CHIROSOFT

Your service plan for Chirosoft software

When you purchase your Chirosoft software, your first year of technical support is included, then we want our clients to feel free to purchase support depending on their needs. This is why we offer three support options:

Item description	Service plan		
	Option 1 Premium	Option 2 Time bank	Option 3 None
Cost	$ 35 to $ 42 per month	$ 225 per 3 hours	None
Access to software updates (same version)	Yes	Yes	Yes
Technical support for the use of our software	Included	Included	$ 100 /h
Minimum time charged for technical support	None	15 minutes	20 minutes
Rebate on purchase of updates (newer version)	20 %	None	None
Remote training (by internet)	$ 50 /h	Uses your time bank	$ 80 /h
Minimum time charged for remote training	30 minutes	30 minutes	30 minutes
On-site training* (at your clinic)	$ 100 /h	$ 150 /h	$ 150 /h
Minimum time charged for on-site training	2 hours	2 hours	2 hours
Full day on-site training* (6 hours)	$ 500	$ 600	$ 600

The "Premium" plan is included the first year of you initial Chirosoft purchase.

Taxes are not included in prices.

*Additional charges for on-site training may apply depending on the location of your clinic.

Note: service plans do not include, for example:

- Problems / configuration of your printers
- Problems / configuration of your network
- Training of a new staff or in depth training on functionalities.

See reverse for more details

Description of service plans for Chirosoft softwares

Premium plan

Monthly fees of $ 35 if you have only the main module or $ 42 if you also use the eNotes module.

This plan includes an unlimited number of technical support calls for Chirosoft software and rebates on other products and services.

Time Bank at reduced cost

The 3 hour time bank at the reduced rate of $ 225 allows you to have technical support at a preferred rate for your occasional technical support needs.

- All technical support calls will deduct your time bank by a minimum of fifteen (15) minutes per incident.

- When your time bank is about to expire, an offer to renew is sent or it can be automatically renewed, the choice is yours.

The time bank is valid for one year. After 12 months, it will automatically cancel and reset to zero.

It's your choice

The liberty to choose is a fundamental value at Chirosoft. We sincerely wish that you will adhere to one of our technical support plan for its added value and not by obligation.

By fairness towards our clients that renew their service plan, you must have subscribed to the "Premium" plan for at least 3 months before you can take advantage of rebates on additional purchases or training.

For your information, the following table compares the minimum cost per intervention
based on the selected plan.

Selected plan	Rate	Minimum cost
Premium	None	None
Time bank	$ 75 /h	$ 19
None	$ 100 /h	$ 33

Remote training

Sessions of remote training (by internet) are offered by appointment to quickly train your staff.

A new CA or staff has joined your team? You would like to use the functionalities available in Chirosoft to its full potential? Why not opt for remote training! Taking advantage of you internet connection, we can easily offer you training tailored to your needs and availability.
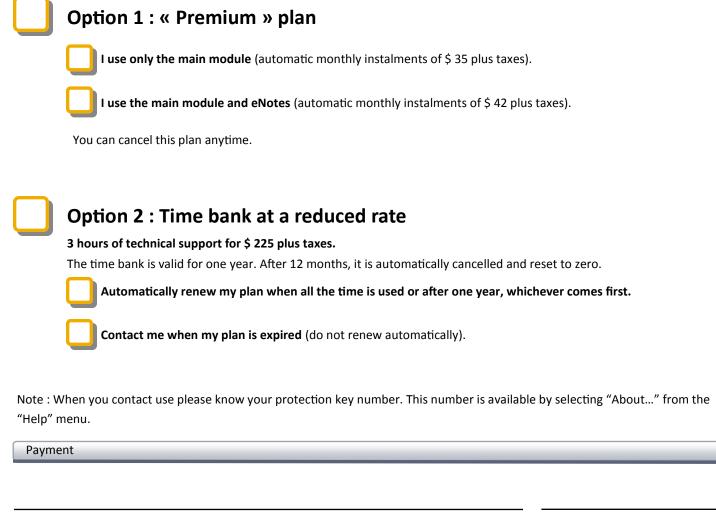
For more information on our service plan, please contact us.
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Your service plan for Chirosoft products

Subscription to a service plan

☐ **Option 1 : « Premium » plan**

☐ **I use only the main module** (automatic monthly instalments of $ 35 plus taxes).

☐ **I use the main module and eNotes** (automatic monthly instalments of $ 42 plus taxes).

You can cancel this plan anytime.

☐ **Option 2 : Time bank at a reduced rate**

3 hours of technical support for $ 225 plus taxes.

The time bank is valid for one year. After 12 months, it is automatically cancelled and reset to zero.

☐ **Automatically renew my plan when all the time is used or after one year, whichever comes first.**

☐ **Contact me when my plan is expired** (do not renew automatically).

Note : When you contact use please know your protection key number. This number is available by selecting "About…" from the "Help" menu.

Payment

_____   _____
Clinic name   Protection key number

_____
Name of the contact Chiropractor

☐ Visa   _____ / _____
☐ Mastercard   _____
                    Card number   Expiration date (month / year)
☐ Cheque (Payable to Chirosoft)
                                                           _____
                                                           Security code

You can return this form by mail, fax or email.

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