



## **LifeLab Database Manager Support and Updates**

Support / Update (S/U) Policy & Service Guidelines

### **I. Definition**

Technical support is structured to provide help with technical issues, problems, and emergencies specific to your use of LifeLab Database Manager software. Although LifeLab Solutions, Inc. desires to take a broad and inclusive view of coverage, LifeLab Database Manager Technical Support cannot be used as a substitute for training, troubleshooting of your Operating System, hardware, peripheral devices, network components and configuration, internet services, or non-LifeLab Database Manager software.

### **II. Support Eligibility**

Annual Support / Update Maintenance Fee

Customers with LifeLab Database Manager systems installed pay a yearly S/U subscription which includes both support and updates. Maintenance Fee rates are not guaranteed year to year. Support services may be provided by phone, remote web access, or email.

### **III. Cancellation or Change of Support / Update Maintenance Fee**

LifeLab Database Manager reserves the right to cancel or change a Customer's S/U Maintenance Fee via email, fax, or mail with 30 days notice. In the event of cancellation, any refund due will be based on the prorated term remaining in the Maintenance Fee.

### **IV. Hours of Support coverage**

Support is available 9:00 AM - 5:00 pm Monday through Friday, EST. From 9 pm to 5 pm the company voicemail system may be used to page a technician in the event of a Level 1 problem (see Support Standards and Methodology).

### **V. Contact information**

Telephone: (516) 487-5455

Email: support@LifeLabSolutions.com

### **VI. Support Standards and Methodology**

If a Customer encounters technical problems with the use of LifeLab Database Manager Software, the following Standards should be used as a guide:

**Level 1:** Program will not run, total loss, major functional loss, major operational difficulties:

The problem will be assigned to an available technical support person who will immediately commence resolution and will continue to work on the error until remedied or a "work around" is devised to reduce the error to a lower severity level. Customer will provide all necessary assistance including internet access and / or on-site support by local hardware / networking specialists as required by LifeLab Database Manager.

*Problem will be examined within two business hours assuming the call is received during the hours in section IV above and remediation will begin within 24 business hours.*

*Appropriate means of Customer to contact LifeLab Solutions, Inc.: telephone only.*

**Level 2:** Program runs, but generates repeatable errors that significantly affect program usefulness. *assuming the call is received during the hours in section IV above and remediation will begin within 48 business hours.*  
*Appropriate means of Customer to contact LifeLab Solutions, Inc.: telephone only.*

**Level 3:** Program produces occasional error that is not predictable or reproducible, or is a minor repeatable error not significantly affecting program usefulness, or is of a cosmetic nature. LifeLab Database Manager will attempt to provide a temporary fix or work-around so as to reduce disruption as much as possible. Appropriate resources will be applied to rectify the defect within a reasonable time as relates to the nature of the problem.

*Problem will be examined within 48 hours assuming the call is received during the hours in section IV above and remediation will begin within 72 business hours.*  
*Appropriate means of Customer to contact LifeLab Solutions, Inc.: telephone, email.*

## **VII. General Questions**

Questions of a non-urgent nature related to the use of LifeLab Database Manager software are best handled by email, or phone (depending upon staff availability). Response time is usually within 1 to 3 business days.

## **VIII. Non-covered Technical Support**

Specific problem categories not covered by a Support Maintenance Fee that may incur significant charges:

1. Alteration of System architecture from LifeLab Database Manager Hardware Specifications
2. Failure to implement System recommendations
3. Disaster Data Recovery

### **Alteration of System architecture**

Customer shall not alter any aspect of the system. The system must comply with LifeLab Database Manager Hardware specifications. Unauthorized or unapproved changes made to a Customer's LifeLab Database Manager Server or Network is prohibited.

### **Failure to implement System recommendations**

Problems previously identified, with recommendations made to Customer but not implemented, requiring LifeLab Database Manager technical assistance to restore will be billed at the current On-Site support fee, even if serviced by phone, e-mail or internet assistance, with a \$50 minimum. Charges are processed daily until the problem is resolved.

### **Disaster Data Recovery Service**

Customer acknowledges that it has not purchased any disaster recovery service or features from Company.

## **IX. LifeLab Database Manager Software and Database Support / Updates**

### **LifeLab Database Manager Software Updates**

These updates are improvements to functionality are included with your Maintenance Fee. Provided that such updates are not separately marketed products.

### **FileMaker Updates**

The underlying FileMaker Pro database may be upgraded to a new version. If FileMaker Corporation charges LifeLab Solutions, Inc. for these upgrades, the costs will be passed on to the Customer. These costs and the costs associated with installation of these updates, are specifically not included with a LifeLab Database Manager Support / Update Maintenance Fee.