

## Fast, Reliable Support When You Need It

Mobile Heartbeat's Customer Support Staff is available 24/7 to help you address any needs or issues that may arise while using MH-CURE™ clinical communications smartphone products. Our goal is to provide a positive and exceptional support experience while helping you to fully maximize our products. Our Support Services program is designed to ensure your end-users are able to be more productive and collaborate more efficiently using the MH-CURE solution.

## Expert Assistance

Our support engineers average more than 15 years of experience providing technical support to customers. You receive guidance from highly qualified and trained professionals who are current on industry standards and technologies, extremely knowledgeable in Mobile Heartbeat products and educated in the needs of healthcare IT departments and clinicians.

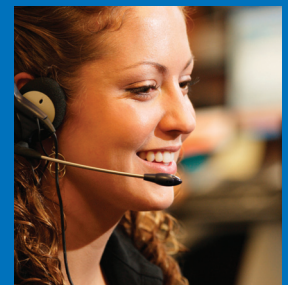
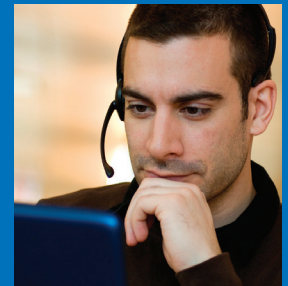
## Comprehensive Product Support

We provide support and maintenance for all our current software products, which includes:

- MH-CURE Server-based products
- MH-CURE Smartphone or application products
- MH-CURE Add-on modules

## Responsiveness

Our support organization is built to quickly address any difficulties that may arise. The table below outlines our service response goals. For critical issues, we typically exceed our goal, most often responding in under 15 minutes.



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## Support Services Response Times

Severity	Definition	Response Time
1	<b>Critical</b> impact to the operation of the system, including situations in which the system is down or affecting 10 or more end-users.	1 hour
2	<b>Serious</b> impact to the operation of the system, including serious and extended disruptions to the use of the system, and/or extensive and visible impact to many end-users of the system.	2 hours
3	<b>Normal</b> impact to the operation of the system, including a system disruption or the potential for one; extensive and visible service impact to a single end-user or one or more end-users experiencing continual or repeated problems.	12 hours
4	<b>Minor</b> issues and requests, including sporadic/isolated issues which do not severely impact use of the system but do require investigation and resolution.	24 hours

### Ongoing Maintenance

We provide pro-active maintenance to all software releases for all Mobile Heartbeat products. Our Customer Support Staff will inform your authorized support personnel of any upcoming maintenance releases, which are delivered via remote access.

We perform our software maintenance services between 7:00 PM and 10:00 AM Eastern Standard Time, coordinating and scheduling maintenance release deployments to minimize end-user impact. We are also happy to accommodate scheduled maintenance during regular business hours.

### Contacting Mobile Heartbeat Support

Your authorized help desk personnel may contact us to initiate a support request by calling the Mobile Heartbeat support line at **855-MHEARTB (855-643-2782)**, or sending an email to **[support@mh-CURE.com](mailto:support@mh-CURE.com)**

