

KONICA MINOLTA SERVICE AGREEMENT

END USER LOCATION		BILL TO ADDRESS	
KMHA Account #:		Check if same as End User Location	
Account Name:		Account Name:	
Address:		Address:	
City, State, Zip		City, State, Zip:	
Main Phone:		Main Fax:	
Contact Name:		Contact Phone:	
Contact Title:		Contact Email:	

Konica Minolta and 20/20 Imaging offers varying levels of support for your business needs. From unlimited phone technical support to cloud backup, we are confident that you will find value among our service offerings at affordable rates.

Don't wait! Get coverage with us today in 3 Easy Steps!

Return this form to support@2020imaging.net
or via our secure fax: **815.425.9310**

Step 1: Plan Selection

A) Technical Support - Software Only

Term	Annual Payment	Monthly Payment
1 Year	<input type="checkbox"/> \$1,200	<input type="checkbox"/> \$110
3 Year	<input type="checkbox"/> \$960	<input type="checkbox"/> \$90
5 Year	<input type="checkbox"/> \$768	<input type="checkbox"/> \$75

Save 36%

B) Cloud Backup

Term	5-year Cloud Backup
One-time payment	<input type="checkbox"/> \$1800
Annual payment	<input type="checkbox"/> \$425
Monthly payment	<input type="checkbox"/> \$39

C) One-time Technical & Service Support T&M Rate

\$450 /per hour
You will be billed the standard hourly rate of \$300 for this support call, with a 1-hour minimum charge.

Step 2: Payment Method

Available for Plans A & B only

- Full payment of \$_____ payable to **Konica Minolta Healthcare Americas** is enclosed. Checks are ONLY accepted if paying in full. See Remit to Address below.
- Contact me for credit card payment
- Invoice Me – Not available for monthly payment option.

Available for Plan C only

- I will provide credit card payment over the phone.
- PO attached. PO # _____

Step 3: Signature

This Service Agreement is made effective the last date of signature below (the "Effective Date") and shall end no later than the indicated term indicated herein. Cloud Backup is effective upon cloud backup installation. Cancel anytime with no cancellation fees. For complete terms and conditions visit: <https://www.2020imaging.net/support/self-help/agreements.html>

Customer

Authorized Signature _____
Print Name _____
Date _____

Konica Minolta's Easy Renewal Program

Yes, please enroll me in Konica Minolta's Easy Renewal Program, a simple & seamless transition that allows for business continuity and zero disruption in continued service support. I authorize Konica Minolta to renew my service contract on the anniversary expiration date at the current prevailing rate and indicated payment terms set forth in this agreement. At any time, I may cancel the auto-renewal feature by providing KMHA at least sixty (60) days in advance in writing.

- Please have your sales representative contact me to upgrade my **software**.
- Please have your sales representative contact me to upgrade my **hardware**.

REMIT TO ADDRESS:

KONICA HEALTHCARE AMERICAS, INC.
DEPT CH 10897
Palatine, IL 60055-0897

KONICA MINOLTA HEALTHCARE AMERICAS
411 Newark Pompton Tpke. | Wayne, NJ 07470 | Phone: 800-934-1034 | Fax: 973-633-1012
2217 US HWY 70 East | Garner, NC 27529 | Phone: 800-366-5343 | Fax: 919-869-1957

Service Plan Descriptions

Technical Support – Software Only

Standard Business Hours Monday – Friday (9am-6pm EST) technical phone and remote support

Assists with any operational support or performance anomaly. Our call centers take advantage in the latest remote technologies to streamline support. When available, software updates – minor improvements and enhancements – are administered remotely. Includes Opal software re-install to bring site back up and running, where applicable.

Cloud Backup

Konica Minolta's cloud backup solution backs up your patient and imaging data from your Konica Minolta devices. It automatically backs up your data seamlessly throughout the day without slowing down your daily work. Your data is safely secured on the cloud which also allows for flexible data restore and retrieval. Data restore and retrieval times will vary with the amount of data contained in the backup and your connection speed. This backup product does not include any hardware coverage of your server/PC. If your server or pc is damaged, a replacement would need to be purchased and configured prior to restoration of your data.

Advantages of Konica Minolta's Cloud Backup service:

- ✓ **Affordable.** It is important to use a solution that makes sense and will not require your business to incur a capital expenditure. For as low as a few hundred dollars per year, you can have all of your data and x-ray images backed up to the cloud.
- ✓ **Off-site.** It is important to keep a copy of files offsite. **Even if business files are backed up on a file server, a hurricane, flood, fire, or theft could destroy the computers... and backups.** Keeping backed up files in the cloud ensures data is safe no matter what is going on at your office.
- ✓ **Automatic.** Time is one of the most commonly stated reasons companies are not backing up their data. Cloud backup does not require an additional time commitment for you. Computer files are backed up to the cloud automatically and continuously, whenever you are connected to the Internet.

Coverage Details	Technical Support – Software Only	Cloud Backup
<ul style="list-style-type: none"> • Technical Support – Software Only Standard Business Hours (Monday-Friday 9am-6pm EST) 	✓	
<ul style="list-style-type: none"> • Remote software updates 	✓	
<ul style="list-style-type: none"> • Konica Minolta trained and authorized support technicians 	✓	✓
<ul style="list-style-type: none"> • Convenient payment options 	✓	✓
<ul style="list-style-type: none"> • Risk-free cancellations 	✓	✓
<ul style="list-style-type: none"> • Secure, automatic backup of patient data 		✓
<ul style="list-style-type: none"> • Restore to external discs for import into repaired PACS 		✓

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