



T1V Support Overview

GENERAL

Our support contract is a comprehensive technology management program. We provide coverage for software support as well as proactive hardware device monitoring. Content and software updates are only provided by T1V with a support agreement in place.

It is important to utilize the support system to report your concern to ensure proper attention.

1. Telephone support is available during the hours of 1:00 AM to 10:00 PM on weekdays and 8:00 AM - 10:00 PM on weekends (Eastern Standard Time). The Customer can contact T1V's Support Line at **+1 877.310.8971**. If a Support technician does not immediately answer the call, please leave a detailed voicemail and a technician will contact you shortly.
2. During off-hours (outside of 1:00 AM to 10:00 PM EST), the Customer should call the primary support line **+1 877.310.8971** to leave a message. A Support technician will contact you as soon as possible the next day.
3. Email support anytime at support@t1v.com. Please allow up to 1 hour for a response during normal hours, and expect contact the next day for emails sent during off-hours.

T1V SOFTWARE LICENSE AND SUPPORT AGREEMENT

T1V's Software License & Support Agreement includes the following:

- Annual use of T1V Software License
- 24/7 Remote Monitoring
- Free upgrades to the Licensed Software
- Licensed Software bug fixes
- 20 hours of content management per year
- Telephone support 1:00 AM to 10:00 PM EST Monday – Friday
8:00 AM to 10:00 PM EST Saturday - Sunday
- Telephone & email support available after hours by request

The Software License and Support agreement is for ongoing versions, enhancements and bug fixes. The customer must be covered by a current agreement as well as current on all fees and other balances due to T1V for the following support services to be provided:

T1V shall correct any bugs, errors and defects in the Licensed Software after the Customer provides T1V notice of such bugs, errors or defects. The corrections shall enable the Licensed Software to function as described by the agreement between T1V and the Customer.

T1V may develop and distribute changes, which are improvements, modifications or corrections to the Licensed Software. T1V will supply the Customer with these enhancements at no additional cost to the



Customer, as long as the Customer remains current on the payments of all Support Agreement invoices.

All updates will be uploaded remotely by T1V and automatically “pushed” to the Customer’s computers during the Customer’s non-business hours.

If T1V determines and can demonstrate to the Customer that the problem was not caused by an error or defect in the Licensed Software supplied by T1V, then the Customer agrees that the services provided will be at the then prevailing rates.

PLACING A SUPPORT CALL TO T1V

It is important to define the problem by clearly stating specific information:

1. Device ID (located on the T1V sticker on the computer)
2. The problem, defined to the best of your ability (symptoms, frequency, and circumstances)
3. The potential source of the problem (hardware, software, or network?) if any is known
4. On-site Contact Information (please include a name and the best phone number or email address to contact)

Critical care support or any service level agreement outside of this support agreement is available and T1V will provide a quote for this service based on specifications.

Support is intended as an aid to the Customer with respect to the T1V system, it is not intended to be a training session. T1V agrees to make available additional training for Customer’s personnel at T1V’s applicable rates.

T1V does not provide Support for any third party applications such as MS Office, Windows, Internet Explorer, Mac OS, and any other programs or operating systems.