



27464 Commerce Center Dr., Suite F207
Temecula, CA 92590
Tel 951-676-8815 Fax 951-676-4972

Support Package Pricing

Support Hours
M-F 8am-5pm
Closed 1 hour for lunch
Closed holidays

Associates (AA) Support Package \$99/mo

Unlimited Medisoft Phone support
Unlimited Medisoft Email support
Unlimited Remote Desktop support
File Repair comes off project hours
Response time < 48 hours

Bachelors (BA) Support Package \$199/mo

1 Project Hours /mo
Unlimited Medisoft Phone support
Unlimited Medisoft Email support
Unlimited Remote Desktop support
File Repair comes off project hours
Response time < 24 hours

Masters (MA) Support Package \$299/mo

2 Project Hours/mo
10% discount on extra Project Hours
Unlimited Medisoft Phone support
Unlimited Medisoft Email support
Unlimited Remote Desktop support
File Repair comes off project hours
Response time < 12 hours

Free Website Registration
Free Website Hosting
Use project hours for website development
Free Install of Medisoft Updates

PhD Support Package \$399/mo

4 Project Hours/mo
25% discount on extra Project Hours
Unlimited Medisoft Phone support
Unlimited Medisoft Email support
Unlimited Remote Desktop support
Free File Repair

Free Website Registration
Free Website Hosting
Free Website Development
Free Install of Medisoft Updates

Priority response time - Call will be moved to the top of the support queue!

Unlimited phone support is for Medisoft issues only. Non-Medisoft phone support issues shall be deducted from project hours in blocks of 15 minutes. JB Medical reserves the right to charge clients credit card for any support time spent beyond accumulated project hours. Project Hours may be used for any of the following: **Non-Medisoft issues, On-Site support, On-line training, Networking, Software Upgrades and Installations, Website, and Custom Report Writing.** Travel time to, and from sites further than 30 miles from JB Medical will be billed at a rate of \$47.50/per hour travel time. *(Distance based on maps.yahoo.com, from JB Medicals address to site address)*

Additional Project hours are billed at a rate of \$149/hr.

Monthly unused Project Hours accumulate from month to month, not to exceed the following scale:

BA Package = Max. 12 hours

MA Package = Max. 24 hours

PhD Package = Max. 48 hours

10% discount on yearly pre-paid packages. All packages are based on a 1 year minimum term contract. Monthly charges will be automatically charged to credit card on file. If written cancellation is given less than 1 year from start date, there will be a \$200 cancellation fee. Contract may be cancelled at anytime after 1 year without cancellation fee. Client has 30 days after written cancellation notice to use any remaining unused project hours accumulated in the account. No refund, credit, reimbursement, or any other compensation will be given on any accumulated project hours besides those expressly listed above. Unused Project Hours will expire and be null and void if not used within 30 days after written cancellation notice. Credit cards only, no checks accepted unless paying for 1 year upfront. JB Medical reserves the right to change pricing of monthly packages and project hours with 30 days advanced written notice.

Terms and Conditions

Buyer understands that JB Medical Management Solutions, Inc. shall not be held liable for any direct, incidental, or consequential damages, including, but not limited to, loss of profits, loss of benefits or loss of data resulting from use and purchase of any of the above items, including software, phone support, online support, hardware, printers, or on-site time. Buyer understands that JB Medical Management Solutions, Inc. reserves the right to charge for any on-site time for any and all work beyond accrued project hours. JB Medical Management Solutions, Inc. does *not* guarantee that technical support question(s) will be resolved over the phone. Outside support may be needed in order to resolve the problem at an additional cost. Buyer shall agree that JB Medical Management Solutions requires 48 hours notice for any on-site request. **Once agreement is signed, buyer understands that phone technical support will be for only the Medisoft program or any of its attached modules. No refunds or exchanges are given.**

Net Terms

Prior to start of technical support: No charge for Medisoft updates will be assessed to the client as long as the update takes place within the terms of the existence of the above agreement. This agreement is non-transferable. Upgrades are not included in this agreement. Each office is responsible for their own backups. We recommend that a backup be done prior to calling JB Medical Management Solutions, Inc. We will assume client understands that at all times, in order to give as accurate an answer as possible, JB Medical Management Solutions, Inc. may need to call the client back. Support will only be offered during the times listed above. Buyer understands that 48 hour notice is required for any and all on-site services. **Moreover, client understands that this agreement doesn't include any on-site training time, nor any phone, online, or on-site custom report designing or custom report support. Custom reports are not supported.**

Please list all authorized personnel that shall be allowed to call JB Medical to receive support under your contract:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

FOR PROMPT MEDISOFT ASSISTANCE, Please fax all pages to **(951) 676-4972**. We look forward to assisting you with your MediSoft issues.

Support Pkg: ___AA(\$99/Mo) ___BA(\$199/mo) ___MA(\$299/mo) ___PhD(\$399/mo)

Please specify: Medisoft version: _____ Basic | Advanced | Network Professional
(e.g. v14)

Buyer Name _____

Card Holder _____
(If different than buyer. Please print legibly)

Card Number _____
(Please print legibly)

CVV # _____
(*Visa/MC-3 digit number on back of card*)
(*Amex-4 digit number on front of card*)

Expiration Date _____

Office Name _____

Billing Address _____
Where credit card company sends monthly statements

City/State/Zip _____

Phone Number on Back of Credit card _____

Please fill out all pages and fax all pages to (951) 676-4972

By signing below, I agree to allow JB Medical Management Solutions to charge my credit card each and every month until JB Medical Management Solutions receives certified written cancellation of my support agreement. I also agree to all terms, net terms, and conditions set forth in this contract including page 1. If I cancel my support contract prior to fulfilling my 1 year obligation, I authorize JB Medical Management Solutions to charge my credit card the early termination fee of \$200.00. JB Medical will only accept valid credit cards, No checks shall be accepted.

By signing below, I am authorizing JB Medical Management Solutions to charge my credit card every month for the amount listed above. I also authorize JB Medical Management Solutions to charge my credit card for any project hours or travel costs associated with my issue(s) at any time.

Signature _____ Date _____

Valid Email Address required: _____

Please fax all pages to (951) 676-4972