

WellRight Support Services Policy

GENERAL

The standard Support Services will be provided to Client's Authorized Users ("Users") at no additional charge for the [WellRight Service](#). Support is available on weekdays, excluding holidays, during local business hours.

For Severity Levels 1-4, Users must submit cases through email or over the Web via the WellRight Support section of the portal. Upon case submission, Users will be asked to provide their company name, contact information and case details, and each case will be assigned a unique case number. A WellRight Support Specialist will use commercially reasonable efforts to call or e-mail the Users within one (1) business day and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solutions in WellRight's reasonable determination.

SEVERITY LEVEL 1 SUPPORT

For Severity Level 1 issues, client administrators should call or email their assigned WellRight Account Manager (cc: support@wellright.com).

SUBMITTING A CASE

Users may log a case as follows:

For **Severity Levels 1-4**, use the Support section in the WellRight application by selecting "Contact Support" from the User profile menu (top right corner). Users will automatically be logged into the Support portal via Single Sign On. Users can search for the answer to their questions utilizing the Support Knowledge Base on the Support portal. If resolution is not found, they can submit a ticket by selecting "New Support Ticket". Users must provide all requested information, including issue details and screenshots (if applicable) and select "Submit". A WellRight Customer Support Specialist will assess the severity level of the issue and assign it accordingly.

Note: for assistance with WellRight password resets, usernames and system lockouts, Users can use the "Forgot your password?" link on the login page or contact their internal system administrator, who has access to the administrative features to unlock and send password reset emails. For security reasons, WellRight will not provide contact information for system administrators to Users.

HOURS AND CONTACT

Standard Support Services hours and contact are as follows:

8:00 a.m. – 5:00 p.m. Central time

support@wellright.com

Support is available in English only.

REPRODUCING ERRORS

WellRight must be able to reproduce errors in order to resolve them. Client agrees to cooperate and work closely with WellRight to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Also, subject to Client's approval on a case-by-case basis, Users may be asked to allow Customer Support Specialist view or update their WellRight account via remote access for troubleshooting purposes only.

ESCALATION / SEVERITY LEVELS

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. Issues will be generally categorized and handled according to an assigned severity level, as follows:

Severity Level	Description and Examples
Level 1 – Critical	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
Level 2 – Urgent	Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
Level 3 – High	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
Level 4 – Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

EXCLUDED ITEMS

The standard Support Services do not include any of the following:

- Assistance with WellRight password resets. Users should click the “Forgot your password?” link on the login page or contact their system administrator;
- Assistance with WellRight username. Users should contact their system administrator;
- Assistance with WellRight lockouts due to incorrect login attempts. Users should contact their system administrator to unlock the account, or wait for the lockout period to expire;
- Assistance in developing User-specific customizations;
- Assistance with non-WellRight products, services or technologies, including implementation, administration or use of third-party enabling technologies such as fitness devices or applications, databases, computer networks or communications systems; or
- Assistance with installation or configuration of hardware, including computers, hard drives, networks or printers.

CHANGES TO SUPPORT SERVICES

WellRight may change its standard Support Services from time to time in its sole discretion.