



Mail: Anexix, Inc.
316 Main Street
Beech Grove, IN 46107
Fax: (317) 788-8726

Technical & Electronic Support Agreement

Anexix, Inc. shall provide standard technical or electronic support services to customer by answering questions and providing assistance specifically regarding the operation of customer's registered copy of Medisoft and applicable add-on products such as Office Hours, Direct Modules, etc.

Technical support is limited to providing assistance for the current version and one previous version of all related products.

Standard support provided may include, but is not limited to, troubleshooting of an issue and providing resolution when available. It does not include network configuration, operating system issues or computer hardware problems. Technical support personnel may recommend customer contact an independent specialist in computers or networking outside Anexix, Inc. if the issue warrants. If it is determined that data corruption is causing the problem, a technical support person may suggest that a file repair be done at an additional charge beyond the normal pricing listed above.

Training for the Medisoft application **IS NOT** covered under standard support. Anexix, Inc. does offer training services which may be obtained for an additional fee by contacting Anexix, Inc.'s sales department @ 888-686-1982.

Customer understands that Anexix, Inc.'s sole obligation under this agreement is to provide the technical or electronic support services described above. Anexix, Inc. shall use commercially reasonable efforts to correct the problem customer may be experiencing, but does not guarantee that any support provided under this agreement will be sufficient to do so. Anexix, Inc. cannot guarantee that any issue resolution will be completed in a set amount of time. Anexix, Inc. shall provide the support services described within this agreement during Anexix, Inc.'s normal business hours, which are Monday-Friday, 8:00am to 5:00pm, eastern standard time, except holidays or special circumstances.

It is understood that this agreement is non-refundable and non-transferrable.

Anexix, Inc. shall have the right to immediately terminate this agreement if customer breaches any of the terms or conditions of this agreement, including but not limited to non-payment of any fees owed to Anexix, Inc. by customer under this agreement, or any other agreement between the parties. Customer must remain in good standing at all times, with all outstanding invoices paid in full in a timely fashion. Upon termination, customer shall not be entitled to any refund for the remaining period of the agreement.

By signing below customer acknowledges and agrees to these conditions and authorizes Anexix, Inc. to charge customer's credit card for the services described above.

SIGNATURE: _____ DATE: _____