



## Support Policy

**Effective:** 07 July 2023

This support policy outlines the scope of technical support that we provide to our users, as well as the terms, conditions and procedures that govern our support services.

### Scope

#### Users

This support policy applies to patients, who are the recipients of Juno's care services, their documented carers, and clinicians and other personnel involved in the provision of services to patients.

#### Systems

##### *Juno Healthcare web platform:*

This encompasses the website located at [www.junohealthcare.com.au](http://www.junohealthcare.com.au), and includes interactive communication and data management functions as well as static educational and informational content.

##### *Video calls*

Real-time video or audio communication services, using Microsoft Teams or other online services.

##### *Automated messaging systems*

We use automated messaging systems to communicate with our users via SMS, email or direct message.

##### *Hardware and connectivity*

We may provide hardware, such as tablets or other smart devices, to our users. Technical support for this hardware and any included software and data connectivity fall under the scope of this policy. While use of the Juno platform may involve both personal and Juno-provided devices, we are not able to provide in-depth technical assistance when failure may be caused by incompatibility with personal devices, their configuration, or poor quality of personal internet connections.

##### *Third-party providers*

A number of technical services are provided in part by third-party providers. These may include, but are not limited to:

- SMS messaging
- Postage

- Video chat
- Document management

In some instances, an outage or fault may be caused by problems with an external provider. Juno will make every reasonable effort to resolve or work around such issues but cannot guarantee their uninterrupted service.

## Terms and Conditions

### *Support Requests*

All current users of the Juno service, as defined in the Scope-Users section of this document, may submit support requests.

For total outages or technical problems that completely interrupt or prevent the normal use of Juno's services, and when the problem is time-sensitive, please contact support staff via 1300 414 251. Under normal circumstances, this line is staffed 9am to 4pm, Monday to Friday, Australian Eastern Daylight Time (AEDT). For lower priority support requests, please submit a request through the online form or email [support@junohealthcare.com.au](mailto:support@junohealthcare.com.au).

We will endeavour to respond to all support requests within one business day. In the course of troubleshooting these issues, technical staff may contact users directly, inspect user logs and data, or request to observe your use of the website.

In the event that an issue cannot be resolved immediately, you will be provided with a reference number for follow-up.

### *Platform Issues*

Unforeseen issues with the Juno web and software platform may include:

- Inability to log in
- Slow load times
- Broken links
- Complete inaccessibility of the website

While we are unable to warrant that Juno's technical service will be complete and uninterrupted, we will make every reasonable effort to both prevent and resolve issues with the platform. Measures may include:

- Automated monitoring of server uptime and response
- Inspection and analysis of user session logs
- Planned and unplanned software and server upgrades

### *Planned Outages*

Under some circumstances it may be necessary to take the platform offline to perform an upgrade. Outages will always be scheduled at a time that does not interfere with normal usage. In the case of

high-priority emergency outages, we will endeavour to contact scheduled users to inform them. This contact may be via telephone or automated text message.

#### *Hardware Failure*

We define hardware failure as any malfunction of hardware provided by Juno Healthcare that renders it functionally unusable. In the event of hardware failure, our technical team may attempt to troubleshoot remotely or in person, perform a software reset, or elect to replace the hardware.

#### *Contingency Management*

In the event of a software or hardware outage impacting on a consultation, a decision will be made to either postpone the consultation or fall back to a telephone call.

If a clinician is unable to document a consultation or other contact due to outage, any documentation should be saved to local files, which can then be provided to Juno staff for later transcription.