

BROYLES Software

Support Order

P.O. Box 727 Clarkston, WA 99403 4/2/2004 12:13 PM

Tel (888) 758-8014 Fax (509) 758-0249

Please go to WWW.BROYLESSOFTWARE.COM and select the link to eCLAIMS TECHNICAL SUPPORT FAQ AND DOWNLOAD for answers to many of your eCLAIMS questions. The site will be updated often as time permits.

Instructions:

1. Please read the entire support order carefully.
2. Fill in all the blanks.
3. Check the box for the technical support plan you prefer.
4. Sign and date the order.
5. Return the order to the address above. Or fax to: (509)758-0249 (with credit card information)
6. Enclose payment by check or by the credit card below.

Practice Name: _____ Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Voice: _____ Fax: _____

I have read BROYLES Software Technical Support Policy below and,

- I am signing our office up for the eClaims Advanced Payment Plan. We are purchasing one year of eCLAIMS telephone support for \$342.20.
- I am declining support at this time.

Signature: _____ Date: _____

CREDIT CARD INFORMATION

American Express Master Card Visa Card #: _____

Name on card: _____ Expires: _____

BROYLES SOFTWARE TECHNICAL SUPPORT POLICY

Please read carefully.

Advance Payment Plan:

Prepaid telephone assistance is valid for one year from the date of purchase for the eCLAIMS plan. This plan is now required to cover the **HIPAA update**. Due to the increase in information required for the HIPAA format, technical updates and the Clearinghouses getting their HIPAA systems running smoothly. We anticipate several updates to eCLAIMS over the next year. In order to handle the increased phone calls and to provide faster support, we have raised our Tech Support fee to \$342.20 for one year. Support may be limited to regular software maintenance and troubleshooting. Additional charges for re-installation, retraining or transfer of software from one machine to another may be incurred at a rate of 89.00 per incident.

On-Site Support:

Available only as technical support staff schedules permit. \$89.00 per hour. Minimum billing of one half hour per on site visit. *Travel expenses will be incurred.*

Hours of Operation 8:00am - 5:00pm Pacific Time. Support unless otherwise indicated is by telephone. Calls for assistance normally responded to promptly in the order they are received, but no later than 24 to 36 hours.