

Scope of Support and Maintenance Services (SLA format)

Service Description

The Lumeto Support and Maintenance Services consists of supporting the customer purchased hardware (where applicable) software and supporting infrastructure of the InvolveXR Platform.

Service Summary

Lumeto will provide:

- Updates of the InvolveXR Platform.
- Updates to the server operation system and additionally installed applications by Lumeto
- Proactive support service of daily review of system health report.
- Response to end user technical
- Response to end user application support.

Client Responsibilities:

- Maintain network connectivity of application
- Maintain network connectivity of web portal
- Assist Lumeto support team with initial implementation
- Notify Lumeto of support issues via email

Customer Support

The point of contact for Lumetos InvolveXR users will be through the Lumeto Concierge Services

Phone: 647.250.7321

Email: contact@lumeto.com

Service Support Hours

Customers can expect telephone support for the service to be available during regular business hours on weekdays (exclusive of holidays).

North American Time Zones

Eastern Standard (EST) hours: Monday - Friday, 8:00 AM-5:00 PM

Central Standard hours: Monday - Friday, 7:00 AM-4:00 PM

Pacific Standard hours: Monday - Friday 6:00 AM-3:00 PM

Outside of normal operating hours, additional telephone support can be schedule with a Lumeto Customer Support Representative (within reason).

Response Times

Lumeto provides support within 24 hours of notification for critical issues and within 48 hours for non-critical issues (excluding weekends).

Priority Level Descriptions:

- Critical: Lumeto InvolveXR system is inaccessible
- Medium: Defective peripheral equipment or user oversight which prevents program from functioning as intended.
- Low: Usability questions

In the event of a critical issue, the customer shall first contact customer support via email (contact@lumeto.com) followed by contacting telephone support.

Lumeto provides proactive support services by way of analyzing reports on all InvolveXR platform utilization; therefore, does not provide telephone support beyond the hours listed above (i.e. "24/7 Telephone Support").

Software Update Procedure

Lumeto Customer support will notify customer of available system updates by email. Updates are scheduled with the customer during approved times. Lumeto support will adhere to IT security guidelines dictated by the customer's institutional security protocol.

Customer is responsible for ensuring that access to the application be provided during the scheduled time frame for the software update. In addition, all desktop workstations and web portal access needs to have the ability to access and update files.

IT Service Continuity

In the case of a major catastrophe with hardware loss, Lumeto focuses on planning for incident prevention, prediction, and management to maintain service availability and performance during and after a disaster, ensuring minimal disruption to business operations