in details to us, within 3 weeks of our shipping date for Capable 21C.

**Internet.** You will accept that an internet connection will be crucial to the success of Capable 21C in your clinic, and to our ability to support you in these endeavours. We expect that you will have a broadband internet connection installed and maintained at your clinic.

**Feedback.** If you are unhappy with our products or services, we expect that you will communicate respectfully with us regarding this, and genuinely give us an opportunity to rectify the dissatisfaction. Similarly, when we are doing a great job, we expect that you would take the time to convey that to us at some point.

**Promptness.** We expect that when we send you an invoice for a product or service that you wish to purchase, that you will pay this invoice on or before the due date.

**Training.** You will appreciate that you will not be able to use Capable 21C effectively in your clinic if you have not trained yourself on the use of the program, using the resources that we make available to you. You will also appreciate that if you call for assistance and you have not undertaken your responsibility for training, we will not be prepared to waste our valuable time on the phone with you until you have at least sat through the training material.

**Referrals.** We ask you to refer new members to the Capable 21C family by telling them the benefits you have received. Then we will continue to grow and always be here for you.

**Above the Line.** We ask that you play 'above the line' at all times (see diagram following). This will be reflected in your willingness, ownership, accountability and the responsibility you display in running your clinic. Laying blame, excuses and denial are not useful for you to achieve your goals.

**Above the Line is being a VICTOR and must involve ACCOUNTABILITY**

Productive and Energy Producing

OWNERSHIP  
RESPONSIBILITY  
RESULTS

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**Below the line is being a VICTIM and involves**

Consuming and Energy Depleting

BLAME  
DENIAL  
EXCUSES  
REASONS

Our ordering process will require you to agree to the commitments outlined in this document. Failure to agree will result in your purchase order being rejected.

Failure to continue to meet these obligations will result in non-refundable termination of your Capable 21C licence.