
ABELDent Software Support/Service Payment Plans

Dear Valued Customer:

ABEL strives to provide you with high quality, cost-effective support. Even if you don't require support often, we aim to be responsive and professional when you need us. We also offer support payment options to meet a variety of practice needs.

We previously requested that you select a support option that best meets your needs. Our records indicate that you have not yet selected a plan and that you have no prepaid support time on account. **Select an option that best suits your needs. Complete the form, and fax or mail it back to us.**

Plan 1: Renewable Hours on Account

Our most cost-effective pay-as-you-go plan. Purchase 4 or more hours at our Bulk Rate of \$150/hour plus taxes. Apply Hours on Account against any chargeable service including support, training, webinars or software customization. Available to ABEL Software Maintenance Subscribers. Features of this plan include:

- Hours on Account never expire – prepaid support remains on your account until you use it
- Hours on Account are automatically reduced as support/services are requested
- You receive Activity Reports of all support provided, charges and remaining Hours on Account
- When your Hours on Account reaches zero, we automatically replenish them with 4 hours charged to your credit card

Plan 2: Flat Rate Software Support (New reduced rates for ABELDent SQL customers)

Support cost certainty and peace of mind for ABELDent users. For a fixed monthly payment, you can call, email or fax us for assistance with ABELDent software support issues. Available to ABEL Software Maintenance Subscribers.

Benefits include:

- Cost Certainty – Unlimited ABELDent Software Support* at a fixed monthly rate
- Convenience – automatic monthly payments provide low administration
- Flexibility – no fixed term
- Additional benefit for ABELDent SQL users - reduced cost plan for clients with ABELDent SQL version

*Flat Rate Software Support coverage includes procedural assistance with ABELDent software and excludes software training, customization and support for hardware and third-party software. See the enclosed Flat Rate Software Support Terms and Conditions for more details.

Plan 3: Credit Card on File Support

Pay for support only when you require it. We keep your credit card information on file and charge you for the support provided at the rate of **\$180**/hour plus taxes. Note that this special rate is only available to clients that agree to have ABEL automatically charge a credit card at the time of service. Available to ABEL Software Maintenance Subscribers.

- Credit Card on File Support eliminates the need for processing invoices, writing cheques, etc.
- Your Activity Statement will show the support activity and the credit card transactions

Plan 4: Pay-as-you-go Support

Pay for support when you require it with no credit card information on file. Provide us with your credit card information at the time of service each time you request support and we will charge you at the full rate of **\$240**/hour plus taxes.

ABELDent Flat Rate Software Support Terms and Conditions

The following terms and conditions apply to ABELDent Flat Rate Software Support.

Availability, Term and Cancellation: Flat Rate Software Support is available to ABELDent Software Maintenance Subscribers at a fixed monthly cost.

Payment: Arrangement is to be made in advance by automatic monthly credit card payment or pre-authorized debit. In the event that an automatic payment cannot be processed, the missed payment must be processed prior to support being provided under the plan.

Inclusions in Flat Rate Software Support:

- All Software Support by telephone, email or fax related to the normal use of ABELDent
- Remote access to your system using electronic means for demonstration and troubleshooting
- Troubleshooting and support related to failures of ABELDent to perform as designed
- Enquiries about integration with third-party software and services
- Reporting of requests for ABELDent enhancements and new features

Exclusions from Flat Rate Software Support:

- ABELDent training including: Initial training for new clients; training for new employees; training on major software features (e.g. charting); and new update training
- Hardware support including: diagnosis/correction of hardware problems; repair data corruption resulting from hardware/network problems; recovery following hardware failure; integration of new hardware
- Software customization including: creation of custom forms/letters/labels/reports; database merging/splitting/change of ownership
- Assistance with third-party software
- Database/Backup Maintenance
- Data analysis to uncover misuse/fraudulent activity at practice request
- Practice Management Consulting
- Assistance installing updates/fee guides when detailed instructions have been provided
- System and data recovery assistance following the resolution of hardware errors.
- Software migration to new hardware
- Purging of files or data for database maintenance or to free hard drive space.

Payment for Excluded Services: Training and other excluded services are available at ABEL's then-current Training or Service rates. ABELDent Support Analysts will inform the client at the time of delivering the service that the service is not covered by the client's Flat Rate Software Support plan.

Differentiation between Software Support and Software Training: Support is the answering of a question or questions related to specific features or capabilities of ABELDent. Support is typically provided to a single user and spans 5-20 minutes. Training is the provision to one or more users of detailed instruction on using a major functional area or spanning multiple features of the software. Training typically spans 20 or more minutes.

Methods of Support Delivery: Most ABELDent support is initiated by the ABELDent user and provided by telephone. ABEL reserves the right to meet support requests using other methods including email, remote electronic connection (with permission from user), paper or electronic documentation, video or online knowledge repositories.

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Please complete this form and fax to 866-337-5558

Plan 1 When my account reaches zero hours, please charge the credit card indicated below for a block of 4 hours at \$150/hour plus taxes. I want to maintain a bank of Hours on Account that I can use for chargeable services including support, training, webinars or software customization. Hours on Account can also be redeemed to pay for other ABEL products and services. I understand that this plan is available only to Software Maintenance Subscribers.

Plan 2 I would like to subscribe to Flat Rate Software Support. Please charge the Monthly Payment amount calculated below to the Credit Card indicated below. I understand that this plan is available only to Software Maintenance Subscribers. The undersigned fully understands and accepts the Terms & Conditions that are provided above.

The Flat Rate Software Support price varies with the number of ABELDent workstation licenses. To calculate the cost for your practice, please refer to the chart below.

Number of licensed Workstations	ABELDent MDB Monthly Payment (plus taxes)	ABELDent SQL Monthly Payment (plus taxes)
1 workstation	\$40	\$40
For each additional workstation add	\$20	\$5

Number of ABELDent Workstations licenses _____ **Monthly Payment** _____

Note: The reduced Flat Rate Software Support prices for ABELDent users with SQL database reflect the lower average support requirements of clients using ABELDent with SQL database.

Plan 3 I understand and accept the terms of the Credit Card on File Support plan, and authorize ABEL to charge services, at the rate of \$180/hour plus taxes, to the credit card indicated below. I understand that this plan is available only to Software Maintenance Subscribers.

Plan 4 I understand and accept the terms of the Pay-as-you-go Support plan, and will give my credit card number when I call for support. I understand that I will be charged a rate of \$240/hour plus taxes.

Name: _____ **Client ID:** _____

Signature: _____ **Date:** _____

Payment Information: Credit Card

ABEL accepts Visa, MasterCard and Amex. For Privacy and security compliance reasons, please do not fax or email credit card information. Please phone in your credit card information to ABEL Accounting at 1-800-267-2235 ext. 6. We thank you in advance for your cooperation in this matter.

Thank you in advance for promptly completing and faxing or mailing this form to us. If you have any questions about the Support Payment plans available, please call Vicki at ext. 360.