

COLLETTE HEALTH CUSTOMER CARE POLICY



This document describes Collette Health's Customer Care policies, including help desk priority levels and response times, maintenance windows, and equipment repair and service procedures.

1. Customer Care Center Priority Levels

(a) Incident Classification and Response Times.

Customer incidents reported to the Customer Care Center will be categorized and classified by severity level and mechanism for reporting. The parties will mutually agree on the assigned severity level for a problem during the support process; however, the Collette Health Customer Care Center will have final authority as to the actual designation of the reported issue. Collette Health will use commercially reasonable efforts to respond to reported incidents (and, as applicable, restore service) within the applicable timeframes below:

Priority Level	Initial Response	Mean Time to Restoration
Critical (Severity 1)	5 minutes (by Phone)	2 hours
High (Severity 2)	15 minutes (by Phone)	5 business days
Medium (Severity 3)	2 hours (by web mail)	N/A
Low (Severity 4)	24 hours (by web mail)	N/A

The above terms have the following meanings:

(i) Critical

The Service is unable to be utilized for their primary function of remote patient observation including two-way audio and video and the ability to onboard patients (other than due to on-premise hardware failures).

(ii) High

Non-business critical functions of the Service are impaired or non-functional (e.g., data exports, motion tracking, embedded SMS/phone, one-way audio, hardware appliance failure, etc.).

(iii) Medium

Non-disabling or cosmetic errors with little or no impact on Service operations.

(iv) Low

Customer requests for information on products, policies, or procedures or new feature requests.

(v) Initial Response

The time between when (a) an automated alert or Customer Help Desk request (phone or email ticket) is received by the Collette Health Customer Care Team and (b) the request is assigned to a Technical Support Engineer within the service ticketing system.

(vi) Mean Time to Restoration

Average duration of the outage from the time of an automated alert or customer reported incident.

(b) Contact Methods

The Customer should contact the Collette Health Customer Care Center via the toll-free number 1-877-522-5353 for 24x7 live answer support; or utilize Collette Health's support email at support@collettehealth.com.

Web incidents will be serviced within normal Customer Care Center Help Desk operating hours. Incidents reported outside of standard hours will be assigned the following business day, and Collette Health will contact the Customer at that time.

Customer contacts will be identified in the Order Form. Customer is responsible for promptly informing Collette Health of changes to Customer contacts and maintaining internal email notification distribution lists.

2. Service and Repair Process

Customer must first contact Collette Health for any issues related to equipment provided by Collette Health. Collette Health's Customer Care Center will triage and troubleshoot issues remotely. If Collette Health determines that a component is faulty or defective, Collette Health will send a replacement component, along with return shipping information. Customer must package and return the faulty component within 30 days of receipt of the replacement component (and its failure to do so may result in Customer being invoiced for the replacement cost of the equipment). Collette Health will assist Customer in the replacement of the faulty component. Collette Health will determine, in its sole discretion, if on-site support is needed for component installation.

If Collette Health determines that a unit was damaged or destroyed due to Customer's negligence or intentional acts, Customer will be invoiced for the replacement cost for component and shipping. In the case of negligence or intentional acts, Customer's subscription will not be modified, and Customer will continue to be billed for the contracted amount, even if a unit is out of service for longer than the billing period.

Customer must coordinate with Collette Health prior to moving equipment to new campuses, locations, or facilities where service is required. Collette Health will not be responsible for disruption of service or impacts on reporting data that may result from failure to do so. Customer will be responsible for any damage to equipment incurred during relocation activities.

Any equipment provided by the Customer is the sole responsibility of the Customer.

3. System Maintenance

System Maintenance refers to any system- or infrastructure-impacting change or update that has the potential to cause a brief momentary loss, impact, or reduction to the functionality of the Collette Health service.

A "planned outage" may involve scheduled activities that require service downtime, such as system patching, major feature releases, or infrastructure updates.

Collette Health will provide notification at least two (2) weeks in advance of any planned outages. Notifications will be provided in the form of email to Customer's designated contacts, as well as notice provided on Collette Health release notifications and Collette Health's web site. Additionally, a reminder email will be sent to Customer contacts forty-eight (48) hours in advance of the scheduled planned outage.

"Emergency maintenance" involves any unscheduled activity (OS emergency patch, application break-fix, equipment reboots, etc.) which may cause an interruption to Collette Health services. Collette Health will use commercially reasonable efforts to perform all emergency maintenance in such a way as to reduce any potential service interruption.

4. Exclusions

Collette Health will be excused from its obligations and responsibilities under this Policy if: (a) the Customer (or any third party acting on Customer's behalf) misuses or modifies the Collette Health solution; (b) the Customer fails to give Collette Health written notice of the issue or incident in a timely manner; or (c) the incident or issue is caused in whole or part by persons other than Collette Health, or by products, equipment, software, data, infrastructure, or operating environments not furnished by Collette Health.

This Policy is subject to the terms of Customer's agreement with Collette Health.