

SERVICE/SUPPORT POLICY

LiveSpace is here to serve our customers' technical needs to a solution with quality service in a timely, professional and friendly manner.

Service Requests

All service requests should be submitted online via our Freshdesk portal at <https://livespace.freshdesk.com/support/tickets/new>. A response within 12 hours or less should be expected. Our goal is to respond within a two-hour window between 8a-9p on weekdays, 9a-9p on weekends. Depending on urgency and existing queue, a work order for your needs will be placed on our service schedule as soon as possible. Service calls, including telephone and email correspondence are billable according to the service billing schedule below. Service call visits will be scheduled for a time as early as mutually agreeable.

LiveSpace *strongly* encourages our customers to utilize our online ticket system for submitting service requests as service visits or remote support via any other methods are billable at a higher rate. This will provide the most efficient method of response, historical tracking of needs and save customers from extra service call charges.

Service Billing Schedule

The service billing schedule is as follows, and is subject to change without notice:

1. Effective the first day of LiveSpace integration completion or date of signed Agreement of Completion, whichever comes first
2. Within thirty (30) days
 - a. Financial responsibility of LiveSpace: Product repair or replacement, facilitation of such and labor
 - b. Financial responsibility of Customer: Travel and accommodations
3. Between thirty (30) and 365 days
 - a. Financial responsibility of Customer: Product repair or replacement
 - b. Financial responsibility of Customer: Labor for facilitation of product repair or replacement, shipping, service, installation and/or programming
 - c. Financial responsibility of Customer: Travel and accommodations
 - d. Financial responsibility of LiveSpace: Product repair or replacement, facilitation of such and labor due to product and/or performance failure due to LiveSpace's craftsmanship/installation
4. After 365 days
 - a. Financial responsibility of Customer: All product repair or replacement, facilitation of such, labor, travel and accommodations

Warranties

1. Manufacture warranty
 - a. LiveSpace is subject to and defers to manufacturer's warranty and terms and conditions, which will take precedent over LiveSpace's warranty, service and maintenance policies as stated above. However, the billing schedule as stated above will apply.
2. OFE (Owner Furnished Equipment)
 - a. Does not apply to Warranty, Maintenance and Service, and is not included in LiveSpace's scope of work

Billing

Service Call labor will be billed at a minimum of \$64/hour when using Freshdesk (at a minimum of one hour per on-site call) during normal working hours, 8:30a-5p, Monday through Friday, excluding observed holidays (see below), and is subject to change without notice. Customer will be charged for any overtime/holiday hours in accordance with the company's standard policy on overtime rates (i.e. "time-and-a-half") when service, phone calls, email correspondence, repairs and/or maintenance is performed outside of normal working hours. Travel time to and from customer's site will be billable at the labor rates above.

Note: Any other method of contact for service (instead of submitting service requests via <https://livespace.freshdesk.com/support/tickets/new>) will be billed at \$75/hour. If LiveSpace calls the customer after contact is made via the Freshdesk service portal, the lower billing rate will apply.

Observed Holidays:

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day

Black Friday (the day after
Thanksgiving)
Christmas Eve
Christmas Day
New Year's Eve