

# Patient Monitoring RightFit Support Services

Service delivery	
Hours of telephone coverage (24 x 7)	Included
Initial telephone response (2 hours)	Included
Remote services	
Web-based support through InCenter	Included
Technical telephone support	Included
Clinician telephone support	Included
Direct Connect to technical and clinical support	Included
Parts	
Standard parts coverage	Discount*
Parts delivery	Priority

\* Discount is determined at purchase of agreement and is applied to each transactional parts purchase under the Biomed Support agreement.

Availability of all options depends on system type and software release levels.