



ON REQUEST SUPPORT

"On-Request" - Support Services

United MHC provides exceptional "on-request" service support for our Customers. Our Customer Service Center (CSC) is available 7X24X365 days a year.

United MHC services customers' within all vertical markets, covering all major manufactures voice/data network equipment/implementation, hosted solutions and infrastructure cabling products. These well established and proven relationship allow us the capability to provide best-in-class service for our Customer. Offering defined process and services for all of our Customers.

Incident Management (Help Desk support-Break Fix)

United MHC Customers will have a dedicated toll-free number to the Customer Service Center which, will be the single point of contact for the United MHC Customers to report service problems or open a service request. The Customer Service Center is staffed with representatives who understand the urgency and importance of the our customers' needs and requirements. The Service Center maintains a complete profile for each of the our customers' site/campus locations in its ticket tracking system. Each request will be assigned individual case numbers for tracking the request through resolution. The Customer Service Center (CSC) representative promptly reviews the request and engages the appropriate technical resources to resolve the request by geographic region. The Customer Service Center will remain engaged until the our Customer is satisfied and the resolution of the request has been achieved.

Service "On-Request" Options available (can be paired with any customer, warranty and parts replacement agreements that are in place)

One of the keys to improving application performance is to reduce latency. Manufacturers accomplish this by acknowledging completion of an incoming IO as soon as possible. The next goal which competes with the reduced latency goal, is that the array wants to delay writing data to storage as long as possible because they are trying to batch multiple writes and run data reduction algorithms.

- ▶ **Option 1** : Escalated Maintenance Dispatch--(Same Day, 6 hours)
- ▶ **Option 2** : Enhanced Maintenance Dispatch--(1 to 2 Business Days)
- ▶ **Option 3** : Standard Maintenance Dispatch--(3 to 5 Business Days)

Escalation Management

United MHC have a large team of trained engineers, technicians and support personnel backed by the support of our project managers and executive teams. United MHC has unparalleled support from our Customer Service Center engineers.

United MHC has and will implement its "Service Escalation" plan as, required and deemed necessary by our Service Center Management to resolve our Customer's request expeditiously. The "Service Escalation" Plan is a series of time-line responses and resolution activities that involve our management and technical support teams.



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Contract Terms

United MHC would request a thirty (30) day written or email notification for equipment added or removed from any open service agreement. Agreements will be in duration of 12, 24 or 36 month contacts. Cancellation of an complete agreement will result in full contract payment.

Help Desk Support

United MHC Customer Service Center is available 24x7x365. The Customer Service Center will coordinate the receipt, dispatch, and resolution of physical and logical requests associated with the Customer's received requests. The Service Center maintains a complete profile for each Customer's location as well as, work qualifications for each assigned technician and individual ticket numbers for tracking each request and reports.

United MHC problem resolution activities include recording of the request, technician dispatch, trouble detection, and resolution of the request. The Technical Support Team will escalate internally if required, and oversee the service restoration efforts. Locations requiring on-site support will be dispatched to the assigned field technicians based on priority, proximity, and level of expertise. Systems requiring emergency response are dispatched to our nearest assigned technician.

The Customer Service Center and Technical Support Team does provide levels of support:

- ▶ First Level Support provides the personnel involved in taking the initial request from the Customer and the resolution of issues upon, initial notification of the problem. First Level Support may involve multiple individuals within a functional area, as long as the activities are coordinated during the course of the initial contact.
 - **First Level Support also includes:**
 - Monitors and receive automated alerts (**not included as part of United MHC standard service support pricing but, can be added**)
 - Follows established guidelines to determine whether situation requires immediate referral.
 - Performs problem determination and problem source identification based on established analysis procedures.
 - Executes bypass, recovery, or resolution procedures, including standard "triage" procedures and protocols.
 - Communicates and verifies resolution results with end user who reported the request.
 - Negotiates severity level designation with problem reporter, based on process standards.
 - Follows notification, escalation and reassignment standards to transfer a problem to Second Level Support.
 - Ensures acknowledgment and receipt of a reassigned problem by Second Level Support.
- ▶ Second Level Support provides technical personnel involved in resolving a problem that has been reassigned from First Level Support. Typically, the Second Level Support provides a specific area of technical expertise.

Second Level Support also includes:



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- Responds to reassignment of problem based on established ServiceLevels.
- Follows notification, escalation, and reassignment standards to transfer a problem to another Second Level Support area when needed.

- Reviews problem records, knowledge base, and history of actionstaken Analyzes cause of
- problems based on area of technical expertise.
- Performs recovery and resolution efforts, involving other functional areas as needed.
- Documents all resolution activities and results in the problem record, ensuring completeness of the request.
- Follows notification, and reassignment standards to transfer the requestfor onsite action as, required or requested.

Support Staff/Account Management

United MHC will provide fully competent and trained personnel to support the services requested to ensure performance compliance with the service level requirements. All technical support personnel and customer service representatives will be trained to demonstrate competency on the systems supported to which they are assigned.

OPTIONAL SERVICES:

Preventive Maintenance (OPTIONAL)

Preventative maintenance is a fee-based, per event item. United MHC has a comprehensive preventive maintenance plan and takes a proactive approach to ensure all support equipment is performing efficiently. The United MHC maintenance personnel/technicians perform routine maintenance to the systems to help prevent failures before they occur. Preventive maintenance routines are scheduled based upon the manufacturer's recommended intervals (typically 2-times a year or quarterly). As part of the routine maintenance, United MHC will perform a visual inspection of the UPS batteries if, requested. United MHC does not test, repair, or replace batteries without a separate scope.

System Updates & Patches-Firmware (OPTIONAL)

United MHC will provide product updates and corrections so long as, they are not billable to from the manufacturer. In the case where the update is billable from the manufacturer, United MHC will in turn charge Customer.

System Back Up's (OPTIONAL)

United MHC will provide quarterly back-up for the Customer Communications' System if requested. United MHC will store this back up for a period of 1 year. In emergency situation or with system back beginning required for a covered system... back-up will be available and there will labor cost associate should you like United MHC to handle the restore process for you.

Program Manager (OPTIONAL)

United MHC has created a Program Management and Services Account Management Team structure to specifically handle larger United MHC Customers, reporting to the Director of Partner Accounts. This methodology will be implemented to support the service needs of the Partners Customer's.

The Service Account Manager's responsibilities include:



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- ▶ Overall program management responsibility for the term of the agreement.
 - ▶ Status updates monthly to the assigned United MHC Account Manager
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- ▶ A single point of contact for all program issues and correspondence and initial point of escalation.
 - ▶ Maintains all contract documents, submittals, and other official project documentation.
 - ▶ Negotiates contract issues and solutions directly to the United MHC Account Manager whom, will work directly with the United MHC Customer.
 - ▶ Generates, along with the dedicated United MHC service accounting department, all invoice support data as required or requested.
 - ▶ Maintains open communication with the dedicated Area Operations Directors on all contract and service related issues.
 - ▶ Maintains all Customer specific account information and any... adds, changes or deletions that may be requested by the United MHC Customer



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Resident On-Site Technicians (OPTIONAL)

United MHC can provide, On-Site Resident Technician(s) to provide Maintenance, MAC, Cabling Infrastructure and project activities in support of specific Customer locations. Resident Technicians' positions may vary in support of the Customer's requirements or needs. OnSite Resident Technician performs daily system routines to ensure optimal system performance.

Transition (OPTIONAL)

United MHC can provide a "Transition Team" to develop the processes relating to the service responsibilities and deliverables between the Customer and the United MHC. United MHC would work in conjunction with the Customer's transition team to develop a transition plan and document the processes of the service deliverables to be available communicated.

At-A-GLANCE

SERVICES	TECHNOLOGY SUPPORT
24x7x365 access to Customer Service (CSE)	◆
Nationwide - Us Coverage and Canada	◆
"Escalated" Service Dipatch-- Option 1 (On-Site-Same Day, 6 hours)	◆
"Enhanced" Service Dipatch-- Option 2 (On-Site-1 to 2 business Days)	◆
"Standard" Service Dipatch-- Option 3 (On-Site-3 to 5 business Days)	◆
Assigned Technicians per Site Location	◆
Project Coordinator Assigned Per Dispatch Request	◆
Remote Engineering Support	◆
On-Line Shared-Drive Depository per Site and Event	◆