

SERVICE LEVEL AGREEMENT

Our Customer Support Division offers the following support services, subject to the terms and conditions contained in the Agreement and this SOW.

Support Hotline: The hotline provides access to Synchrogenix's support team. When a support request is received via phone or email, a support team member will be assigned to the open case.

Please note that Synchrogenix is not responsible for resolving issues involving customer operating systems, Microsoft Word, Adobe Acrobat, or other non-Synchrogenix software programs.

Contacting Synchrogenix Customer Support:

To contact by telephone, please call 215-564-3509.

To open a support case by email, please write to support@synchrogenix.com.

Customer Support is staffed from 10 a.m. - 7 p.m., Eastern Standard Time, Monday through Friday, with exception of company holidays.

Extended Support: Support outside of normal business hours is available on an individual basis. Charges based on a standard rate will be incurred to acquire extended support.

Software Non-Conformance Repairs: Following a request to the Synchrogenix support staff and resulting confirmation that software is in need of repair, material software deficiencies will be corrected or a workaround will be devised. Corrections will be addressed in a minor release and made available to Synchrogenix customers on the secure Premium Downloads of the Synchrogenix website.

Software Updates: Synchrogenix will provide customers with access to new software versions as they become available. As a service which is included in each software subscription, Synchrogenix customers are notified of the availability of the most recent version of the software via email correspondence and/or a message on the secure website. Customers will additionally be notified of a *go live* date if the latest version will be put into production by the United States Food and Drug Administration (FDA). Synchrogenix clients are able to download the most recent version of Synchrogenix software applications prior to the FDA *go live* date.

Synchrogenix will support out-of-date releases only for 180 days after a newer release is made available to customers.

Online Support Center: This service provides Synchrogenix customers 24-hour access to the secure, online support website. Resources on the client support page include product downloads, upgrades, known issues, product release notes, common support resolutions, product announcements, and product documentation (User Guides).

Documentation: All product documentation is available via PDF format on the customer support section of the website or within the software online help.

On-site Services: Support team members are available for customer site visits. This service is available on a case-by-case basis or as agreed upon in the subscription agreement.

Incident Reporting: Each organization must define communication roles and responsibilities for up to four (4) individuals who will serve as primary and backup contacts. Limiting direct communication to these individuals helps ensure that:

Synchrogenix communications are directed to the appropriate individual(s) in your organization. These individuals are responsible for synthesizing internal communications and providing Synchrogenix with an overall assessment of your organization's needs and priorities. Communications from Synchrogenix will be disseminated within your organization as appropriate.

Response Levels: Communications routed through the Customer Support Center are assigned response levels to help us organize incoming communications, prioritize work order, and measure support team performance.

The table below shows the standard response times:

Response Level	Typical Definition	Initial Diagnostic Response	Status Updates
I	An inoperable production system	Same business day	Not applicable
II	Other production/performance related issues; typically a module feature working incorrectly	1 business day	Every week until resolution or determination as a bug or enhancement request
III	Non-performance related issues, including general questions, requests for information, documentation questions, and enhancement requests	2 business days	Every week until resolution or determination as a bug or enhancement request
IV	Non-production related issues	2 weeks	Every 2 weeks until resolution or determination as a bug or enhancement request