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TECHNICAL SUPPORT BULLETIN

January 9, 2005

Effective March 1, 2005 MSP is Discontinuing Teleplan DOS Submissions

As of March 1, 2005 MSP is discontinuing the use of the Teleplan DOS program for electronic billing submissions. All future electronic billings will be processed through Teleplan4. Teleplan4 requires an Internet connection (dial-up or high speed) or SPAN/dial.

For those clinics which do not have (or do not want) an Internet connection, MSP has made available a set of SPAN/dial access numbers. These provide an "Internet type" connection, using a standard modem, which is restricted to the Teleplan4 site.

So that we can assist you in properly configuring your computer, please contact our office to schedule a mutually convenient time. You will need a new Teleplan4 User ID and password, which can be obtained directly from MSP:

- Victoria: 250-952-2668
- Toll-free BC: 1 800-663-7206.

A Visual-Eyes[®] update is not required; this change only affects the MSP side of submitting and retrieving billings. We have additional information posted on our website at www.iiiisoftware.com.

Yours truly,
Visual-Eyes Technical Support Team

We advise that all clients have and maintain Anti-Virus software on all of their computers. This is particularly important for offices with Internet access. We further recommend firewall protection for those computers connecting to the Internet.