



5333 NW 108<sup>th</sup> Ave. Sunrise Fl 33351  
 Tel (954) 746-0399 Fax (954) 746-0402

**Pre-paid Quarterly Support Fees \*\***

*ALL VERSIONS*

- Medisoft Single User (Original & Advanced) \$230 \_\_\_
- Medisoft Client Server (Network Pro) \$345 \_\_\_
- Medisoft Client Server (Network Pro) 10 -15 user \$365 \_\_\_
- Medisoft 25 User \$400 \_\_\_

**Pre-paid Annual Support Fees \*\* (save 10%)**

**NEW - Annual Support Fees (quarterly charges to credit card) \*\* (save 5%)**

[Note: Clients choosing this new option will be required to sign a card authorization form. Fee will be automatically charged every quarter. Penalties apply for early cancellation.]

**Note: Discount not applicable to billing services with multiple practices.**

*ALL VERSIONS*

	<i>Pre-paid in Full</i>	<i>Quarterly (to card)</i>
• Medisoft Single User (Orig. & Adv.)	\$828 ___	\$218.50 ___
• Medisoft Client Server (Network Pro)	\$1242 ___	\$327.75 ___
• Medisoft Client Server (Net Pro) 10 -15 user	\$1314 ___	\$346.75 ___
• Medisoft 25 User	\$1440 ___	\$380 ___
• Electronic Claims (Clearinghouse and/or modules)	\$599 ___	

**\*\* For billing services with multiple practices, a surcharge of 15% will be added.**

**Hourly Support:** \$150.00 per hour, if no contract. \_\_\_\_\_

I have read the above software support information and agree to pay the aforementioned fee for support on the basis specified above. I understand that if this fee is not paid by the first day of the effective period, my office will be considered non support, and the current open rate will apply until Accudata receives support payment. **I also understand that software support includes only Medisoft products.** Support may be provided for other applications, but will be billed at the current hourly rate.

Practice Name \_\_\_\_\_

Location: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ email: \_\_\_\_\_

Payment Method (Please circle):  Check or  Credit Card

Type: \_\_\_\_\_ CC#: \_\_\_\_\_ Exp: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Signed by: \_\_\_\_\_

Date: \_\_\_\_\_



Affordable Healthcare Solutions

5333 NW 108th Ave  
Sunrise, FL 33351  
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[www.accudataservice.com](http://www.accudataservice.com)

## Credit Card Authorization Form for Annual Support (charged quarterly)

Circle one: VISA / MasterCard / American Express / Discover

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Account Holder's Name (as it appears on the credit card):

\_\_\_\_\_

Billing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

I hereby authorize Accudata Service, Inc. to bill my credit card listed above \_\_\_\_\_ automatically every quarter for a total annual support amount of \_\_\_\_\_. I agree to pay the total according to the terms and conditions of the card issuer agreement.

I understand that this is a 1 year support contract, expiring \_\_\_\_\_. I also understand that this represents a 5% discount on the standard annual support fee. If I should cancel this contract prior to the expiration date, my credit card will be charged a one time cancellation fee which will be equivalent to 5% of my normal undiscounted quarterly rate for each quarter remaining on the contract.

\_\_\_\_\_  
Signature of Account Holder

\_\_\_\_\_  
Date

**For your reference:**

**Telephone Support:** Telephone technical support is provided Monday through Friday between the hours of 9AM and 5PM (with a break for lunch between 1PM and 2PM).  
**Non-contract Hourly Support:** Telephone support may be purchased for \$150.00 per hour. A call which initiates this type of support is subject to a minimum of 1 hour and **must be pre-paid by credit card.**

**Modem Support:** Modem support is available for offices with PC Anywhere and a high-speed modem, DSL or cable modem connections. All toll charges will be reversed using the dial back feature.

**On Site Support:** Call for current pricing

**Program Updates:** Routine revisions, patches and fixes are provided at no charge to support customers. CD ROMs will be provided for installation by the practice. Custom installations will be billed at the current hourly on site rate.

**Program Upgrades:** Program upgrades or version changes, i.e. 8.x to 10.x, will be quoted when released by Medisoft.

**New Modules:** New modules (products) offered by Medisoft will be available at the Medisoft direct price.

**Retraining:  
/Training** Retraining/training of employees provided at the standard rate 2-hour minimum plus travel time if applicable \*

**Training Classes:** Full day sessions available – Call for pricing

**Data File Repair:** This service may be necessary if your Medisoft files become damaged through incidents like power surges or computer hardware problems. **Data base file corruption repair is not covered by your support agreement.** Please call for current pricing.

**Custom Reports:** Custom formatted reports, lists, superbills, HCFA forms will be billed at \$125 per hour for programming and testing time. Fax a copy of the report/superbill layout and an estimate of the time required will be sent by return fax.

**Conversions:** Installation, data conversions and HCFA and statement reformatting will be billed at our standard hourly rate. File repair is not included in conversions. Please call for current pricing.

*\*Travel time will be billed at \$25 per hour.*

**Hardware Repair:** Hardware not covered by an Accudata warranty will be billed at the current rate per technician hour plus parts and travel time if applicable. (A one hour minimum charge applies)

**Hardware warranties do not include re-installation of software including the operating system (Windows 2000, XP etc.). Daily backups should be maintained to prevent down time due to component failure. Battery backup devices should be maintained to prevent data loss and / or corruption. Loss of data / corrupted data is not covered under any circumstances.**

**Hardware Support:** Accudata will attempt to provide hardware technical support by telephone to our regular Medisoft support clients. However, often issues cannot be resolved by telephone, and a technician will be dispatched to your office to perform further diagnostic testing of the equipment. If this is necessary, your office will be billed at the regular hourly technician rate.

***ADDITIONAL HARDWARE ADDENDUM***

Hardware technical support via telephone and modem is available. (Call for quarterly fees). This support includes PC Anywhere technical support of network configuration, device configuration and hardware troubleshooting.

*This information is subject to change without advance written notice*