

ANNOUNCEMENT OF NEW EFAX VENDOR & PRICE CHANGE

Dear Customer,

MDLand is excited to announce that we will be switching to a new eFax vendor effective October 1, 2022. This change will provide a reliable, fast, and compliant way you fax to improve efficiency and functionality via the new cloud-based, high-performance, and HIPAA-compliant eFax service.

At MDLand, we remain committed to delivering quality value-added solutions to your practice. Please be advised that there is a price increase for the new eFax service (see updated pricing model below), effective October 1st, 2022, so we can continue to bring you new and improved products and services that are reliable and efficient, while even more, scalable to support innovative enterprise solutions and achieve sustainable impact and compliance.

MDLand's eFax service will be offered through three package options based on volume and cost per page. More specifically, MDLand is offering two types of payment models: Pay-Per-Page (pay as you go) and Monthly Subscription. The Pay-Per-Page plan would best suit practices with low volume eFax, whereas the Monthly Subscription plan would offer you some cost savings for higher eFax volume.

This change will consist of migrating to a cloud-based, high-performance integrated fax service to streamline your communication and documentation management workflow. In addition to outbound services, MDLand expects to offer inbound fax services beginning October 1, 2022. Please note that for inbound services, the clinic's current fax number can be transferred over. Fill out the form here and send it to support@mdland.com.

For more instructions on enrollment, please see below:

- **Select a Plan:**
 - o *Within iClinic EHR System > Settings > Advanced (ADM Only) > My Account*
 - o Now available to select
- **Default Plan:**
 - o If a plan is not selected by October 1st, 2022, customers will automatically be enrolled in *Pay-Per-Page Basic Package Plan*
- **eFax Log:**
 - o A reference to your eFax volume that can help guide your decision
 - o *Within the iClinic EHR > Click on the 'Reports' button on the left side > Select the EMR Reports tab > Click eFax log.*

As always, we thank you for your ongoing support and trust that these changes will help us continue providing you with improved quality and service. If you have any questions or concerns, please feel free to contact us at 212-363-8000 or at support@mdland.com.

Basic Package		
	Fee	Description
Pay-Per-Page (Pay as you go)	\$0.06/page/month	1-1000 pages
Monthly Subscription	\$50/month (1000 pgs); \$.05/add't page	1-1000 pages

Full Package		
	Fee	Description
Pay-Per-Page (Pay as you go) <i>*Disclaimer: The minimum page usage per month for this package fee selection is 1001 pages.</i>	\$0.05/page/month	1001-5000 pages
Monthly Subscription	\$100/month; \$0.04/add't page	1001-2500 pages

Enterprise Package		
	Fee	Description
Pay-Per-Page (Pay as you go) <i>*Disclaimer: The minimum page usage per month for this package fee selection is 5001 pages or more.</i>	\$0.04/page/month	> 5001 pages
Monthly Subscription	\$200/month; \$0.03/add't page	2501-5000 pages

Yours sincerely,



Director of Operations & Chief of Staff