

Service Level Agreement

Mission

The Meditab Support Team strives to maintain the highest level of client satisfaction and continuously works towards improving the IMS experience.

Objective

This service level agreement (SLA) will allow our customers to better understand how cases will be addressed and the timeline for completion. This SLA does not apply to the availability of third-party services, which are subject to separate agreements. Meditab cannot be held responsible if a Third-Party system's failure prevents us from honoring the SLA response times.

Hours of Operation

24 hours a day, 7 days a week (no Programming support during the weekends).

Contact information for Customer Support

Email: info@meditab.com

Online Support: support.meditab.com

Phone: 1-844-463-3482

Official Holidays (Limited Support)

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Day

Outage Notification

Notification of scheduled and re-scheduled outages of agents or phone systems will be provided through our support website, support.meditab.com, or via email.

Response

Work on critical Issues will begin immediately. Work on non-critical and scheduled tasks will begin within 24 and 48 hours respectively.

Customer Service Survey and Feedback

At the end of each call with one of our support agents, you will receive a customer survey form. Please take the time to let us know how we are doing. Also, feel free to share your experiences, positive or otherwise, as it

relates to service and support via email at support@meditab.com. Your feedback will be used to acknowledge and improve service and training.

Request Priorities and Response Time

Priority Details

Priority Code and Definition	Support Definition Sample	Meditab Support Response & Resolution Time
Critical: Users are not able to login to IMS from any computer where it can affect the provider's business.	- IMS down: No one in the office is able to login to IMS - Fax Services down: Unable to send and receive faxes* - eRx server is down* * Third-Party Service.	- Expected response time within 1 hour - Expected resolution time within 2 to 6 hours - There may be certain issues which can take more time than usual - Third Party Services (TPS) are subject to separate TPS Agreements
Non-Critical: Issues falling under this category will be treated as Non-Critical issues.	- Update related issues - IMS functionality related issues. - Finding any possible defect in Hardware/Network related issues - IMS Freezing/Crashing Issue/Enhancement request - Request for documentation and specification - Any kind of template issues	- Expected response time within 1 business day - Expected resolution time within 2 business days
Issues that require to be scheduled: All maintenance tasks must be scheduled at least 2 days in advance. Scheduled tasks may have additional charges associated to them; therefore, you are requested to plan accordingly before scheduling an appointment.	- Server move - SureScripts Setup - EDI Setup - Interface Setup - All kinds of training - Fax services setup - Data Conversion - Custom Request - All kind of installations	Expected response time within 2 business days * Scheduled tasks may have additional charges associated with them; therefore, please plan accordingly before scheduling the appointment.

Escalation Path

Issue Escalation Policy for Critical Issues

Duration	Action	Responsibility
0 hours	The initial service request is placed. Support Engineer begins working on a problem and verifies/determines the severity level.	SE
15 min	If a resolution is not identified within this timeframe, SE escalates to the Senior Support Engineer. Senior Support Engineer will work on the problem to verify/determine the severity level	SE/Sr.SE
1 to 2 hours	If a resolution is not identified within this timeframe, Sr SE escalates to the Floor Manager who assigns additional resources. Email notification to Floor Manager.	SE/Sr. SE/FM
2 to 6 hours	If a resolution is not identified within this timeframe, Floor Manager escalates to the Support Manager who assigns additional resources. Email notification to Support Manager.	SE/Sr. SE/FM/SM
6 to 10 hours	If a resolution is not identified within this timeframe, Support Manager escalates to the Senior Technical Team who assigns additional resources to ensure product development involvement. Email notification to Senior Technical Team.	SE/Sr. SE/FM/SM/STT
10 to 16 hours	If a resolution is not identified within this timeframe, Senior Technical Team escalates to the Service Delivery A manager who assigns additional resources and ensures product development involvement. Email notification to Service Delivery Manager.	SE/Sr. SE/FM/SM/STT/SDM
16 to 24 hours	If the resolution is not identified within this timeframe, Service Delivery Manager escalates to the Technical Lead who assigns additional resources and ensures product development involvement. Email notification to Technical Lead.	SE/Sr./SE/FM/SM/STT/SDM/TL

Issue Escalation Policy for Non-Critical Issues

Duration	Action	Responsibility
0 hour	An initial service request is placed. Support Engineer begins working on the problem to verify/determine severity level.	SE
0 to 1 hour	If a resolution is not identified within this timeframe, SE escalates to the Senior Support Engineer. Senior Support Engineer will work on the problem to verify/determine the severity level	SE/Sr. SE/FM
1 to 12 hours	If a resolution is not identified within this timeframe, Sr SE escalates to the Floor Manager who assigns additional resources. Email notification to Floor Manager.	SE/Sr. SE/FM
12 to 16 hours	If a resolution is not identified within this timeframe, Floor Manager escalates to the Support Manager who assigns additional resources. Email notification to Support Manager.	SE/Sr. SE/FM/SM
16 to 24 hours	If a resolution is not identified within this timeframe, Support Manager escalates to the Senior Technical Team who assigns additional resources ensures product development involvement. Email notification to Senior Technical Team.	SE/Sr. SE/FM/SM/STT
24 to 32 hours	If a resolution is not identified within this timeframe, Senior Technical Team escalates to the Service Delivery Manager who assigns additional resources and ensures product development involvement. Email notification to Service Delivery Manager	SE/Sr. SE/FM/SM/STT/SDM
32 to 40 hours	If a resolution is not identified within this timeframe, Service Delivery Manager escalates to the Technical Lead who assigns additional resources and ensures product development involvement. Email notification to Technical Lead.	SE/Sr. SE/FM/SM/STT/SDM/TL

Escalation Policy for Issues that require being Schedule

Duration	Action	Responsibility
0 hour	The initial service request is placed. Support Engineer begins working on a problem to verify/determine the severity level.	SE
0 to 12 hours	Support Engineer forwards requests to the department. Email notification to concern department	SE/TL
12 to 48 hours	The appropriate department will check order approval and schedules task	SE/TL