Annual Deluxe Support Agreement

***Customer Name:***

[Facility Name]

[Contact]

[Address Line 1]

[City, State, Zip]

[Phone]

[Email]

TI-BA Enterprises, Inc.

25 Hytec Circle

Rochester, NY 14606

Tel: (585) 247-1212

Email: [support@ti-ba.com](mailto:support@ti-ba.com)

Text: (585) 457-5322

**COVERAGE PERIOD**

Agreement provides remote technical support for the system described below for the following period:

Start Date: mo/day/year

End Date: mo/day/year

**GENERAL CONDITIONS**

* TI-BA’s normal business hours are Monday-Friday 8AM-5PM EST *(except for holidays).*
* Our goal is to respond to your request within one hour (or less) during business hours.
* TI-BA’s factory-trained support team will provide unlimited remote diagnostic support for your system.
* A “system” is defined as a CR/DR imaging modality, Image Acquisition Computer and Acquisition software.
  + While a PACS license may be present on the system, it is not covered unless specified in this agreement.
* Internet access to your system is required to provide optimal support and customer satisfaction.
* Deluxe Support does not include OEM Software Upgrades if a system is out of warranty.
* Deluxe Support does not include any New, Used or Replacement Parts or any On-site Services.

***Added Benefits of an Annual Agreement*:**

* All available OEM Software and Firmware updates for your system are included, to:
  + - Realize gains in software features and functionality as the manufacturer releases updates.
    - Mitigate vulnerabilities in the system’s software as they are discovered and resolved.
  + Special discounts on hardware and other accessories for your system.
  + Expert consultation for connectivity questions/issues regarding any 3rd Party software in the environment.
  + Swift correction of costly user errors (i.e. images in wrong patient folder, etc.) are covered.

Fee Schedule:

* Annual Agreement for Single Modality Type CR/DR - $900/year
* Additional modalities (CR/DR/PACS) can be added for $650/each/year
* Payment-in-full via credit card is due at signing.

Customer can contact TI-BA Support using the following methods:

* + Phone: (585) 247-1212 x200
  + Email: [support@ti-ba.com](mailto:support@ti-ba.com)
  + Text: (585) 457-5322

**System(s) Covered Under This Agreement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Manufacturer | Model # | Serial # | Date of Manufacture | Comments |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**CUSTOMER ACCEPTANCE**

**Please sign and return contract via email to:** [**support@ti-ba.com**](mailto:support@ti-ba.com) **along with credit card payment information.**

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**Customer Signature Date**

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**Credit Card # Exp. Date 3-digit code**

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