



Service Guarantee

As part of our commitment to providing world-class customer satisfaction, Acusis® has established a business-to-business Service Guarantee designed to ensure you receive unparalleled quality and delivery service.

Timely, Quality Customer Satisfaction

In the unlikely event that the quality and/or turnaround time of your transcription work performed by Acusis does not meet our mutually agreed expectations, a credit will be provided.

As a part of our Quality Assurance process, Acusis continually audits a statistically valid sample of your files. If we find more than a 3% error rate per thousand lines in the quality of the transcriptions, you will receive full credit for all affected files.

Acusis also monitors turnaround time (TAT) for every one of your dictations. If we deliver more than 3% of your files beyond our standard 24-hour or STAT turnaround time commitment, you will receive full credit for all affected files.

This "No Charge" policy ensures that you and every customer experiences Acusis' Higher StandardsSM. The entire Acusis Team stands behind our Service Guarantee.

Regardless of file size, volume or type of dictation entrusted to us, we pledge to provide you with the highest standards in the industry for performance, integrity and service satisfaction excellence.

At Your Service,

KB Anand
Chief Executive Officer
Acusis, LLC

Acusis quality and turnaround time credit applies only to files with line/character counts greater than 3% of total lines/characters transcribed during any semi-monthly billing cycle. Files that contain "blanks" due to no voice or poor quality voice recording will not count towards the maximum 3% quality credit policy. This Service Guarantee does not apply if any daily volume level fluctuation in a billing cycle exceeds 15% of the moving rolling monthly average of lines/characters transcribed. It is effective after the initial customer start-up/implementation period is complete and invoicing has commenced. Turnaround times are calculated from the time of the received dictation in the Acusis Data Center to the time we return the files to the Acusis Data Center.

 **ACUSIS**[®]
HIGHER STANDARDSSM
clinical documentation solutions

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