



HG SafeLyncs™
Technical Support Policy

This Technical Support Policy applies to Licensee's use of *HG SafeLyncs™*. Licensee agrees that the Hile Group may alter this Technical Support Policy at any time, and if so, shall post such changes to its website.

1) *HG SafeLyncs™* Upgrades and Support

- a) Provided that Licensee pays all of the applicable Maintenance Services fees, the Hile Group provides Licensee access to Maintenance Services set forth herein, including all available upgrades for *HG SafeLyncs™* and access to the Hile Group support team during the term of the contract.
- b) The Hile Group support team may provide up to two (2) hours of telephone support per month related to resolution of *HG SafeLyncs™* issues each month. In the event that Licensee requires additional support hours during a given month, Licensee shall pay the Hile Group at its then-current rates.
- c) Licensee shall provide a personnel list with at most two persons to the Hile Group, as such list may be amended by Licensee, and only persons listed on the personnel list are authorized to seek support.

2) Hours of Business

- a) Support for *HG SafeLyncs™* is available through Hile Group's or White Oak Technology Group, its designated vendor, within the normal hours of operation of Monday through Friday 8:00 am to 5:00 pm Central Standard Time, excluding holidays. The Hile Group's telephonic support services are available at 309-888-4453 and same services are available at White Oak Technology Group at 309-662-8243, option #2.

Licensees may also email Hile Group for support at jensen@hilegroup.com or White Oak Technology Group, at support@whiteoaktg.com.

- b) Hile Group may elect to alter such hours of operation on occasion and will communicate such changes on its website or via email communication to the designated Licensee contacts.

3) Target Response Times

- a) Hile Group strives to communicate with Licensee by telephone, e-mail, or fax within the following targeted response times, regarding technical support issues that a Licensee reports to Hile Group during normal hours of operation. Targets for response and resolution times are goals and not guarantees, depending on the nature and timing of the issue, but Hile Group will use its reasonable efforts to achieve such goals.

Priority	Failure Description	Hile Group Action	Target Response Time	Target Resolution Time
1	Fatal – <i>HG SafeLyncs™</i> is not operational.	Hile Group immediately begins working to resolve the error. This type of error is bumped to the top of the support queue.	Two (2) hours	All reasonable efforts made to resolve the issue or reduce the priority immediately. One (1) calendar day
2	Severe Impact (functionality disabled) Errors that result in a lack of <i>HG SafeLyncs™</i> functionality or that cause intermittent system failure	Hile Group will work to resolve the error during business hours queuing the error into normal support queue for all other “Severe Impact” errors.	One (1) business day	Two (2) business days
3	Minimal Impact – Errors that cause attributes and/or options of the <i>HG SafeLyncs™</i> not to operate in accordance with specifications	Hile Group will work to resolve the issue during business hours queuing the error into normal support queue	Three (3) business days	Next scheduled maintenance release