



*Technology, Service, Expertise*

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## Annual Support Agreement 2012

EMS Consultants agrees to provide (Name) \_\_\_\_\_  
in (City) \_\_\_\_\_, (State) \_\_\_\_\_ with telephone support for  
EMS Consultants software operation, billing consulting and **technical support of the EMS  
Consultants software products only**. EMS Consultants also agrees to provide software updates  
needed to accommodate Medicare changes and correct glitches in the software, as well as provide  
enhancements and improvements to the software at such time as deemed necessary by EMS  
Consultants.

Our support year begins April 1 and ends March 31 of each year. Support is billed on February 1 and  
due by April 1 each year for services that you have already received. Support, as described above,  
for the first year after installation of the EMS Consultants software is included in the purchase price.  
Support for the second year will be prorated based on the date of purchase to coincide with our  
support year. Each year's support fee will be billed at 15% of the current list price of each of the  
software products purchased. **EMS Consultants charges for support in arrears, not in advance**,  
therefore, this agreement binds the user for the upcoming support year (April 1, 2012 – March 31,  
2013) as well as the support fees associated with the software products you currently use.

Support does not include hardware, network configuration, or configuration of other software  
applications. There are some manufacturers with proprietary systems that allow very little  
configuration to the operating system, leaving the potential for software communication issues.  
Therefore, we recommend contacting our technical support team prior to upgrading your hardware or  
operating systems.

**This signed agreement must be signed and returned no later than April 1, 2012 for you to  
continue to receive support.**

Both parties agree to the terms and conditions of this agreement for the support year beginning April  
1, 2012 and ending March 31, 2013 and further understand that payment for this time-frame is billed  
in February 2013 and will be due by April 1, 2013.

\_\_\_\_\_  
EMS Provider Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
EMS Provider Company Name

\_\_\_\_\_  
Phone Number

*Richard A. Tibbetts*  
\_\_\_\_\_  
Richard A. Tibbetts, EMT-P, President/CEO  
EMS Consultants

February 1, 2012  
\_\_\_\_\_  
Date