

Nuance® Maintenance and Support for Dragon Medical Practice Edition 4

With the purchase of a Dragon Medical Practice Edition 4 license new customers automatically receive Maintenance and Support (M & S) for one year. You are entering into the M & S Agreement upon the purchase of your license or licenses of Dragon Medical Practice Edition 4. M & S is **effective from the date you purchase** the Dragon Medical Practice Edition license.

The M & S Service can be renewed annually thereafter and includes technical support from the Nuance Certified Partner from whom the license and M & S service were purchased, as well as bug fixes, software updates and upgrades.

With the Nuance M & S program, you protect your license investment and receive the following benefits for 12 months:

- Predictable, planned IT support costs
- The latest updates, upgrades and bug fixes for your licensed product
- Easy access to all current upgrades and updates for your products
- Access to your certified Nuance partner technical support team

M & S Contract Term

The M & S Agreement begins on the date the Dragon Medical Practice Edition license is purchased. The contract covers a term of 12 months ending on the anniversary of the purchase date. You can renew the M & S contract for any period after the twelve-month term. To ensure uninterrupted access to technical support as well as software updates and upgrades, we recommend that you arrange for renewal before the end of the contract period with your Nuance certified partner.

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About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

Dragon Medical Practice Edition licenses are purchased through certified resellers and distributors who also provide support and maintenance. For more information, contact your Nuance representative or our certified partners.

Software updates

Software updates are intended to improve and update our products. Updates are available through your Nuance certified partner. Additional information about the latest software updates and the bug fixes are published in our knowledge base.

Software upgrades

Software upgrades are new product versions with the latest features and functionality. Such upgrades are purchased through our Nuance certified partners. You will receive notification as soon as a new product version is available. For more information on the Nuance M & S agreement, please contact your Nuance representative or your Nuance certified partner.