

MH Guide

Support Description

Revision: 5

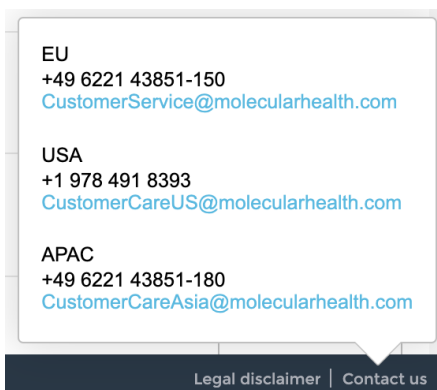
Manufacturer:



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69115 Heidelberg
Germany

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The following support services are provided by Molecular Health for MH Guide, MH Guide/Mendel and MH Guide/BRCA during German workdays excluding public holidays and weekends (in the following called: *business hours*):



- 1st Level **Application Support via a ticket system using the service mail address:**
 - US: 8:00 a.m. to 6:00 p.m. EST business hours (Mo-Fri, without public holidays)
 - ROW: 9:00 a.m. to 5:00 p.m. CET business hours (Mo-Fri, without public holidays)
 - Support requests can be sent 7x24 via email by using the recipients addresses as listed in the software or communicated elsewhere
- 2nd Level Technology and IT Support via an **internal** ticket system:
 - 8:00 a.m. to 6:00 p.m. EST business hours (Mo-Fri, without public holidays)
 - 9:00 a.m. to 5:00 p.m. CET business hours (Mo-Fri, without public holidays)
- 3rd Level Development Support via an **internal** ticket system: 9:00 a.m. to 5:00 p.m. CET business hours

2nd and 3rd level support is only responding internally to 1st Level Support.

Due to the criticality of interpreting patient genomic data and data privacy protection laws, customers are not allowed to transfer any patient data (beside *case IDs*) via email!

Defects, Severities and Service SLAs:

Reaction time is guaranteed **during the above CET business hours** according to the following severities:

Severity Classification	Definition	Reaction Time (h)
Severity 1 (Critical)	System standstill, Central Application Services are not accessible and there is no work around. Patient safety affecting malfunction	4
Severity 2 (Very High)	The most important intended use of the product is not possible. A more granular definition might be described in the Master Service Agreement (MSA)	8
Severity 3 (Medium)	Medium malfunction of the product without a major impact on the intended use	16
Severity 4 (Low)	All other, minor malfunction	48

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Important: MH Guide, MH Guide/Mendel and MH Guide/BRCA depend on the quality of the NGS data provided for analysis and this is part of the responsibility of the lab. Any lab failure in providing a quality FastQ file or VCF file is not a defect.

Reaction time represents the time frame - **during the above CET business hours** - following the end customer notifying Molecular Health of a problem.

System Reporting

On request, Molecular Health will provide to customer on a quarterly basis a detailed report of the SaaS availability (as defined in the MH Guide Product Description) and any deviation from the SLA as defined in the Product Description. These reports will be provided to customer not later than the fifteenth (15th) business day of the first month of the following quarter.

Also, Molecular Health will provide to customer on a yearly basis the annual availability report on request.

Notification of scheduled downtime

At least prior to 1 business day, Molecular Health will provide information via email about any **scheduled** downtime exceeding 2h (e.g., for application or content upgrades) to all customers.

Customer obligation for user management

Customer will provide sufficient data (Title, Role, Name, valid .com Email address, telephone number) for creating named user in MH Guide.

Customer will inform Molecular Health if users are not with the customer organization anymore for user deletion by Molecular Health.