LightGuide, Inc. Service and Support Plan Description (Standard SSP and SSP+ Premium Support)

Purpose

LightGuide, Inc. (LGI) is committed to providing the highest level of support for all LightGuide (LG) software and systems purchased and delivered. Our Service and Support Plan (SSP) is included in every quotation for LG software and systems. Our SSP is offered in four different business models, as a function of our Subscription and Perpetual licensing options:

- Subscription SSP Standard Support (S-SSP) for the LightGuide AR Software Platform Included in the Annual Subscription Price
- Subscription SSP+ Premium Support (S-SSP+) Standard Support plus Onsite and Hardware Coverage Included in the Annual Subscription Price
- Perpetual SSP Standard Support (P-SSP) for the LightGuide AR Software Platform Purchased Separately from the Software License, Paid on an Annual Basis
- Perpetual SSP+ Premium Support (P-SSP+) Standard Support plus Onsite and Hardware Coverage Purchased Separately from the Software License, Paid on an Annual Basis

LGI reserves the right to alter this policy at any time, with appropriate notice to our customers.

The LightGuide SSP / SSP+ Premium Support plans are a key enabler to ensure the long-term success of your LG systems and software when purchased through our Subscription or Perpetual license models. The SSP maximizes uptime and - with the Premium Support Option added - eliminates additional time and material charges for onsite support and /or hardware replacement when needed. The SSP / SSP+ support will commence upon the earlier of (i) customer acceptance of the system following project completion or (ii) no later than 3 months from customer receipt of the LG software and/or systems. You must maintain SSP / SSP+ coverage over time to ensure the highest level of support and optimal LG system performance. Table 1 provides a more comprehensive overview of our SSP coverage plans.

SSP Guidelines: Support and Services Covered

To ensure the success and maximize performance of the LG systems and software, we offer a number of elements that are included within the SSP / SSP+ plan options. To receive these benefits, you must have an active SSP plan in place.

Our SSP / SSP+ Plans include an escalating model for technical support and troubleshooting assistance, including software bug fixes, through a diagnosis and correction process which utilizes a steadily escalating level of measures to resolve issues. This escalation process is as follows:

Phone call > Email > Web meetings > Return of failed component(s) from Customer for repair or replacement > Travel by LGI personnel to Customer Site for issue resolution.

- **Software**
  - New software releases, features, and bug fixes are included in the SSP / SSP+ Plans and are provided as soon as they are officially released, typically on a quarterly cadence. Customers will determine how and when a new release is to be installed in their LG system. Upgrading your LG system with the latest software release is the responsibility of the customer, with remote guidance from the LGI support team available as required.

- **Support Labor**
  - Standard SSP / SSP+ Support Coverage is M-F from 8am to 5pm ET / Eastern Time Zone (USA).
    - i. The LGI support team will respond to Customer support requests via the Service Form at: https://www.lightguidesys.com/service/
    - ii. Critical Support Requests: When production is directly affected; LGI service support with 24/7 access via our Service phone line at +1.248.374.8000
  - Initial Diagnosis / Recommendation for issue resolution assuming temporary remote-in access to the LG system and customer availability for Q&A performed within one business day, Monday through Thursday. Friday, weekend or holiday requests will be addressed on the next business day.
  - Onsite Support (as required): Is covered at no additional cost when there is an active SSP + Premium Support Plan in place at the time; covering up to 3 business days per onsite service call. With a standard SSP Plan, onsite support will be quoted on a time & material basis at our prevailing daily service rate of $2000, which includes travel costs within the Continental US, Canada and Mexico.

- **Hardware**:
  - Repairs or replacements of hardware are covered at no additional cost if there is an active SSP + Premium Support Plan in place at the time of failure and the above escalation process is followed. With a standard SSP Plan, hardware replacement will be quoted on a time and material basis.
  - Exceptions:
    - i. *Abuse*
      1. If Hardware is damaged due to customer abuse, we will not cover replacement or repairs of the hardware. Such abuses include but are not limited to:
         - a. Accidents such as:
           - i. Dropping the equipment
           - ii. Hitting the Equipment with another object (i.e., Forklift)
         - b. Water damage
         - c. Sabotage
    - ii. *Neglect*
      1. Not conducting Preventive Maintenance (i.e., periodic filter replacement, lens cleaning, etc.)
      2. Leaving the LG System Powered on and idle for extended periods

a. Not using idle time monitoring (to maximize projector life)
b. Disconnecting, or not Connecting Control Cables (Ethernet or Serial)

   iii. Environmental
      1. Any excessive or unforeseen environmental conditions or events, such as extreme temperature or humidity exposure, or weather damage from storms or events (i.e., hurricanes or tornadoes)

- The customer will be responsible for replacing regular maintenance items as recommended and supplied by LGI. It is highly recommended that you contact our support staff prior to installing these items in order for LGI to provide remote support as required. This support will help to minimize any reprogramming as a result of changing calibration requirements and/or replacing equipment, such as projectors, 3D cameras, vision cameras, etc.

- **SSP / SSP+ Premium Support Customization:** For customers who require a more extensive or customized Support Plan with higher levels of support, LGI will provide a quotation based on your specific requirements.

- **SSP + Premium Support Option Plan Related Travel Expenses**
  - While subscribed to the Premium Support Option SSP, if a problem occurs that cannot be resolved remotely and an onsite visit is required by a LGI technician to diagnose and repair, all travel and labor expenses up to 3 days are covered under the plan.
  - **Note:** If the damage is a result of failure to perform recommended maintenance, negligence, abuse, or sabotage, LGI reserves the right to charge the customer for all expenses including hardware, travel expenses, time, and materials.

1. **Training**
- Onsite system training involving basic hardware and software programming is provided for up to 6 people during the initial installation phase of system deployments. Additional detailed training for hardware and/or software at the customer site is available and quoted per customer request.
- Unlimited access to our Wiki pages is included at no cost. The Wiki is a library of searchable tips, techniques, and tools to optimize your LG systems. This self-help resource assists users in troubleshooting and also in training across many elements of the LG software and systems.
- In addition to our initial training course, we also offer customer paid training courses for beginner, intermediate and advanced user levels through a variety of training courses.

  - **Training at the LGI Facility (Wixom, MI, USA)**
    i. LightGuide offers free training at our Wixom MI corporate offices to all customers on an active SSP / SSP+ Plan.
    ii. Training is 3 days (4 days for Channel Partners) and is scheduled 1-2 times per month. Course availability is on a first come, first served basis; please reach out to your Account Manager for scheduling.
       1. The Maximum class size is 6 people.

2. We typically require a 6-week advance request for training courses. This will allow us to reserve your preferred time slot or add an additional class to our training schedule to accommodate heavy demand.

- **Remote Training Conducted from our LGI Facility**
    i. If training is requested to be done remotely, please contact your Account Manager for pricing and scheduling. This training will include:
        1. Training on your specific application(s)
        2. You can have additional personnel attend (Maximum 6)
        3. Training Hardware
            a. May be shipped and returned, at the customer's expense.
                i. Any damage would result in an invoice to cover LGI's expenses.
        4. Training Hardware may also be purchased (SmartAR Desktops)

- **Training Onsite at Customer Facility**
    i. If training is requested to be done onsite at the customer's facility, please contact your Account Manager for pricing and scheduling. This training will include:
        1. Training on your specific application(s)
        2. You can have additional personnel attend (Maximum 6)
    ii. Our standard Daily Rates will apply when conducting training at the Customer's facility. (See Rates Below)

Classification, Escalation and Prioritization/Severity

The expressed goal of our SSP program is to help you maximize LightGuide software and system uptime and performance. In order to efficiently and effectively meet the demands of the user community, we must adhere to a strict policy of service ticket discipline, which can also be found on our website at the attached link. https://www.lightguidesys.com/service/

1. <u>Classification</u> – We will use a two-category classification system for all submitted service tickets
    a. Problem
        i. This classification represents an actual problem with the functionality of the LG software or system.
            1. <u>Software Bug or Failure</u>
            2. Hardware Failure
            3. There were no changes made to the working system, but an unknown issue has caused problems to occur
            4. A software upgrade changes the behavior or functionality of the LG system
    b. Consultation
        i. This classification is for general questions or "how-to" questions. This is not a substitute for training
            1. Not sure of how to complete a specific task in the LG Software
            2. Unsure of how to begin a new Design Program

3. Questions on LG systems ability to connect to other peripheral devices

2. **Escalation**
    a. Phone
        i. Most problems can be resolved quickly over the phone. If this fails or we need more information we will then utilize Email.
    b. Email
        i. This will allow for the transfer of lengthy instructions and how-to's. It will also serve as a medium for the customer to send information on what they are seeing. If further escalation is needed, we will go to Web communications.
    c. Web
        i. Using Web Interfaces such as TeamViewer, Zoom, FaceTime, and other available mediums, the service technician will walk the customer through a number of steps to identify the root cause and get the system up and running. If the problem is still not resolved, we will escalate to On-Site.
    d. On-Site
        i. If the problem cannot be identified through any of the methods above, a service technician will be dispatched to the customer's facility for resolution.

3. **Prioritization/Severity**
    a. Tickets will be prioritized based on the severity of the problem and the time since the ticket was created. If customers do not respond, generally within 3 business days, their prioritization will be reduced. The order of severity is:
        i. Critical
            1. Production is directly affected
        ii. High
            1. Is causing an impact on production, but there is a temporary workaround in place
        iii. Normal
            1. Does not directly affect production, but needs to be resolved before having a direct impact
        iv. Low
            1. Consultative Support tickets
            2. Customers have not responded in 5 business days
                a. After the 10th business day of inactivity, the ticket will be closed.

Additional SSP Considerations

● We are aware that many LG work instruction programs require periodic changes due to engineering revisions, new designs/models, quality alerts, current production changes and more. We have designed our software to be easily programmable so that these changes can be made quickly and easily by our customer. Our Support staff is happy to work with you to answer any of your questions.

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- We proactively monitor our service ticketing system for potential violations of the SSP agreements. If we detect any SSP violations, we will send a reminder of our policy guidelines to the case initiator and the closest known senior level contact. Should these violations continue, we will place a limit to the number of service tickets we will support per month and automatically downgrade the priority of all service tickets. We will closely examine all service tickets and reprioritize if deemed to be a high priority.

- Please understand we support a wide variety of applications, and it may take our support staff some time to understand your specific issue and to provide the right support. The LGI team is committed to your success and, for our team to detect root cause as soon as possible, we maintain a zero-tolerance policy when it comes to demeaning, verbally abusing, threatening, or any other unprofessional behavior, towards our support staff, who are doing their best to resolve your issue.

Discontinuing an SSP / SSP+ Plan Agreement

Customers should be informed and understand that the following rate shall apply if an SSP Plan is discontinued and no longer in place. The subscription license, when active, automatically includes the SSP / SSP+ Plan as per the information provided above. For Perpetual licenses, an initial one-year SSP / SSP+ plan is required as part of the initial software or system purchase.

For any software or systems not under an SSP / SSP+ Plan, the following rates apply:

1. **Labor Rates**
   a. Weekday
      i. $2,000 per weekday
      ii. Time will not be prorated nor refunded for any unused portion
      iii. Includes Travel Expenses (within the US, Canada, and Mexico; additional travel costs may apply for other geographies).
   b. Weekend/Holiday
      i. $3,000 per each weekend day
      ii. $4,000 per each holiday day

2. **Hardware/Materials**
   a. If it is unknown that new hardware will be required prior to an onsite service visit, and LGI personnel needs to return onsite to replace hardware to address the issue, the additional costs at that time will be at time and material
      i. Travel and onsite time will be billed at the current rate.

3. **Not Retroactive for Perpetual Licenses**
   a. **Customers must enroll in the desired SSP / SSP+ plan at time of software and /or system purchase.** To Purchase SSP retroactively for a Perpetual license or system, should you decide to re-enroll after your SSP plan has expired:
      i. An SSP one year option must be purchased to receive onsite support.
         1. Upon purchase, and with a PO for both the SSP Plan & onsite time, a technician will come onsite and perform a health check of your system.

ii. To Obtain the SSP+ Premium Support Plan retroactively, 65% of the perpetual license cost will be required for the first year, plus two additional years at the standard SSP+ pricing.
1. Upon purchase a technician will come to your facility and do a health check of your system.
2. LG hardware that needs to be replaced is covered under the enrollment.

Table 1
LightGuide Software Offerings Overview for (SSP) Service & Support Plan Descriptions

SSP / SSP+ Plan Benefits: Software Price Level	LightGuide Standard Service and Support Plan (SSP)	LightGuide + Premium Service and Support Plan (SSP+)
LightGuide Software Product(s) Included	Standard Platform (+ Add Ons)	Standard Platform (+ Add Ons)
Software Updates: "On Demand" access to all updates of new version releases, including bug fixes and new feature releases	Included	Included
Standard Support Coverage: access M-F / 8am - 5pm ET; Respond within 4 business hours when the "Service Form" is used. https://www.lightguidesys.com/service/	Included	Included
Critical Support: i.e., production down: LightGuide service team access, with 24/7 phone coverage +1.248.374.8000	Included (Highly Recommend Teamviewer Access)	Included (Highly Recommend Teamviewer Access)
Onsite Support: If Remote Support cannot resolve an issue, a LightGuide Certified Technician will be dispatched to customer site	Onsite Support for Hardware Quoted Time & Material	Included
Hardware Coverage: Acts as an extended warranty on all hardware; if any malfunction, we will repair or replace it	Hardware Repair / Replacement Quoted at Time & Material	Included
Original Hardware Procurement	Provided by LightGuide or Others (From Approved Hardware List)	Provided By LightGuide
Original Onsite Integration for Initial Installation	Provided by LightGuide or Others (From Approved Hardware List)	Provided By LightGuide
Applies to North America, South America, Europe, China (Other countries by Request)	Provided by LightGuide, or by Certified Channel Partners	Provided by LightGuide, or by Certified Channel Partners