

# Maintenance & Support Program Overview for Software

Maintenance Plan: Diagenix offers two different types of Maintenance and Support plans for supporting Diagenix software as described in the table below.

Plan Type	Description of Service and Benefits
<b>PREMIUM</b> DGX-MS02	This plan provides 8:00am – 6:00pm EST, Monday through Friday, excluding legal holidays, with the following provisions: <ul style="list-style-type: none"> <li>• Unlimited trouble tickets and access to Diagenix support professionals.</li> <li>• Access to Diagenix online support systems and knowledgebase</li> <li>• Notification by means of email, phone, SMS text message to an assigned operation/support staff member</li> <li>• Response time within 4 hours of initial call</li> <li>• Full resolution capabilities to immediately commence and continue until corrected during normal business hours</li> <li>• Free error correction and updates</li> <li>• Free upgrades to new versions of the software</li> <li>• Annual maintenance releases available via order fulfillment download;</li> <li>• Extended one year Warranty provisions to EULA</li> <li>• Access to Diagenix web based Customer Portal application</li> </ul>
<b>24X7</b> DGX-MS03	All the benefits of our “Premium” plan, plus: <ul style="list-style-type: none"> <li>• 24X7 customer support coverage</li> <li>• Rapid response within 2 hours of initial call or ticket being opened</li> </ul>

## Client Contact Procedures:

1. Log a support ticket via the web at: <http://support.diagenix.com> or;
2. Phone or leave a voice mail with technical support at 866-425-6600 and just say “Support” or;
3. Email [support@diagenix.com](mailto:support@diagenix.com) and attach problem log.
4. If an acknowledgment and/or ticket number has not been provided within 1 hour, then:
  - Contact the primary Diagenix contact person for immediate assistance, or
  - Send a follow-up email to the alternate contact individual.

\*\* For additional support information please refer to Diagenix Technical Support User Guide and Support Certificate.