



# LINK

## Lumetics LINK Support Plans

v1.2

**Lumetics**  
[www.lumetics.com](http://www.lumetics.com)

## Lumetics LINK Software Support Plans

### LUMETICS LINK INTRODUCTION

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The Lumetics LINK™ software platform scans network locations for new measurement data files, copies data directly to a centralized database, and provides a powerful user interface for rapid multi-measurement multi-technique data aggregation, visualization, analysis, and reporting. LINK employs a client/server-based architecture where the LINK server hardware is provided by the end user and resides on the end user's network. The LINK client is a portable web-based application that may be placed on any computer with network connectivity to the LINK server.

### LUMETICS LINK SUPPORT PLANS

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Lumetics considers ongoing maintenance and support to be a vital component to the successful integration and use of the LINK software platform. Lumetics has three software support plans: Standard, Silver, and Gold. The support plan is applicable to each Lumetics LINK server installation and is active throughout the license subscription period. The Standard support plan is included with any LINK license subscription at no additional charge, while the Silver and Gold plans offer enhanced support services at an additional fee. The Silver or Gold support plans may be purchased at the point of license renewal, or anytime within the subscription period (prorated). The benefits of each support plan are highlighted in the Support Plan Benefits table below.

Lumetics Business Support hours are 8:00 A.M. EST to 4:00 P.M. EST, Monday through Friday excluding statutory holidays observed in Ontario, Canada. Extended coverage may be available with Silver and Gold support plans.

Support requests shall be categorized according to severity, in accordance with the Severity Level Categorization table below. Each support plan guarantees a response time in terms of ticket processing and a resolution time to address the support requirement, in accordance with Response and Resolution Times table below.

Contact information for Lumetics LINK™ Support is as follows:

**Mailing Address:** Lumetics Inc, 2120 Robertson Road, Suite B101, Ottawa, ON, Canada, K2H 5Z1

**Website:** <http://lumetics.com/>

**E-mail:** [support@lumetics.com](mailto:support@lumetics.com)

**Phone:** 1.613.417.1839

**Business Support Hours:** Monday to Friday, 8 A.M. – 4 P.M. Eastern Standard Time (EST)

**Statutory Holidays - Ontario, Canada:**

- New Year's Day (January 1)
- Ontario Family Day (Third Monday in February)
- Good Friday (Friday before Easter Sunday)
- Victoria Day (Monday before May 25)
- Canada Day (July 1)
- August Civic Holiday (First Monday in August)
- Labor Day (First Monday in September)
- Thanksgiving (Second Monday in October)
- Christmas Day (December 25)
- Boxing Day (December 26)

**SOFTWARE SUPPORT PLAN COMPARISONS**

**Severity Level Categorization:**

Severity	Description
1	Customer is experiencing issues running the LINK client and/or connecting to the LINK server.
2	Customer is experiencing issues operating regularly utilized features of the LINK software.
3	Customer is requesting support related to the use of new features of the software or its configuration.
4	Customer is requesting support for new instrument file formats that are not currently available.

**Support Plan Benefits:**

Annual Support Plan Summary	Gold	Silver	Standard
Minor and major LINK feature releases	Yes	Yes	Yes
Minor and major LINK bug patches and fixes	Yes	Yes	Yes
Unlimited remote technical support	Yes	Yes	Yes
Software updates supporting new instrument file formats	Yes	Yes	Yes
Access to the customer portal on the Lumetics website	Yes	Yes	Yes
Access to Lumetics Business Support during business hours	Yes	Yes	Yes
Access to technical support during extended hours/holidays	Yes	-	-
Designated support expert	Yes	Yes	-
Pre-Scheduled conference calls to review issues/concerns	Twice a month	Once a month	-
Priority-based resource allocation – response & resolution	Priority 1	Priority 2	Priority 3
Annual 1-day onsite visits for training/support purposes*	1	-	-

\* Onsite training/support visits may be purchased at any time, regardless of the support plan

**Response & Resolution Times:**

	Gold	Silver	Standard
Support Ticket Processing Response Time	1 hr	2 hr*	4 hr*
Severity 1 Incidents – Time to Resolution	4 hr	4 hr*	1 Business Day
Severity 2 Incidents – Time to Resolution	8 hr	1 Business Day	2 Business Days
Severity 3 Incidents – Time to Resolution	1 Business Day	2 Business Days	3 Business Days
Severity 4 Incidents – Time to Resolution	10 Business Days	20 Business Days	30 Business Days

\* Lumetics Business Support Hours

### SOFTWARE SUPPORT PLAN DETAILS

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#### **Standard Support Plan**

The Standard Support Plan is the default service plan included in the LINK software purchase. Customers may contact our technical support number free of charge during standard business support hours. Plan specifics are noted below:

- Contacts are entitled to one year of unlimited phone, e-mail, and web-based support for installation, configuration, usage issues, "work-around's," patches, maintenance releases and product updates during defined Lumetics business hours
- A Lumetics expert will assist in any area relating to use of LINK, including direct assistance developing import methods, analysis templates, and Word report templates, as needed
- Minor and major feature releases for the supported software
- New bug fixes when available
- Access to the customer portal on the Lumetics website anytime
- Access to Lumetics experts 8 hours x 5 days per week

#### **Silver Support Plan**

In addition to all benefits included in the Standard Support Plan, customers are assigned a designated support expert who is familiar with the sites' configuration and needs. Customers may contact our technical support number free of charge during defined Lumetics business hours. Plan additions from the Standard Plan are noted below:

- Guaranteed response time of 2 Lumetics Business Hours for Severity 1 Incidents
- Guaranteed resolution time of 4 Lumetics Business Hours for Severity 2 Incidents
- Guaranteed resolution time of 1 Business Day for Severity 3 Incidents
- Designated support expert
- Monthly conference calls to review open technical issues and operational concerns
- Priority over support calls from users operating under the Standard Support Plan

Please contact Lumetics for pricing.

#### **Gold Support Plan**

In addition to all benefits included in the Standard Support Plan and Silver Support Plan, customers have unlimited access to customer support during defined Lumetics business hours, extended hours and holidays. All contact will be of Gold priority 1. Plan additions from the Silver Plan are noted below:

- Access to technical support during defined Lumetics business hours PLUS extended hours and holidays
- Priority over support calls from users operating under the Standard and Silver Support Plan
- Manager on call 24/7 to assist with time sensitive escalations
- Guaranteed response time of 1 hour (7x24, 365 days per year) for Severity 1 Incidents
- Guaranteed resolution time of 4 hour (7x24, 365 days per year) for Severity 1 Incidents
- Guaranteed resolution time of 8 hours (7x24, 365 days per year) for Severity 2 Incidents
- Support for use of new LINK software features (Severity 3) within one Business Day
- One (1) technical on-site visit, one day in duration, by a Lumetics expert
- Conference calls twice a month to review open technical issues and operational concerns
- 24 hours X 7 days per week X 365 days a year!

Please contact Lumetics for pricing.