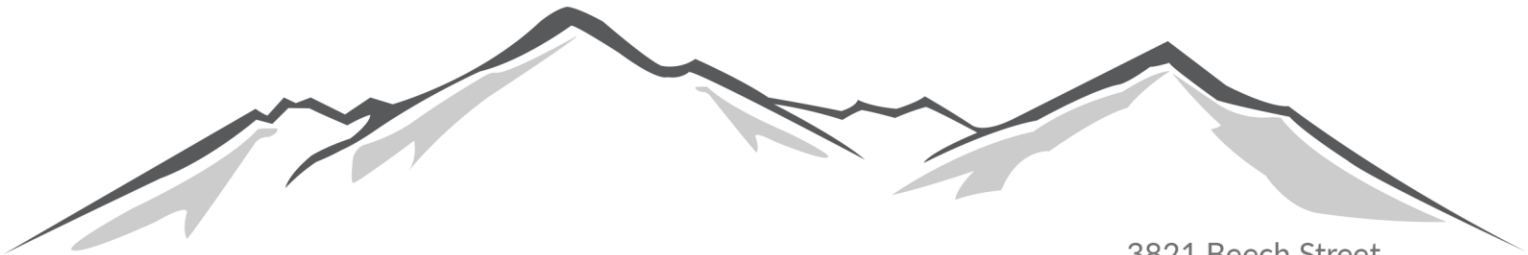
MEDICINEBOW TECHNOLOGIES

855.688.9525

EXHIBIT C

MEDICINE BOW TECHNOLOGIES

SERVICE LEVEL GUIDELINE



WWW.MEDBOWTECH.COM

3821 Beech Street
Laramie WY 82070

Contents

Service Level Guideline (SLG) 3

Normal Business Hours 3

After Hours 3

Severity Levels 3

Severity Levels Definition – 3

Service Level Response Objectives by Severity Level 5

Accepted Methods to Notify MBT of a Problem 5

Service Level Guideline (SLG)

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the Customer will be contacted by either the resource assigned to the ticket, or by the assigned account manager to initiate support activities.

Normal Business Hours

- Regular Business Hours are Monday through Friday 8 am to 5 pm Mountain Time.

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval within which the customer will be contacted by either the resource assigned to the ticket, or by the assigned account manager to initiate support activities. Every effort will be made to immediately respond to and resolve all problems in accordance with the priority level assigned.

After Hours

- After Hours are weekends and nights to provide 24 hour coverage, seven days per week.
- This is an optional service that must be selected and included in your contract.

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval within which the customer will be contacted by either the resource assigned to the ticket, or by the assigned account manager to initiate support activities. Every effort will be made to immediately respond to and resolve all problems in accordance with the priority level assigned.

Severity Levels

A problem is an unplanned or unexpected event that deviates from standard activities or normal operating conditions. The following severity levels define the prioritization and timeline for resolution of problem types. These definitions will be consistently communicated and utilized by all resources when dealing with problems, requests, and changes.

Severity Levels Definition – a code assigned by the Customer that identifies a technology failure, which has direct business impact. This code allows MBT to respond appropriately with the proper resources. MBT may change a priority if, after initial analysis, the problem has been identified to have a different impact than originally expected.

Severity Level Definitions		
Priority	**Description**	**Scope**
1	**Critical** - A problem or issue that impacts a significant group of Customers or any mission-critical issue affecting a single Customer. A major production outage, major performance degradation, or instability causing significant impact to the Customers.	• Many or most Customers are unable to function • Mission Critical System down • Mission Critical Application down • Mission Critical Server/Circuit down • Patient Safety
2	**High** - Non-critical but significant issue that affects a single user; or an issue that degrades the performance and reliability of MBT-supported Services; however, the Services are still operational. Support issues that could escalate to Critical if not addressed quickly.	• Multiple Customers unable to function • Major performance issues • Multiple Customers running on contingencies or work-around • Backup failure of mission critical application
3	**Medium** – Routine support requests that impact a single user; or non-critical software or hardware errors. Individual(s) are unable to use non-mission critical application(s). Customer can work with minimal impact to productivity.	• Customer having difficulty, but remains basically operational. • Customer unable to carry out necessary tasks, but does not create a safety issue
4	**Low** - A minor service issue or general inquiry. Individual request or problem that does not impact business.	• Customer needs information or a standard service such as IMAC (Install, Move, Add, Change) • Customer has simple question or problem • How-to or Procedural questions

Projects - Projects are not included in the Service Level Guidelines while service levels are included in the Project Management, Project Planning and Project Scheduling. Please refer to your contract for project definition.

Service Level Response Objectives by Severity Level

These service level response objectives are intended to be a general guideline of expectations for providing responses and service to our Customers. Specific Service Level Guidelines (SLGs) may take precedence over these objectives.

MBT recognizes that communication with the customer is necessary, especially on critical issues. As the status changes on the issue, customers will be informed by the assigned resource. Account Managers are responsible for reporting status on all open tickets on a monthly basis as part of the contractual account management services.

Service Level Response Objectives by Severity Level			
Severity	Response Parameter	Normal Business Hours	After Hours (if in contract)
Critical	Acknowledge/accept problem	15 minutes	15 minutes (must be a phone call to the MBT after hours number)
	Initial Situation Response	1 hour	1 hour
	Maximum resolution time goal	4 hours	4 hours
High	Acknowledge/accept problem	15 minutes	
	Initial Situation Response	2 hours	
	Maximum resolution time goal	24 hours	
Medium	Acknowledge/accept problem	15 minutes	
	Escalate condition if not resolved	after 4 days	
	Maximum resolution time goal	5 days	
Low	Acknowledge/accept problem	15 minutes	
	Escalate condition if not resolved	after 10 days	
	Maximum resolution time goal	10 days	

Accepted Methods to Notify MBT of a Problem

	MBT Main Phone 307.721.4050	MBT After Hours 307.721.4050	MBT Support Portal http://help.medbowtech.com	Email Support@medbowtech.com
Normal Hours Business Support	X		X	X
After Hours Support Critical/High	X	X		
After Hours Support Med/Low			X	X

If the client uses any means other than the stated above methods, the terms of this SLG do not apply, and MBT cannot guarantee resolution of client's problem in a timely manner.

SLG Restrictions

MBT's ability to meet any of its goals under this SLG may be negatively impacted by:

- Any event caused by the acts or omissions of Client, or by Client's equipment;
- Viruses, ransomware, or malware that are a result of Clients usage of hardware;
- Client's failure to advise MBT of material or relevant changes to Client's infrastructure (i.e. installation or upgrade of software/hardware);
- Interruption or failure of Client's services (i.e. network connectivity, ISP connectivity, power disturbance, or any disruption in internet services);
- Vendors inability to resolve the issue;
- Client-related unauthorized access to MBT-owned systems;
- Acts, errors or omissions of any third party;
- Force Majeure; or
- If the client uses any means other than Accepted Methods to Notify MBT of a Problem, the terms of this SLG do not apply, and MBT cannot guarantee resolution of client's problem in a timely manner.

NOTE:

This Service Level Guideline may be changed from time to time by MBT with or without notice to Customer. The most current version of the SLG will be posted on the MBT website.