



Alarms Management

TECHNICAL SUPPORT SERVICES (Direct Customers)

Customers who purchase maintenance on their IRISnGEN system will receive the following services for their SEB units:

- Help desk support during the contracted hours of coverage.
- Software problem resolution beyond the ninety-day software warranty period including patches, maintenance releases or other resolutions.
- Free enhancements to currently licensed SEB modules.
- Waiver of advanced replacement or expedited repair fees for SEB.
- 20% discount on all new value-added modules for NET-PATH.

NOTE: Maintenance does not include hardware repair of units not under warranty. Please refer to MedTel Services Material Return and Repair Policy for additional information.

Help Desk Support

Standard telephone support is available Monday through Friday, 8:00 A.M. to 5:00 P.M. ET, excluding holidays. An IRISnGEN maintenance option is available for seven days per week, twenty-four hours per day coverage. Help desk support includes answering general questions, configuration assistance, and on-line diagnostic support, as required.

Software Problem Resolution

The customer receives all updates required to correct software deficiencies in their licensed IRISnGEN and SEB applications and any optional modules. These updates may be provided when a deficiency is corrected, or as part of a scheduled maintenance release.

Enhancements to SEB Modules

All customers under maintenance contract will receive any enhancements to currently licensed SEB applications at no additional charge.

Advanced Replacement Units

Emergency exchange units are available for advanced replacement of units to be returned for repair by customers who have purchased a maintenance contract. Customers under maintenance will receive a waiver of the standard fees charged for this service. Please refer to MedTel Services Material Return and Repair Policy for additional information. The customer is responsible for the cost of repair to the returned unit.





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Expedited Repair

Customers under maintenance receive a waiver of the standard fees charged for expediting repairs on returned units. Please refer to MedTel Services Material Return and Repair Policy for additional information. The customer is responsible for the cost of repair to the returned unit.

Discounts on Value-added Modules

Customers under maintenance who choose to purchase additional IRISnGEN, or SEB software modules will receive a 20% discount off the list price of the applicable modules. This discount does not apply to hardware upgrades or additional hardware components, such as modems, connector blocks, mounting kits, or external sensors. Negotiated volume purchase or dealer discounts are applicable to the net list price after the 20% discount is applied.

EXAMPLE

Value Added Module Price \$5,000.00

Maintenance Discount -20% Net List Price \$4,000.00

Sample Dealer or Volume Discount -25% Net Price \$3,000.00

Customer NOT Under Maintenance

Customers who choose not to purchase a maintenance contract on their IRISnGEN system cannot receive Help Desk Support.

NET-PATH Maintenance Audits

The customer agrees that MedTel Services may perform a yearly audit on each IRISnGEN system to determine the total number of SEB units configured on the system. This audit will normally be performed ninety days prior to expiration of the current IRISnGEN maintenance contract. At the time of the next contract renewal, MedTel Services will issue an invoice for IRISnGEN maintenance that is determined as follows:

- Base IRISnGEN module fee.
- Optional IRISnGEN module fees.
- A fixed charge for each SEB configured on the system at the time of the audit. The charge applies to SEBea and NET-PATH only.





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Maintenance charges are based on the number of SEB units for a system at the time of the audit. SEB units added to the IRISnGEN system following an audit are covered under the maintenance contract until the time of the next maintenance renewal. Refer to the IRISnGEN price book for specific maintenance pricing.

Maintenance Pricing

When IRISnGEN maintenance is purchased, it is applicable to the entire IRISnGEN system and must be purchased for each licensed module that is installed on the system. Support for SEB units is included in the price of the IRISnGEN maintenance.