



Customer Support Policies

1-24-2022

Sea Sight Systems & Services, LLC. Customers

Definitions:

Customer - Any person or entity that purchases or has purchased products or services from Sea Sight Systems & Services, LLC.

Clamvision Tech – An employee of Sight Systems & Services, LLC. that develops, installs, or supports ClamVision Products.

Case – A case is any distinct instance of a problem, error or clarification of a products feature or function reported by the Customer to a ClamVision Tech for analysis or resolution.

Resolution – Resolution is the providing of an explanation, clarification, recommendation, or solution to a case.

Installation – Installation is the time at which a ClamVision Product is installed and functioning properly and accurately.

Sight Systems & Services, LLC. product List:

ClamVision Dredging Software

ClamVision System Hardware

Cable Arm Keypad

Cable Arm Tide Gauge

ScowMon DQM systems

Onsite services performed by a ClamVision Tech.

Cable Arm Cable Counter

Overview

100% uptime is your goal while dredging. So is ours. ClamVision techs are dedicated to supplying the dredger with robust equipment, easy to use software, and exemplary service to ensure that your operation does not get shut down due to dredging software. This document will outline what the customer can expect when a case arises.

ClamVision Dredging Software

Any software purchased from Sight Systems & Services, LLC. by a customer is eligible for support from Sight Systems & Services, LLC. Sight Systems & Services, LLC. will ensure the core functionality of the software will work as advertised at the time of installation. Free telephone and email support is available. If a Case results in a ClamVision tech making a trip to the current site of the software installation or equipment is shipped to the customer, charges may apply. Any charges to be incurred by the customer will be discussed and agreed upon by Sight Systems & Services, LLC. and the customer before any cost is incurred. Maintenance of the software is the responsibility of the customer. Any costs incurred by the customer due to lack of maintenance are the customer's responsibility.

ClamVision Hardware

ClamVision hardware is any ClamVision product that is not software. ClamVision hardware includes but is not limited to; GPS, power supplies, Cable Arm Keypads, Cable Arm Tide Gauges, cabling, connectors, DQM systems, modems, routers, and other hardware purchased by Sight Systems & Services, LLC. and installed by a ClamVision Tech.

All ClamVision hardware will work according to its specs at the end of the installation period. A product purchased from Sight Systems & Services, LLC. by a customer will be supported until its manufacturer warranty expires. Check in with a Sight Systems & Services, LLC. Tech for individual product warranties. Charges will apply when services to products that are out of warranty are carried out by a ClamVision Tech. Free telephone and email support is available. If a Case results in a ClamVision tech making a trip to the current site of the hardware installation or equipment is shipped to the customer charges may apply. Any charges to be incurred by the customer will be

discussed and agreed upon by Sight Systems & Services, LLC. and the customer before any trip is made. Maintenance of the hardware is the responsibility of the customer. Any costs incurred by the customer due to lack of maintenance are the customer's responsibility.

Priority Levels

All support cases are assigned a priority level. These levels are based on the impact of a problem on a customer's operations and affect customer population.

- **Critical** – This type of case renders the software/hardware completely inoperative (system down) or affects the vast majority of customers
- **High** – This type of case materially restricts the use or performance of the system, software, or hardware or impacts a significant amount of customers.
- **Medium** – medium priority is used for issues and situations, while significant, are not considered serious. These issues will typically affect an important process or feature while leaving all other areas of the system functioning normally or impacts a limited number of customers.
- **Low** – Low priority is used for issues including documentation errors, not requiring immediate attention to maintain the customers operations.

Methods of support:

Phone:

Main office- 734-676-6108 x2

Harry- 734-624-7392

Sommer- 832-489-2351

Aaron- 713-409-0450

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