

INSTAMED SERVICE GUARANTEE

InstaMed guarantees that as an InstaMed Customer, you will love our Customer Service, or you can terminate your contract at any time. We have achieved Full Accreditation from the Electronic Healthcare Network Accreditation Commission and are PCI Level One certified with Visa and MasterCard, which means that we continually undertake independent third-party audits to ensure that we maintain and exceed the highest security and operational standards of the healthcare and financial industries. We feel that the delivery of outstanding convenience, reliability and security is so important to your business, that we put it in writing in all of our customer contracts.

For example:

System Availability / Maintenance. InstaMed will maintain system availability 24 hours a day, 7 days a week and 365 days per year, but reserves the right to perform scheduled maintenance and upgrades with posted notice.

Data Backup. InstaMed will backup data in a secure, off-site location.

System Response Times. InstaMed warrants system response times of less than 10 seconds for 90% of real-time healthcare and financial transactions.

Documentation. InstaMed warrants that the Licensed Software and Application Services will functionally perform as stated in publicly released and finalized InstaMed product documentation.

If you have additional questions about the InstaMed Service Guarantee, please call us at **(866) INSTAMED** and we will assist you.