

ARRENDALE ASSOCIATES, INC.

(Transcription Assistant)

SECTION 1: INSTALLATION

Arrendale Associates, Inc. (“AAI”) shall provide installation of Transcription Assistant (“TA”) as contracted directly between Customer and AAI.

SECTION 2: TRAINING AND DOCUMENTATION

AAI shall provide all TA training as contracted directly between Customer and AAI. AAI will provide one (1) copy of TA documentation to the Customer.

SECTION 3: SOFTWARE MAINTENANCE

Customer shall obtain Software Maintenance for TA directly from AAI. Through AAI’s Annual Client Support Services Agreement, AAI provides TA software support from 8:00 A.M. through 5:00 P.M. Eastern time, Monday through Friday. Any service requested outside of the time specified herein shall be provided on a time and materials basis per AAI’s current hourly rates.