

LightGuide, Inc. Service and Support Plan

Purpose

LightGuide, Inc. (LGI) is dedicated to providing the highest level of support for all LightGuide (LG) software and systems delivered. Our standard Service and Support Plan (SSP) is included in every quotation for LG software and systems. The SSP allows for LGI to service LG systems and software, without requiring the customer to issue a new Purchase Order (PO). LGI reserves the right to alter this policy at any time, with appropriate notice to our customers.

The SSP is a key enabler to ensure the long-term success of your LG system when purchased through our Subscription or Perpetual license models. The SSP maximizes uptime and avoids time and material charges for standard services and support when needed. Your initial SSP will commence upon the earliest of customer acceptance or no later than 2 months from customer receipt of the LG product. You must maintain the SSP over time in order to ensure the highest level of support and LG system optimization.

SSP Guidelines

Support and Services Covered

To ensure the success and maximize the usability of the LG system, we offer a number of elements that are included within your SSP plan. In order to receive these benefits, you must have an active SSP plan in place.

Our Support / Service Plan is an escalating model that provides technical support and troubleshooting assistance, including software bug fixes, through a diagnosis and correction process which utilizes a steadily escalating level of measures to resolve issues. This escalation process is as follows: Phone call > Email > Web meetings > Return of failed component(s) from Customer for repair / replacement > Travel by LG personnel to Customer Site for issue resolution.

- **Software**
 - New software releases, features, and bug fixes are included in the SSP Plan and are provided as soon as they are officially released. Customers will determine how and when a new release is to be installed in their LG system. Upgrading your LG system with the latest software release is the responsibility of the customer, with remote guidance from the LG support team as required.

- **Support Labor**
 - Standard Support Coverage is M-F from 8am to 6pm ET
 - The LG support team will respond to Customer support requests via email, text or phone within 4 business hours as defined by our Standard Support Coverage

- Initial Diagnosis / Recommendation for issue resolution assuming temporary remote-in access to the LG system and customer availability for Q&A performed within 24 business hours or less
 - Onsite Support (as required): Up to 3 business days per service call
 - **Hardware:**
 - Repairs or replacements of hardware is covered only if there is an active SSP plan in place at the time of failure and the escalating process is followed up to and including onsite hardware replacement by LG for either the Subscription or Perpetual license model.
 - Exceptions:
 - i. *Abuse*
 1. If Hardware is damaged due to customer abuse, we will not cover replacement or repairs of the hardware. Such abuses include but are not limited to:
 - a. Accidents:
 - i. Dropping the equipment
 - ii. Hitting the Equipment with another object (Forklift)
 - b. Water damage
 - c. Sabotage
 - ii. *Neglect*
 1. Not conducting Preventive Maintenance (i.e., periodic filter replacement, lens cleaning, etc.)
 2. Leaving System Powered on and idle for extended periods
 - a. Not using idle time monitoring (to maximize projector life)
 - b. Disconnecting, or not Connecting Control Cables (Ethernet or Serial)
 - The customer will be responsible for replacing regular maintenance items as recommended and supplied by LGI. It is highly recommended that you contact our support staff prior to installing these items in order for LGI to provide remote support as required. This support will help to minimize any reprogramming as a result of changing calibration requirements and/or replacing equipment, such as projectors, 3D cameras, etc.
- **SSP Customization:** For customers who require a more customized SSP with higher levels of support, LGI can provide a quotation to match specific requirements.
- **SSP Plan Related Travel Expenses**
 - While subscribed to the SSP, in the event that a problem occurs that cannot be resolved remotely and an onsite visit is required by a LG technician to diagnose and repair, all travel and labor expenses up to 3 days are covered under the plan.
 - **Note:** If the damage is a result of failure to perform recommended maintenance, negligence, abuse or sabotage, LGI reserves the right to charge the customer for all expenses including hardware, travel expenses, time, and materials.

Training

- On site system training involving basic hardware and software programming is provided for up to 5 people during the initial installation phase of system deployments. Additional detailed training for hardware and/or software is available and quoted per customer request.
- Unlimited access to our Wiki pages is included at no cost. The Wiki is a library of searchable tips, techniques, and tools to optimize your LG systems. This self-help resource assists users in troubleshooting and also in training across many elements of the LG software and systems.
- In addition to our initial training course, we also offer customer paid training courses for beginner, intermediate and advanced user levels through a variety of training courses.
 - **Remote Training from LGI Facility**
 - i. If training is requested to be done remotely, please contact your Account Manager for pricing and scheduling. This training will include:
 - 1. Training on your specific application(s)
 - 2. You can have additional personnel attend (Maximum 3)
 - 3. Training Hardware may also be purchased
 - ii. You will be able to receive a 35% discount while enrolled in the SSP
 - **Training at the LGI Facility (Wixom, MI, USA)**
 - i. While enrolled you will receive a 25% discount on our training courses, to be conducted at our facility.
 - ii. Training course availability is on a first come, first serve basis. Being enrolled in the SSP will give you priority scheduling over those that are not.
 - 1. Maximum class size is 6 personnel
 - 2. We require a 6-week advance request for training courses. This will allow for us to reserve a spot for you, or add an additional class to our training schedule to accommodate heavy demand.
 - **Training at Customer Facility**
 - i. If training is requested to be done at the customer's facility, please contact your Account Manager for pricing and scheduling. This training will include:
 - 1. Training on your specific application(s)
 - 2. You can have additional personnel attend (Maximum 10)
 - ii. Our standard Travel Rate and Labor Rates will apply when conducting training at the Customer's facility. (See Labor Rates Below)

Classification, Escalation and Prioritization/Severity

The expressed goal of our SSP program is to help you maximize LG system uptime. In order to efficiently and effectively meet the demands of the LG user community, we must adhere to a strict policy of ticket discipline.

1. **Classification** – We will use a two-category classification system for all submitted tickets
 - a. Problem
 - i. This classification represents an actual problem with the functionality of the LG software or system.
 1. Software Bug or Failure
 2. Hardware Failure
 3. There were no changes made to the working system but an unknown issue has caused problems to occur
 4. A software upgrade changes the behavior or functionality of the LG system
 - b. Consultative
 - i. This classification is for general questions or “how-to” questions. This is not a substitution for training
 1. Not sure of how to complete a specific task in the LG Software
 2. Unsure of how to begin a new Design Program
 3. Questions on LG systems ability to connect to other peripheral devices
2. **Escalation**
 - a. Phone
 - i. Most problems can be resolved quickly over the phone. If this fails or we need more information we will then utilize Email.
 - b. Email
 - i. This will allow for the transfer of lengthy instructions and how-to’s. It will also serve as a medium for the customer to send information on what they are seeing. If further escalation is needed, we will go to Web communications.
 - c. Web
 - i. Using Web Interfaces such as TeamViewer, Zoom, FaceTime, and other available mediums, the service agent will be able to walk the customer through a number of steps to identify the root cause and get the system up and running. If the problem is still not resolved, we will escalate to On-Site.
 - d. On-Site
 - i. If the problem cannot be identified through any of the methods above, a technician will be dispatched to the customer's facility for resolution.

3. Prioritization/Severity

- a. Tickets will be prioritized based on the severity of the problem and the time since the ticket was created. If customers do not respond, generally within 3 business days, their prioritization will be reduced. The order of severity is:
 - i. Critical
 1. Production is directly affected
 - ii. High
 1. Is causing an impact on production, but there is a temporary workaround in place
 - iii. Normal
 1. Does not directly affect production, but needs to be resolved before having a direct impact
 - iv. Low
 1. Consultative Support tickets
 2. Customers have not responded in 5 business days
 - a. After the 10th business day of inactivity, the ticket will be closed.

Additional SSP Considerations

- We are aware that many LG work instruction programs require periodic changes due to engineering revisions, new designs/models, quality alerts, current production changes and more. We have designed our software to be easily programmable so that these changes can be made quickly and easily by our customer. Our Support staff is happy to work with you to answer any of your questions.
- We proactively monitor our ticketing system for potential violations to the SSP agreements. If we detect any SSP violations, we will send a reminder of our policy guidelines. Should these violations continue, we will place a limit to the number of tickets we will support per month and automatically downgrade the priority of all tickets. We will closely examine all tickets and reprioritize if deemed to be a high priority.
- Please understand we support a wide variety of applications and it may take our support staff some time to understand your specific issue to provide the right support. The LG team is committed to your success and, for our team to detect root cause as soon as possible, we maintain a zero-tolerance policy when it comes to demeaning, verbally abusing, threatening, or any other unprofessional behavior, towards our LGI support staff, who are doing their best to resolve your issue.

Choosing not to Subscribe or Defaulting from Agreement

Customer should be informed and understand that the following rate shall apply if an SSP is not implemented

1. Labor Rates

- a. Weekday
 - i. \$2,000 per weekday
 - ii. A minimum of 2 days will be required for onsite activities, regardless of time spent
 - iii. Time will not be prorated nor refunded for any unused portion
 - iv. Includes Travel Expenses
- b. Weekend/Holiday
 - i. \$3,000 per each weekend day
 - ii. \$4,000 per each holiday day.

2. Hardware/Materials

- a. If it is unknown that new hardware will be required prior to an onsite service visit, and LGI needs to come back onsite to replace hardware for the same issue, the costs at that time will become time and material (*See Additional Labor Rates below*).
 - i. We will not mandate the minimum \$4,000 for the return visit to replace hardware.
 - ii. Travel and onsite time will be billed at the current rate.

3. Not Retroactive

- a. Customers must enroll in the SSP plan at time of software /system purchase. This plan cannot be purchased retroactively. Should you decide to enroll after the initial sale, or reenroll at a later date after your SSP plan has expired:
 - i. A 65% of systems cost will be required
 1. Upon purchase a technician will come to your facility and do a health check of your system.
 2. LG system equipment that needs to be replaced will be covered under the enrollment
 - ii. A three (3) year commitment will be required

Additional Labor Rates

Our standard Labor Rate is \$225 per hour. This includes all travel expenses. Time starts from when the technician leaves the LGI office to travel to the facility, hours at the facility, and ends when the technician returns to their initial point of departure, or other location, whichever is the soonest / closest.