SONICU™ +

ADVANCED SERVICE LEVEL AGREEMENT (ASLA) — COMPREHENSIVE

Your Turnkey, Worry-Free Solution to Deploying a Remote, Wireless Monitoring System

When compliance and asset protection are non-negotiable, clients turn to Sonicu for white-glove service that ensures your monitoring solution is running efficiently and effectively. Let our team leverage our decade-plus experience and domain expertise to deliver a service package that identifies and eliminates challenges before issues arise.

On-site support for optimal monitoring performance

- **On-Site Support Visits**

- **Tailored On-Site Analysis**

- **Enhanced Support Response Time**

- **NIST Calibration Assistance**

- **Installation/Relocation Services**

- **Probe connectivity analysis**

Sonicu is committed to delivering exceptional support through a comprehensive, multi-tiered and individually tailored approach that ensures our clients receive the help they need when they need it.

SONICU+ SERVICE OFFERINGS		
Standard Support	**Preventative**	**Comprehensive**
24/7 Platform Support: Sonicu maximum uptime and reliability	Proactive, remote monitoring and management of your Sonicu system	On-site technical support to adequately maintain and enhance your Sonicu system's performance
Live US-Based Customer and Technical Support	**Site Management and Analysis:** • Proactively identifying nuisance alarms • Update alarm profiles, notifications, and tiered alarming	**On-Site Support Visits:** • Service hours based on the needs of organization. • Scheduled on-site visits for assistance with resolving issues related to offline meters, hubs, and sensors • Scheduled visit for system inspection, and preventive maintenance
Sonicu Academy: 24/7 on-demand learning	**User and Group Settings:** • Adjust user permissions and group settings	**Tailored On-Site Analysis:** • Conduct a thorough review of environmental factors affecting the system
Full Escalation and Support Tracking System	**Offline Meters and/or Hubs Management:** • **Signal Strength Analysis:** Optimize system signal strength. • **Battery Status Review**	**Enhanced Support Response:** • Priority access to our support team for escalated troubleshooting
One business day customer support response time	**Probe Connectivity Analysis:** • Identify irregularities in probe data	**Probe Connectivity Analysis:** • Identify irregularities in probe data
Dedicated Customer Success Managers & Account Managers	**Technical Support:** • Support requests are responded to within 2 hours **Calibration Certificate Management**	**Calibration Assistance:** • Perform on-site calibration via Sonicu's SNAP Calibration Program or newly purchased sensors