

Luminex Support Information and Escalation Contact Procedures:

| Support Center | |
|---|--|
| Priority Level | Contact/Procedures |
| 1-2 | 7 Days x 24 Hours 1) Dial (888) LUMINEX (586-4639) or (951) 781-4100 (Luminex Call Service) 2) Choose the support option (#1) 3) Choose I have a code option (#1) or, 4) Choose non-support code option (#2) |
| 3-4 | M-F, 8am-5pm PT 1) Contact Luminex at support@luminex.com or Call Service above |
| Primary Escalation Contact | |
| <i>To be contacted only after an initial call has been opened with the customer support center but has not been properly escalated.</i> | |
| 1 - 4 | <p>Please use either method above for escalation. The Luminex Call Service will make direct contact with a current Luminex support person, and will automatically escalate to Luminex supervisors or management when the in-bound call cannot be directly referred to Luminex support staff.</p> <p>All calls to the Luminex Call Center result in immediate, direct referral to Luminex support staff that will then return the call or email to the customer contact. When VPN access is already in place, the Luminex staff may begin immediate access to the server to investigate service requests.</p> |

Luminex Problem Priorities and Definitions:

| Priority/Severity | Definition | Description |
|-------------------|------------|---|
| P1/S1 | Critical | Severe problem preventing customer or workgroup from performing critical business functions. |
| P2/S2 | High | Customer or workgroup able to perform job function, but performance of job function degraded or severely limited. |
| P3/S3 | Medium | Customer or workgroup performance or job function is largely unaffected. |
| P4/S4 | Request | Minimal system impact; includes feature requests and other non-critical questions |

Luminex Response Commitments:

| Problem Classification | Initial Response | Status Update Frequency |
|------------------------|------------------------|-------------------------|
| P1/S1 | 30 minutes | 4 hours |
| P2/S2 | 30 minutes to 4 hours | 24 hours |
| P3/S3 | 30 minutes to 8 hours | 3–5 business days |
| P4/S4 | 30 minutes to 24 hours | 5–10 business days |