Vigil Service Agreement Overview

The following service plans are available to Vigil Health Solutions Inc. customers:

Program	Standard Support	Emergency Support	Software Maintenance and Upgrades	Response Time	On-site response to emergency issues	Proactive Services / System Diagnostics	Re-Training	Re-Commissioning	Program Costs
Pay Per Use	Yes (paid on a per use basis)	Yes (paid on a per use basis)	Pay per Upgrade	4 hours	No	No	Paid per session (On-site Training $2,100 base (1 day) – additional days are $750 per day Web Training $250 for a two hour session	Paid per occurrence ($3.500 base 3 days – additional days required are billed at $750 per day	Standard Support - $125 per hour / minimum 1 hour Emergency Support - $200 per hour / minimum 2 hours Software Upgrade - $2,000 to $35,000 depending on solution
Standard Service Agreement	Included	Included	Included	4 hours	No	No	Paid per session	Paid per occurrence	$2,000 to $4,500
Gold Service Agreement	Included	Included	Included	2 hours	Yes (Billable at current rates plus travel expenses)	Monthly System Check Included	Includes two web session per year	Includes one re-commissioning per year, any equipment required is billed separately	$8,500 to $10,000
Platinum Service Agreement	Included	Included	Included	2 hours	Yes (Billable at current rates plus travel expenses)	Weekly System Check Included	Includes four web sessions / one on site session per year	One re-commissioning, , per year, including required network equipment	$19,500 to $24,000

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Pay Per Use

- Standard Support (telephone, fax or email) – 8:00am to 5:00pm pacific time
- Emergency Support (telephone) – 5:00pm to 8:00am pacific time

Response Time

4 hour for emergency support calls.

Typically representatives will return your call within 30 minutes to 2 hours depending on call volume.

Current cost: *- Regular support - $125 per hour / minimum 1 hour*
- Emergency support - $200 per hour / minimum 2 hours
- Software upgrade - depends on product suite (between $2,000 and $35,000
- On-site Training $2,100 base (1 day) – additional days are $750 per day
- Web Training $250 for a two hour session
- Re-commissioning $3,500 base (3 days) – additional days are $750 per day

Standard Service Agreement

Our Standard Service Agreement provides you with access to our knowledgeable support personnel at one low annual fee (billed quarterly).

Software Maintenance and Support Agreement includes:

- Standard support (telephone, fax or email) – 8:00am to 5:00pm pacific time
- Emergency support (telephone) – 5:00pm to 8:00am pacific time
- Software Updates / Enhancements (does not include any computer hardware upgrades that may be required)

Response Time

- 4 hours for emergency support calls.
  Typically representatives will return your call within 30 minutes to 2 hours depending on call volume.

Estimated cost: $2,000 - $4,500 (depending on site / system specifications)]

Gold Service Agreement

The Gold Service Agreement offers all the features of the Standard Service Agreement, plus:

Faster Response Times

- 2 hours for emergency support calls
- 72 hour on-site response to emergency issues that can not be resolved remotely after 4 hours of remote troubleshooting on emergency calls (i.e. entire system down), at the customer requests *(billable at current rates plus travel costs)*

Proactive Services / System Diagnostics

- Our system experts will check your Vigil Central Computer once a month to confirm:
    - Remote access connection working
    - Automated backups working
    - No material errors (Vigil Software or Central Computer)
    - No excessive supervisory or error messages
- Our knowledgeable support team will provide monthly computer maintenance (as needed) including Microsoft Updates. If any problems are detected your designated contact (at site and corporate office) will receive an email and call from one of our customer service team.

- In addition, a monthly summary of support cases report will be emailed.

Re-Training

- Keep your existing staff up to speed and train new employees with our web based training. We provide two web sessions per year tailored to your teams needs.

Re-Commissioning

- Vigil provides annual onsite testing of your Vigil System, our experienced technicians, will ensure your system is working at its optimal level, providing:
    - Wireless coverage testing (where applicable)
    - System network testing
    - Database review and cleanup

Note:

- Individual room device testing is not included; where there are certain problematic devices staff will work with maintenance to troubleshoot.
- Where required, device replacement will be billed at current rates.

Estimated cost: $8,500 - $10,000 (depending on site / system specifications)]

Platinum Service Agreement

You know the value your residents enjoy by purchasing top tier service from your facility and therefore would like to receive the equivalent service. Our premier service and maintenance plan includes all the features of the Gold Service Agreement, plus valuable extra diagnostics, support and training:

Proactive Services / System Diagnostics

- Our system experts will perform <u>weekly</u> checks on your Vigil Central Computer <u>to confirm:</u>
  - Remote access connection working
  - Automated backups working
  - No material errors (Vigil Software or Central Computer)
  - No excessive supervisory or error messages
- Our knowledgeable support team will <u>provide weekly computer maintenance</u> (as needed) including Microsoft Updates. If any problems are detected your designated contact (at site and corporate office) will receive an email and call from one of our customer service team.
- In addition, a <u>weekly summary of support cases report will be emailed</u>.

Re-Training

You know the value of trained, capable staff. Vigil's platinum program helps you build and maintain a knowledgeable team through our comprehensive training program:

- Web Training: We provide <u>four web training sessions per year,</u> tailored to your teams specific needs.
- Quarterly Training Calls: We offer <u>quarterly training calls</u> with your onsite training champion, ensuring your onsite representative has the tools they require to support your local team.
- Onsite Training: We also provide <u>one onsite training session per year</u>. A Vigil trainer will visit your facility to provide a full day of site specific training, allowing you to provide thorough training to new and/or existing staff.

Re-Commissioning

- Vigil provides annual onsite testing of your Vigil System our experienced technicians, will ensure your system is working at its optimal level, providing:
  - Wireless coverage testing (where applicable)
  - System network testing
  - Database review and cleanup
  - <u>Network device replacement</u> as required (network devices include central equipment, repeaters, network distribution devices, receivers and data input modules – it does not include room devices, sensors, pagers, or the central computer)

Estimated cost: $19,500 - $24,000 (depending on site / system specifications