



Technology, Service, Expertise

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Annual Support Agreement 2010

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, 2010 - March 31,
2011) 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, 2010 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, 2010 and ending March 31, 2011 and further understand that payment for this time-frame is billed
in February 2011 and will be due by April 1, 2011.

EMS Provider Signature

Date

EMS Provider Company Name

Fax Number

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

February 1, 2010
Date