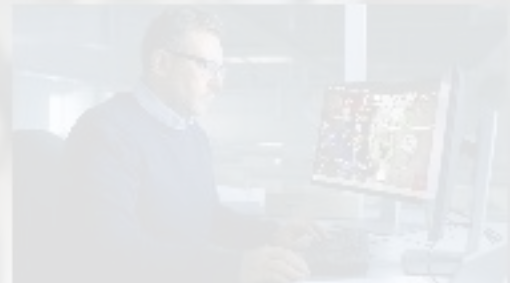




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Fusion Remote Customer Support

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Definitions

First Tier Support

1. Includes taking all calls directly from the customer, gathering all required information and using problem isolation techniques to establish that the covered Jujotech software/App is the source of the problem.
2. First Tier Support includes the performance of the following tasks:
 - a. Analyzing, identifying and replicating the problem;
 - b. Taking all reasonable and available steps to troubleshoot and resolve the problem prior to escalating the problem to Jujotech tier 2 Support;
 - c. Error log capture and transmission to Jujotech for analysis when required by Jujotech.
3. If, after performing the tasks set forth above, the customer's problem is still not resolved, the party providing First Tier Support may escalate the problem to Jujotech Second Tier Support.

Second Tier Support includes the performance of the following services:

1. Jujotech will provide expert technical assistance through its technical support group to the party providing First Tier Support with respect to a contractually covered customer. Remote Support will be provided during the period a valid and paid up support contract/warranty is in place
2. Second Tier support is provided only for the software release that is currently shipping and the immediate prior release. Problems in the covered Software/App may be fixed in new releases, which are provided by Jujotech on a periodic basis
3. Second Tier does not include any on-site support at a Customer's/End User site (Can the partner or customer request on-site support for a fee?)

Tech Support and Service Request

Technical Support Coverage Hours and Response Time

- Hours of operation are Monday through Friday 8:00am – 5:00pm MST Holidays excluded
- Target response is 4 hours from the time the Service request is opened

Creating a Service Request

Email: support@jujotech.com

WEB: <https://fusionremote.jujotech.com>

Software/App Problem Process Flow

- A. When opening a service request with Jujotech at support@jujotech.com the following information must be provided:
 1. Serial Number/MAC Address of product affected
 2. Customer Configuration:
 - a. App release version, WearMF version
 - b. Contact information
 - c. Problem description
 - d. Problem classification
 - e. Troubleshooting information/steps taken as defined by Fusion Remote
- B. Jujotech Second Tier Support will provide with a unique service request number for use when discussing the specific problem. Jujotech Second Tier Support will notify the First Tier Support Provider, via email, that their service request has been received

Technical Support Documentation

A. Customer/End User

1. Jujotech will provide a quick problem identification/resolution guide. This guide will be a set of simple steps the customer can execute to resolve the problem. This should be easily accessible by the end user in the field

B. First Tier Support

1. Jujotech will provide in addition to training (if required) a set of technical steps or tools the First Tier Support Provider will implement to resolve the problem before escalating to Jujotech Support

Software Service Flow

Jujotech Support is 5 x 8 – 5 Days, 8Hours MST

