

AIRSTRIP SUPPORT SERVICES

AS Obligations

AS shall provide Support Services to EH or to End Users for the Licensed Software, as applicable. Support Services shall include but not be limited to:

AS SUPPORT POLICIES

Support and Maintenance

All support service requests with respect to the Licensed Software shall be made to AS by accessing a designated Technical Support phone number (to be provided prior to initial End User service commencement, which will be staffed 24x7).

A. Support Levels

1. First and Second Level Support

Under First Level Support and Second Level Support, support personnel shall respond to and attempt to solve basic End User problems relating to Licensed Software, including:

- Responding to questions from End Users or EH regarding Product Documentation;
- Responding to questions from End Users or EH regarding Product usage;
- Diagnosis of failures;
- Determining if the failure is a result of a configuration problem;
- Determining if the failure is the result of user error;
- Determining if the problem is a known problem;
- Restoring operations to the End User's system; and
- Using reasonable efforts to reproduce the reported problem.

"First Level Support" shall include resolution of technical issues for which there is a ready and known resolution and responding to other basic technical issues. If the problem is unable to be resolved as part of First Level Support it shall be escalated to "Second Level Support". Under Second Level support AS shall respond to such escalated calls, with engineers and other properly qualified technical personnel, relating to End User problems and issues that cannot be immediately resolved by "First Level Support" personnel.

2. Third Level Support

Third Level Support means responding to and solving significant End User problems relating to the Product that cannot be resolved under First Level Support or Second Level Support and relating to other serious issues with the Product.

3. Response Times

AS shall respond to any tech support call received through the designated Tech Support number within 90 minutes of call receipt and will perform the applicable response in the column entitled "AS Response" in the table below in accordance with the applicable severity level described in the column entitled "Problem Severity" in the table below.

B. Severity Classifications

AS shall use the following Severity classifications

Problem Severity	AS Response
CRITICAL: Severity 1 Product is down	AS shall respond by telephone as soon as is reasonably practicable, but in no event no more than thirty (90) minutes following receipt of a Severity 1 problem report. Such response shall indicate the status of the proposed resolution or workaround. If a fix is available, AS shall provide it as soon as reasonably practicable. If a fix is not immediately available, AS shall use its best efforts to provide a workaround or a fix within 48 hours, if the problem is reproducible. If helpdesk can provide a workaround, a developer shall be made available as soon as reasonably practicable.
SERIOUS: Severity 2 Major component of Product is down	AS shall respond by telephone as soon as is reasonably practicable, but in no event no more than thirty (90) minutes following receipt of a Severity 2 problem report. If a fix is available, AS shall provide it as soon as reasonably practicable. If a fix is not immediately available, AS shall use its best efforts to provide a workaround or a fix within three (3) business days, if the problem is reproducible.
MODERATE: Severity 3 Product feature failure but workaround exists	AS shall respond by telephone as soon as is reasonably practicable, but in no event no more than thirty (90) minutes following receipt of a Severity 3 problem report. If a fix is available, AS shall provide it as soon as reasonably practicable. If a fix is not immediately available, AS shall use its best efforts to provide a workaround or a fix as soon as reasonably practicable, if the problem is reproducible. AS shall incorporate the fix in a future release of the Product.
LOW: Severity 4 Product functionality does not match product engineering specifications or other documented features in a minor facet; however, system remains useable for the End User	AS shall respond by telephone as soon as is reasonably practicable, but in no event no more than thirty (90) minutes following receipt of a Severity 4 problem report. AS may incorporate fix in a future release of the Product.

All Support Services described herein shall be provided 24 hours per day, seven days per week during the period of time when the applicable End User has paid annual fees as set forth in Schedule C (the "Support Services Term").

In unusual instances, a fix may require FDA review and approval, which may delay implementation of the fix beyond the projected closure targets. In the event of such an occurrence, AS will provide an interim solution if possible and in any event will keep EH and End User fully informed of the status of the correction effort.