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513-922-4303 \* 513-922-4439 fax

Email: SRG@EOS.NET Web: www.SLCSOFTWARE.COM

**Support Policies - Effective January 1, 2009**

**Service & Support Hours:** Monday through Friday, 9:00am to 5:00pm EST billed at \$125.00 pre hr. - holidays excluded. All other hours are considered Overtime and billed at rate of \$175.00 per hour. **Our Standard Billing Rate of \$125.00 per hour applies to all services & support services not otherwise given special rates.**

**Terms:** Our terms of payment will remain **Due Upon Receipt. All Software Sales are Final. Support Services are billed by the hour and/or quoted project price. All Support & Services are billed and due at the time of service. Payment is due when services are rendered. Please have payment ready at time of service.** We accept Visa, Master Card, Discover, American Express, Check and Cash.

• **On Site Training & Support Services:** Billed by the hour plus Travel if applicable. Minimum of \$125.00 on-site fee will be charged for all on-site support. **Travel Charges:** Travel charges apply to office locations beyond the I-275 belt loop of Cincinnati, at \$125.00 per hour (one way). Travel time is charged (one way) from the time we leave our office to the time we arrive at your office. Other expenses may be incurred for more remote locations.

• **Data File Repair:** If your Medisoft files become corrupted/damaged through incidents like power surges, improper shutdown or computer hardware problems. **Repair fee of \$550.00. Make sure you BACKUP your data daily, using multiple sets of media. You should also have off-site backups. Check your backup procedure on a regular basis and make sure it is working. Not all data can be repaired; sometimes you must go back to a backup.**

• **Programming, Data Conversions & Custom Form Design:**  
• **Hardware & Network Installation & Setup and Repairs.**  
• **Per Call / Per WebEx Support Rates** - The rate per call is charged at \$2.10/per minute with a \$20.00 per call minimum.

• **WebEx Support & Training:** Done via high speed internet access is a service that permits us to access your computer and perform interactive functions with your computer and you. We can do training, support and even some data repair via WebEx because both your office staff and ours can see what is happening on your computer. You control when and if we get to access your computer. This service will help you avoid travel charges. Customer must provide High Speed Internet connection to their computer. Billed at a rate of a \$2.10 per minute or Minimum of \$20.00.

• **Free Fax & Email Question Support is given with purchase of the Medisoft software from SLC Software Services; it starts at date of purchase on your invoice and continues for the number of days listed on the invoice. This free fax and email support is supplied by SLC.** Phones/WebEx calls and On-site visits are billable at our normal rate. Faxes are to be sent to SLC at 513-922-4439 or emailed to [SRG@EOS.NET](mailto:SRG@EOS.NET)

**Requesting Support Procedure** - Service may be requested via Phone (513) 922-4303, Fax (513-922-4439) or Email [SRG@EOS.NET](mailto:SRG@EOS.NET) - fax & emails are to be typed. Include your name, Practice name, Callback phone number with area code, Serial number & version of Medisoft and nature of your problem and/or question.

**Prepaid Telephone/WebEx Support**

• **Phone/WebEx Pre-Paid Support** for 6 months/or up to 5 hours of support, which ever comes first is \$499.00 - Support consists of answering questions asked about Medisoft software issues and EDI issues. Calls will be returned in a timely manner. Faxes & emails will be responded to as soon as possible.

• **Note:** Not all Medisoft Software support questions can be answered on the phone, via WebEx, or with fax or email. Some question and/or issues and problems may require an on- site support call which is billable at the hourly rate plus travel time.

- **Medisoft support Knowledge Base is free of charge.**
- **Medisoft Service patches are downloadable for free of charge.**  
[www.Medisoft.com/kb](http://www.Medisoft.com/kb)

**Time on Hold & On Site**

You **will** be charged for phone time if you place our support personnel on hold. Please call us when you have the time to work with us, or schedule a phone appointment. You will be charged for all time we spend on site or on hold. We will give your our undivided attention, we want you or your staff's attention as well when training.

**Nature of Problem**

Time expended by SLC Software Services in determining the cause of difficulties with your software or hardware is billable. Although we can determine possible Medisoft software limitations and problems we can **only provide work around solutions**, we have no authority to alter the Medisoft program. Hardware must meet or exceed the minimum hardware requirements for your Medisoft program. You will be billed for additional time required due to discrepancies or limitations in your hardware or other software capabilities.

**PLEASE NOTE : McKesson is the manufacturer of the Medisoft product lines. McKesson controls and is solely responsible for all Medisoft software's content & performance, and McKesson controls when upgrades will be produced & released. McKesson sets the pricing & trade-in /Upgrade policies for Medisoft product lines. Releases are determined by the manufacturer, McKesson only.**

**ALL SOFTWARE SALES ARE FINAL. All products carry Manufactures warranty only. SLC offers no additional Warranty on products sold. In keeping with industry standards, software may not be returned. If software media is defective it will be replaced. Prices are subject to change without notice. Price changes will be published on our web site [WWW.SLCSOFTWARE.COM](http://WWW.SLCSOFTWARE.COM)**

*Signature on this form acknowledges the receipt of a copy of this support policy form. It is purchaser's responsibility to read it. Signing this document signifies acceptance of our support policies terms and conditions*

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

Print Name: \_\_\_\_\_

Signature \_\_\_\_\_