LogicMonitor

LogicMonitor technical support

SUPPORT PACKAGE		BASIC	ENHANCED	PREMIER	CONCIERGE
Self-help resources		✓	✓	✓	✓
Support portal		✓	✓	✓	✓
Account familiarity		⊖	⊖	✓	✓
Initial response times (Inbound tickets)	Urgent (L1)	2 hours	1 hour	1 hour	1 hour
	High (L2)	12 hours	4 hours	4 hours	4 hours
	Normal (L3)	24 hours	8 hours	8 hours	8 hours
	Low (L4)	48 hours	12 hours	12 hours	12 hours
Communication channel	Ticket	✓	✓	✓	✓
	Availability	24x7	24x7	24x7	24x7
	Chat	⊖	✓	✓	✓
	Availability	⊖	24x7	24x7	24x7
	Outbound screen share	⊖	✓	✓	✓
	Availability	⊖	24x7	24x7	24x7
	Inbound phone	⊖	⊖	✓	✓
	Availability	Not included	Not included	24x7	24x7
Support team		Standard	Standard	Premier	Premier
Health Check		⊖	✓	✓	✓
Health Check Remediation Assistance		⊖	⊖	✓	✓
Pro-Active Support		⊖	⊖	✓	✓
Administrative Tasks On-Demand		⊖	⊖	⊖	✓
50 PS Development hours annually		⊖	⊖	⊖	✓

LogicMonitor

LogicMonitor is committed to offering the best service for our customers which not only includes our continual platform updates but our world-class support as well. We have a variety of packages to meet your team's unique needs, so you can rest easy.

Support Packages

LogicMonitor offers four support packages (Basic, Enhanced, Premier, and Concierge) to meet your organization's unique needs. The following table provides an overview of the features included with each package.

Support feature descriptions

Account familiarity

Note: This feature applies only to users with Premier and Concierge support packages.

A Customer Success Manager and Premier Support Engineer will schedule an Account Familiarity session with you to capture details about your LogicMonitor account. Information gathered from this session, as well as ongoing support interactions, will be noted in our internal customer knowledge base that help our Premier Support team members develop an understanding of the nuances of your accounts, customizations, or any challenges may have been encountered in the past which can be used to help reduce the resolution time of future support requests.

The following information is captured in the initial session:

Identify named contacts

Identify your four named contacts, who will be authorized to make inbound phone calls to the Support teams. Named contacts must be LogicMonitor Certified Professionals with administrative access to the account.

Document account details

An important part of our Premier and Concierge account management is to gather information relative to your LogicMonitor environment so that our team becomes more knowledgeable about your account, usage pattern, and other specific configuration settings that will help us provide higher-quality support moving forward. Details to be noted include any custom solutions that have been purchased through Professional Services, integrations in use, critical customizations to the account, collector deployment caveats, and other pertinent information Support should be made cognizant of.

Open case review

A review of any open or long-standing issues impacting Premier and Concierge customers will be conducted. Any existing open support cases opened with out Standard Support team will be transferred over to Premier Support Engineers for on-going ownership and resolution.

Review support channels and processes

A review of current processes for contacting support relevant to Premier Support customers including: Chat Channel, Inbound Phone Calls, Ticket Portal, Escalations, scheduling, and after-hours availability.

Dedicated support channels

Note: This feature applies only to users with Premier or Concierge support packages.

You have dedicated communication channels that route your requests directly to the Premier Support team **24x5**. To maintain 24x7 availability, Premier Support requests made outside of the hours of Premier Support team availability will be routed to the Standard Support channels at a higher priority for assistance. If the request is urgent in nature, the Standard Support team will be capable of escalating Premier Support requests to the On-Call Premier Support Engineer.

Note: If specific coverage is required outside of the regular hours of availability, time can be scheduled in advance with Premier Support engineers for specific tasks best reserved outside the normal business hours or work week. This is subject to scheduling and availability and requires at least 1 weeks notice for confirmation.

Health Check

Note: This feature applies only to users with Enhanced, Premier or Concierge support packages.

Health Checks are an assessment of your account to provide actionable recommendations for improving LogicMonitor configuration and feature usage. Health checks are a great preventive tool for identifying misconfigurations or inefficiencies within your account that could lead to potential interruptions or missed notifications.

Health Checks typically cover the following focus areas:

- Alert settings
- Alert volume
- Collectors
- Dashboards
- Devices
- Integrations
- LogicModules
- Reports
- User access
- Website

Health check remediation assistance

Note: This feature applies only to users with Premier or Concierge support packages.

You have the option to get Remediation Assistance on recommendations identified during the Health Check assessment. Premier Support customers may schedule up to (three) 2-hour working sessions/per quarter with a Premier Support Engineer who can advise on best practices and aid with remediation on flagged focus areas. Concierge customers can address additional items through their Concierge agreement and opt to have Premier Support Engineers remediate items within their LogicMonitor account.

Pro-active support

Note: This feature applies only to users with Premier or Concierge support packages.

For our Premier and Concierge customers we offer the option to Opt-In to Pro-Active Support, in which your accounts are monitored for significant changes and other activity that might be beneficial for administrators to be aware of. LogicMonitor Premier Support Engineers will do regular checks on a set of predefined items for your accounts. If any concerns are identified, a support ticket will be opened on your behalf to highlight the concern with options to assist with resolving. Examples of items to be monitored include, but are not limited to:

- Spikes in alert activity across the account
- Increased number of dead collectors within the account
- Significant variances in the number of resources within the account
- Outdated Core LogicModules in use
- No Data being collected on critical devices
- Checks for Known Bugs impacting customer accounts

Administrative task on-demand

Note: This feature applies only to users with a Concierge support package.

You can request Support engineers assigned to your account to deliver Administrative Tasks On-Demand within their LogicMonitor environment. Administrative tasks and services include configuration, modification, and management of your LogicMonitor account. This can include day-to-day operations, enablement of core LogicMonitor functionality, and additional growth and refinement types of activities within the account. Additionally, our engineers will conduct regular evaluations of the LogicMonitor account to identify areas of the product that are not configured according to best practices or are areas of concern, as well as remediation of identified deficiencies.

Examples of administrative tasks on-demand available in Concierge include:

- Adding resources/creating resource groups
- Alert threshold tuning
- Dashboard creation
- Configuration of LM alerting integrations
- Creating or modifying alert rules and escalation chains
- Collector upgrades and tuning
- and much more!

50 PS development hours annually

Note: This feature applies only to users with a Concierge support package.

You get up to 50 Professional Services Development hours annually that can be utilized for the development of custom solutions*.

Examples of Custom Solutions* that hours can be utilized for include:

- Custom device monitoring (LogicModules)
- Automation Scripts
- Custom alerting integrations
- Advanced dashboard creation

Warning: Custom solutions are subject to scoping and may incur additional fees for overages over the annual allotment of hours.

Communication channels

Chat

Chat is the primary communication channel for customers on a paid Support package and is accessed via the "Chat with an Engineer" option located under the Support menu within the LogicMonitor account. LogicMonitor has recognized online chat to be the most effective channel for troubleshooting customer issues; allowing LogicMonitor Technical Support Engineers (TSEs) to work real time with our customers while being able to share artifacts that make the troubleshooting process more efficient. Artifacts such as screenshots, log files, code snippets, etc., can all be uploaded and shared real time within the chat interface; resulting in a faster resolution. Requests for support via chat are handled on a first-come-first-serve basis, however, wait times are typically less than 5 minutes.

Support ticket

Support tickets can be created by customers on all Support packages from within their LogicMonitor accounts or at the LogicMonitor Support Portal located at https://support.logicmonitor.com. In the event of a Service Disruption, in which customers cannot access their account, support tickets can still be submitted through the Support Portal. Urgent priority tickets are managed at the highest priority over any other communication channel (chat, phone, other ticket priorities), and should be reserved for items that are severely impacting customers' accounts. To help us resolve requests in a timely manner, customers should provide as many details as possible about their request, including specific examples of target areas to investigate or attaching any relevant screenshots and log files.

Screen share (Outbound)

LogicMonitor Support utilizes screen shares to work with our customers on requests that are sometimes best handled outside of text format or need a more guided approach. Customers on a Paid Support package may request an outbound screen share with a LogicMonitor Technical Support Engineers (TSEs) once they have reached out to coordinate via one of our other communication channels (Chat or Support Ticket) and have provided a summary of the issue.

Phone call (inbound)

Inbound phone calls to Support are available only to customers on Premier or Concierge support packages. Premier Support customers will receive a phone number to contact LogicMonitor Support, which can be used by authorized named contacts identified during the Account Familiarity process.

Status page

LogicMonitor maintains an external Systems Status Page to keep customers informed of service disruptions. It is highly recommended that our customers subscribe to our status page so that they are notified as soon as possible when LogicMonitor is experiencing technical difficulties. Initial updates are posted as soon as issues are identified and updates will be provided throughout the Service Disruption until resolution.

Issue severity levels

LogicMonitor is committed to provide outstanding, responsive Support and will make reasonable efforts to meet the target initial response time for the applicable severity or priority levels. Initial responses provided will be meaningful and related to the inbound support request. Response times are for initial response and acknowledgment of inbound requests; they are not meant to imply time to resolve the request. As highlighted in the following table, issues are assigned one of four severity levels.

SEVERITY/ PRIORITY	DESCRIPTIONS	EXAMPLES FOR PRIORITY USAGE	CUSTOMER SUCCESS ENGAGEMENT AND ESCALATION
Urgent (L1)	Usage of LogicMonitor account is severely impaired.	• Account is unreachable. • Performance degradation to the degree that the ability to use the account is severely impaired. • Loss of monitoring across multiple LogicModules and Resource types. • All Collectors are down or unable to reach LogicMonitor. • No alerts are triggering or being delivered across the entire account.	Support staff will engage the Customer Success team in under 4 hours if a solution is not found. Customer Success team will follow the documentation and communication policy procedures for Urgent case handling–notifying management.
High (L2)	Issues with the product that are causing previously working conditions to fail.	• Specific alert was not delivered to recipients, but other alerts are routing appropriately. • Loss of data collection across multiple devices on a single collector or a specific LogicModule used across a number of devices. • Collector has crashed, but has recovered. • Collector has crashed, hosts moved to a backup collector.	Support staff will engage the Customer Success team within 48 hours if a solution is not found. Customer Success team will work with Support teams, including Support Managers to facilitate communication and resolution.
Normal (L3)	Questions that may arise from normal usage and configuration on the account.	• How to get a LogicModule to apply to Resources already added in a LogicMonitor account (not previously in use on Resources). • Help building custom graph widgets. • Creating filters on an EventSource. • Alert Rule not matching as expected.	Support staff will engage the Customer Success team as needed.
Low (L4)	Questions of curiosity or general knowledge.	• Can you monitor X? • What are best practices for installing a collector? • General questions about the product, such as how LogicModules work.	Support staff will engage the Customer Success team as needed.

Warning: Severity levels (and their associated response times and escalation procedures) do not apply to feature or UX requests, LogicModule creation requests, misconfiguration errors, bugs not impacting performance/ functionality, product training, or Professional Services engagements.

Premier Support Team Availability (Premier, LM Concierge)

Note: This feature applies only to users with Premier or Concierge support packages.

You will have direct access to the Premier Support team **24x5**, excluding LM company holidays per region. Outside these hours of availability, when the Premier Support team is not available, Premier Support customer requests are handled by the Standard support team. 24x5 coverage begins every Sunday at 07:00PM CST and closes every Friday at 06:59PM CST (Monday 12:00AM to Friday 11:59PM UTC).

US holidays

New Year's Day

Martin Luther King Jr. Day

President's Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Day After Thanksgiving

Christmas Day

Christmas Eve

EMEA holidays

New Year's Day

Good Friday

Easter Monday

May Bank Holiday

Spring Bank Holiday

Platinum Jubilee Bank Holiday

Summer Bank Holiday

Christmas Day

Boxing Day

APAC holidays

New Year's Day

Chinese New Year

Good Friday

Labour Day

Hari Raya Puasa

Vesak Day

Juneteenth

Hari Raya Haji

National Day

Deepavali

Christmas Day

Limitations of support

Support does not include:

- Development of custom scripts, LogicModules, or integrations with third-party applications, unless on an LM Concierge package.

- Inbound Phone Support for customers not on a Premier or Concierge Support package and users other than the designated contacts identified during Account Familiarity processing.

- Support for custom solutions developed by the customer or delivered by LogicMonitor Professional Services and its partners.

- Support, analysis of, or troubleshooting third-party vendor add-ons or products.

- Collectors that are installed on operating systems that are end of life. LogicMonitor follows the Microsoft Lifecycle Policy ("Extended Support End Date") and the Red Hat Enterprise Linux Life Cycle ("End of Maintenance Support 2 (Product retirement date) when determining which Windows and Linux server operating systems are supported for Collector installation. For more information, see Installing Collectors.

- Feature requests, product improvements, or additional commitments from the product or development teams.

- Non-English language support.

- Providing remote administration or taking control of a customer's environment to perform installations, configurations, or adjustment to resources outside of the LogicMonitor platform.

- On-site support at the customers location.

Concierge Terms of Service

(Applicable if purchased)

Concierge Support is a subscription service with a minimum 12-month term. It is the highest level of white-glove Support with the intent of assisting customers in the administration of their LogicMonitor account, by providing remote access to LM Engineers who are experienced in administering, troubleshooting, and optimizing the use of LogicMonitor. All work is subject to default limitations unless specified otherwise.

LM's provision of Concierge support is subject to the terms and conditions of the applicable license agreement between LM and Customer for LM's SAAS-based infrastructure monitoring service, whether titled End User License Agreement, Terms of Service, Master Subscription Agreement or other similarly titled agreement (as applicable, the "Master Agreement").

In the event of any direct conflict between the Master Agreement and this Concierge Terms of Service ("Concierge Terms"), the Concierge Terms shall control this.

Concierge Support will be available to support the Customer's administration requests on an as-needed basis, within the scope of activities listed below in *"Table A - Concierge Services Overview"*. LM Concierge deliverables and responsibilities are classified into 3 primary categories:

Administrative Tasks On-Demand

Administrative tasks include configuration, modification, and management of the customer's LogicMonitor account. This would include day-to-day operations, enablement of core LogicMonitor functionality, and additional growth and refinement types of activities within the account. Additionally, LogicMonitor Support will conduct regular evaluations of the customers account to identify items of the product that are not configured according to best practices or are areas of concern, as well as remediation of identified deficiencies. LM Concierge Engineers are available for up to **(10) hours per week** for delivery of these administrative tasks.

Development Hours

Included in the LM Concierge agreement is up to **(50) Hours** that can be utilized towards the development of Custom Solutions. All identified Custom Solution requests are subject to additional scoping to ensure feasibility and provide the Customer with estimates of Level of Effort required for delivery prior to utilizing available hours. Any request over the available remaining hours may incur additional fees and require customer approval. Custom solutions types of which hours can be utilized for are categorized in "Table A - Concierge Services Overview".

Documentation and Reporting

Includes regular reporting, health checks, and documentation for any custom solutions delivered.

Table A - Concierge services overview

Administrative Tasks On-Demand

Product Area	Tasks/Services	Product Area	Tasks/Services

Alerts	• Creation or modification of alert thresholds
	• Create scheduled down time configurations where a new need is identified
	• Creation of new and/or updates to configurations for:
	  ◦ Alert rules
	  ◦ Escalation Chains
	  ◦ Alert message templates
	  ◦ Root cause analysis configurations
	  ◦ Recipient groups
	• Alert storm remediation
	• Correcting Alerts that have misrouted or routing incorrectly
	• Identifying alerting Integration issues
	  ◦ Autotask, ConnectWise, PagerDuty, ServiceNow, or Slack
	• Identifying outstanding Critical Alerts
	• Alert Rule priority audit and remediation
		Collectors	• Create new standard collector and/or auto balanced collectorgroups
			• Version upgrades or downgrades
			• Sizing selection and adjustments
			• Collector Failover setup
			• Collector Alerting enablement
			• Scheduled Down Time applied to Collectors
			• Collector Monitoring enablement and reporting
			  ◦ Standard Collector Groups Assessment
			  ◦ Auto Balancing Collector Groups Assessment
			• Update auto balanced collector groups to align with bestpractices
			  ◦ Collector versions
			  ◦ Auto balanced instance counts
			• Identifying and remediating Data Collection issues
			• Collector configuration file tuning

Dashboards / Widgets	• Creation* of new or updating dashboards, dashboards groups, widgets and tokens
	• Resolve issues with unpopulated widgets due to device,configuration or LogicModule changes
	• Remediation of broken or inaccurate Dashboards and Widgets
	
	New dashboards creation (Limited to metrics available within account)
		Devices and Services
		
		(Resources)
			• Configuration or Importing of new
			  ◦ Resources
			  ◦ Service insights
			  ◦ Cloud integrations (AWS, Azure or Google Cloud Platform)
			  ◦ Groups (Static and Dynamic)
			  ◦ Netflow enablement
			• Updates or creation of new device properties
			• Migration of devices from Staging to Production
			• Verify and update device properties required for monitoring enablement
			• Verify NetFlow enablement function and performance

Administrative Tasks On-Demand

Product Area	Tasks/Services	Product Area	Tasks/Services

Collectors	• Create new standard collector and/or auto balanced collectorgroups
	• Version upgrades or downgrades
	• Sizing selection and adjustments
	• Collector Failover setup
	• Collector Alerting enablement
	• Scheduled Down Time applied to Collectors
	• Collector Monitoring enablement and reporting
	  ◦ Standard Collector Groups Assessment
	  ◦ Auto Balancing Collector Groups Assessment
	• Update auto balanced collector groups to align with bestpractices
	  ◦ Collector versions
	  ◦ Auto balanced instance counts
	• Identifying and remediating Data Collection issues
	• Collector configuration file tuning
		LogicModules	• Creation of:
			  ◦ Basic LogicModules *(See section Terminology for definition)
			  ◦ Applies To functions
			  ◦ Graphs
			  ◦ Virtual Datapoints
			• Modification of:
			  ◦ Core LogicModules **(See section Terminology for definition)
			  ◦ LogicModule mechanics (Active Discovery, Polling Frequency, etc.)
			  ◦ Alert Messages on Datapoints
			  ◦ Virtual Datapoint Calculations
			• Identify gaps in monitoring to improve visibility of overall infrastructure
			• LogicModule repository updates (DataSources, EventSources, PropertySources, ConfigSources, etc.)

Integrations (Custom HTTP Delivery Methods)	• Enabling or modifying built-in Alerting Integrations • Integration Log Audit Report • Integration payload adjustments	NetScan	• New NetScan Policy creation • Modification to configured NetScans
		User and Roles	• Creating/Deleting/Updating Users and Roles

Reports	• Creation and modification of
	  ◦ Standard Reports
	  ◦ Report Groups
	  ◦ Scheduling of Reports and recipients
		Websites	• Creation of new:
			  ◦ Website groups
			  ◦ Ping Checks
			  ◦ Basic Web Check: up/down, basic login form, or whitelisting
			    ***(See section A.1 Terminology for definition)

Development Hours Categories (50 hours annually)	
Custom Alerting Integrations	Sending LM Alert information to an external system using Custom HTTP Delivery Integration.
Advanced Custom Data Visualization	Presenting monitored performance data using LM Dashboard and Widgets using extended functionality outside of basic product usage.
Custom Device Monitoring	Monitoring infrastructure and application performance data using LogicModules.
Custom Integration	One-way or two-way integration with an external system using the LM REST API.
Custom Portal Automation	Automating the creation, reading, updating or deleting of configuration in a LM portal using the LM REST API.
Custom Website Monitoring	Monitoring the status, content, response rate or synthetic transaction of a website using LogicModules or Web Checks.

Documentation and Reporting	
Account Health Reports	• Quarterly Health Checks • Alert Summary • Inventory Reports
Change Management Reporting	• Report of changes/remediations made in portal (by LM) • Change management/audit log reporting (by customer)
Known Issues Summary	• Active Product bugs impacting account • RCA/RFO for items impacting account
Custom Solutions Technical Documents	• ReadMe Documents • Design Documentation (if required)

Customer Owned Deployment

Concierge team members will provide guidance-only services to the customer in the items listed below. These customer owned tasks will require the customer to gather requirements, configure and/or deploy items within their environment prior to utilizing features or functionality in LogicMonitor.

Product Area	Customer Owned Configuration	Product Area	Customer Owned Configuration
Collectors	• Provisioning servers • Installation of Collector application	NetFlow	• Configuration of NetFlow on devices • Network access between NetFlow endpoints and LM Collector
Devices	Setup, configuration, and access control of any third party systems required for integration into LogicMonitor	Users	Creating User accounts in customers internal systems (AD/SAML)
LM Cloud	Configuring AWS, Azure, or GCP instances for monitoring	Websites	• Gathering Website inventory • Gathering and configuring Website monitoring credentials
LM Container	Configuring Docker or Kubernetes for monitoring		
LM Logs	Configuring Customer Systems for sending data to LM Logs for ingestion		
LogicModules	Monitoring the status, content, response rate or synthetic transaction of a website using LogicModules or Web Checks.		

Access Control

In order to perform services outlined in the agreement, LogicMonitor will require administrator access to the Customer account. To the extent that LogicMonitor personnel is authorized to gain administrative access to the Customer's account for purposes of performing its obligations hereunder, LogicMonitor shall ensure that:

1. Access is restricted to authorized LogicMonitor employees;

2. Access is used solely for purposes of fulfilling LogicMonitor's obligations under this agreement;

3. Access to the Customer account is obtained through an encrypted connection; and

4. LogicMonitor uses such administrative access capability only to fulfill configuration changes within the LogicMonitor account that is directly involved in LogicMonitor's performance of its obligations hereunder and does not access any other Customer third party systems, databases, equipment, or software.

Concierge Support Default Limitations

This agreement includes an overview of the types of tasks and services that can be provided with LM Concierge. LogicMonitor Support teams will make all reasonable efforts to deliver the services outlined, however, delivery of services is subject to default limitations and assumptions outlined below. Any unforeseen 3rd party limitations or requirement changes that are outside of LogicMonitor control may limit LogicMonitor's ability to deliver services.

Default limitations that are outside of Support teams capabilities include:

1. LogicMonitor Support does not have the ability to modify the LogicMonitor product, backend limitations, or its user interface. In general, Support teams will have the same level of access to the LM platform as the Customer

2. Any 3rd party technology required for delivery of custom solutions operates according to Customer provided documentation

3. LogicMonitor staff are prohibited from accessing customer systems or third party technologies outside of the LogicMonitor platform

In order to provide the services mentioned hereunder LM assumes:

1. Customer has imported at least 1, up-and-running Device and Collector into LogicMonitor

2. Customer will confirm test Devices are configured for data collection methods (e.g. SNMP community strings, WMI, JDBC passwords, ports, API tokens, etc.). See Defining Authentication Credentials

3. Customer will provide a subject matter expert (SME) for discovery and UAT for any requests that require customer side troubleshooting or a custom solution output

4. Any 3rd party documentation provided is inclusive of information needed to meet customer requirements

5. Customer has an appropriate level of support from any required 3rd party technology vendors to escalate technical issues outside of the LM platform

6. Customer will have an appropriate level of access from 3rd party technologies for data extraction and/or integrating with LM

7. For any Custom Solution development the Customer provides read-only credentials for remotely accessing the system by the customer's LM Collectors

Out of Scope

Notwithstanding anything in this agreement to the contrary, the parties agree that following items will be considered **Out of Scope** of services capable of being delivered within Concierge Support :

1. Services Engagements
   a. Professional Services Implementation
   b. Development of integrations for CMDB Systems
   c. Setup of LogicMonitor add-on features

2. Development of new features or enhancements to the LogicMonitor product. Development as used in this Concierge agreement does not imply development of the LogicMonitor product to change its out of box functionality and is limited to delivery of Services as outlined in *"Table A - Concierge Services Overview"*. Custom solution development, within the allotted 50 hours available annually; will be developed within the bounds of product limitations (e.g., API rate limits, frequency of data ingestion, etc.) and is unable to change the LogicMonitor product functionality to meet customer requirements.

3. LM-provided, managed, hosted infrastructure or systems to the customer outside the LM platform

4. Administration/Configuration of any IT infrastructure or applications outside the LM platform by the LogicMonitor staff

5. LogicMonitor staff integrating into customer workflows, service management platforms, or other forms of communication outside of approved LogicMonitor channels

6. Delivery or support of solutions outside of LM supported languages (PowerShell, Groovy, Python)

7. Customer proprietary rights to intellectual property of developed custom solutions; LogicMonitor will retain all ownership rights for any code developed by its staff

Development Hours Usage

The customer shall submit the request for custom solution delivery through LogicMonitor's normal Support channels (chat or ticket) or directly to their assigned account engineer. Once a request for a Custom Solution has been submitted, the process towards delivery is as follows:

1. The request will undergo scoping to validate feasibility and level of effort.

2. Level of effort with hours estimation will be communicated to the Customer for approval prior to starting development.

3. A no-cost, Statement of Work (SOW) will be provided to the customer detailing the scope of the deliverables and the amount of hours required from the customers current allotment of their available balance for Development Hours.

4. If the estimation of hours to deliver the solution exceeds the Customer's remaining balance of hours available, a change request can be submitted to increase development hours for additional fees.

5. If the level of effort and project scope has been approved, the solution delivery will be managed as a Professional Services Project with an assigned project team for delivery and subject to adhering to project structure (set timelines, UAT, Change Requests, time tracking, etc.)

Time Tracking

For Custom Solution development, upon scoping completion, an estimate of hours to deliver the custom solution against the allotted available hours will consist of hours estimations for each of the following roles:

1. Solutions Architect

2. Solutions Engineer

3. Project Manager

Time utilization includes working sessions, project management (communication, email, and calls), research and offline tasks by Solutions Engineer and Project Manager. Utilization reporting is to be provided on a regular basis based on current level of engagement (i.e. weekly during active utilization, monthly or quarterly during inactivity).

Terminology

The following terms and abbreviations are used throughout this agreement.

* Basic Webcheck: Basic Web checks are defined as non-scripted web checks and are limited to internal/external checkpoints with LM access to the endpoint using Basic or NTLM authentication (only), limited up to 3 Steps

*** LogicModules - Basic Creation: a new LogicModule created by PS, limited to the following use cases:

Webpage DataSource (Single-Instance) with up to 3 Datapoints

Log File EventSource with up to 1 Log File and up to 3 Filters

- The customer must install a Collector on the server where log files reside, or provide remote (network mount) access via NFS, CIFS, etc. from the Collector to the server

- Log File Path, alerting and filtering requirements must be provided by the customer

SNMP Trap EventSource with up to 3 trap Filters

- SNMP trap forwarding from Devices to Collectors must be configured by the customer

- SNMP trap message details and Filter requirements must be provided by the customer

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Syslog EventSource with up to 3 syslog Filters

- Syslog forwarding from Devices to Collectors must be configured by the customer

- Syslog details and Filter requirements must be provided by the customer

Windows Event Logging EventSource with up to 3 (non-Complex) event Filters

- The customer must install a Collector on the Windows Server where Event Logs reside

- Event IDs and Filter requirements must be provided by the customer

*** LogicModules - Core Modification: an existing, built-in (core) LogicModule modification, limited to the following use cases:

- Adding or modifying DataSource Datapoint

Manually adding instances to a multi-instance DataSource

Adding or modifying ConfigSource Config Check

Adding or modifying DataSource Datapoint or EventSource Alert Message

Adding or modifying DataSource or EventSource Filter

About LogicMonitor®

LogicMonitor®'s SaaS-based observability and IT operations data collaboration platform helps ITOps, developers, MSPs and business leaders gain visibility into and predictability across the technologies that modern organizations depend on to deliver extraordinary employee and customer experiences. LogicMonitor seamlessly monitors everything from networks to applications to the cloud, empowering companies to focus less on troubleshooting and more on innovation. For more information, visit www.logicmonitor.com.

LogicMonitor