



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

REQUEST FOR MEDISOFT TRAINING AND/OR SUPPORT

Technical Support Hours:

Monday – Friday
8:30am – 4:30pm PST
Closed 1 hour for lunch
Closed Holidays

JB Medical shall bill buyers' credit card at the following rates:

● **Medisoft Phone Support/Training**

\$159.00 per Hour

*(Each hour shall be broken up into blocks of 15 minutes. All calls shall be consumed in blocks of 15 minutes, **or any part thereof**. Any remaining blocks of 15 minutes that have not been consumed shall be held as credit by JB Medical for future support calls by client.)*

Terms and Conditions

JB Medical Management Solutions, Inc. does not guarantee that technical support question(s) will be resolved over the phone. Time is calculated as total amount of time that support technician or trainer spends resolving clients issue or training client, whether on or off the phone, **rounded up** to the nearest ¼ hour (*example: Support issue takes 35 minutes to resolve, client shall be billed for 45 minutes. Client shall retain a support/training credit of 15 minutes if originally starting with 1 hour*). JB Medical Management Solutions, Inc reserves the right to charge for any time spent on buyers' issue, either on or off the phone. Buyer understands that while every effort will be taken to resolve buyers issue in the shortest possible amount of time, JB Medical may take up to 24 hours to return a phone call. Onsite support may be needed in order to resolve the problem at an additional cost and at buyers' expense. Additional hardware may be required to resolve the problem at buyers' expense. 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 services or support, 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 or for any and all additional services rendered. **Once agreement is signed, buyer understands that support shall only be given over the phone and/or online. No refunds or exchanges shall be given.**

Net Terms

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. JB Medical Management Solutions, Inc shall assume buyer understands that at all times; in order to give as accurate an answer as possible, JB Medical Management Solutions, Inc. reserves the right to call the buyer back. Support will only be offered during the times listed above under Technical Support Hours. **Moreover, buyer understands that this agreement doesn't include any on-site time, nor any phone, online, or on-site custom report designing or custom report support. Custom reports are not supported.**

(cont'd)

So that we can better assist you, please, in detail, describe the nature of your errors or problems:
(if possible, document the steps taken to reproduce the issue):

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

Credit Card Type: ____ Visa ____ MC ____ AMEX ____ Discover

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 bill to)

City/State/Zip _____

Phone Number on back of Credit Card _____

I hereby authorize JB Medical Management Solutions, Inc. to charge my credit card for the first hour, then after first hour is consumed, JB Medical may charge my credit card for an additional hour if I exceed my first hour, or any part thereof, or if I register another problem after my allotted time has been consumed. All sales are final. No refunds shall be given for time unused.

I agree to JB Medical Management Solutions, Inc. terms, net terms, and conditions on page 1 of this contract.
(Rates: \$159.00/per Hour, **or any part thereof**)

Buyers Signature _____ Date _____

Valid Email Address required: _____

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