STANDARD SUPPORT PLAN

Version 1.0

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Version Control

Version	Date	Notes
1.0	February 1, 2025	

1   Welcome to the RLDatix Life Sciences Standard Support Plan

RLDatix Life Sciences has created this Standard Support Plan (the "Plan") with the following objectives in mind:

- To outline the scope of support services included in the Plan once a customer's software is live and fully operational (post-implementation), provided the customer's account is in good standing.
- To help the customer's named users effectively access RLDatix Life Sciences support services.
- To reflect the Service Levels that form part of the contract between the customer and RLDatix Life Sciences.

RLDatix Life Sciences is not obligated to provide support for issues caused by the use of the software that is not in accordance with the specifications and/or the terms of this Plan.

2   Definition of Support

Support is defined as: technical support or break/fix services that typically include remote troubleshooting and basic usability assistance, and support to answer questions related to customer's use of the applications or software.

3   Definition of Installation Types

This Plan covers the following types of installation of RLDatix Life Sciences software:

SaaS: SaaS, or Software as a Service, refers to a solution in a cloud environment (e.g. AWS, Azure), where RLDatix Life Sciences is responsible for the maintenance of the software and environment. Customer IT is required to maintain systems in the customer environment that interface with the RLDatix Life Sciences software and environment.

4   Named Users Permitted to Contact RLDatix Support

Named users are those people that are permitted to contact RLDatix Life Sciences Support by phone or ticketing for assistance.

- For customers using RLDatix Life Sciences products where system administration is designated by a license type, the number of named users will equal the number of system administration licenses purchased.

- For customers using RLDatix Life Sciences products where system administration is based on permissions and not associated with a license type, the customer may designate up to five (5) named users per site.

Additional named users must be included on the Order Form.

Users beyond the named users must use the customer's own internal Help Desk support mechanism.

5 Supported Versions & Environments

RLDatix Life Sciences will provide support for the current version of the software, as may be updated from time to time.

RLDatix Life Sciences supports up to two (2) environments, e.g. test/staging and production, as applicable for the product suite.

6 Services Included in the Standard Support Plan

The following services are included in the Standard Support Plan:

a) Remote and online support to named users related to issues considered as incidents (errors), questions, and service requests.
b) Access by named users to online support resources available via Zendesk including:
    i) Tickets for reporting and tracking support inquiries
    ii) Knowledgebase for common and known support and troubleshooting guidance
    iii) Access to current materials, guides, lessons and recorded videos.
c) Access to new software versions and related orientation materials and/or new release orientation webinars.
d) Support of interfaces, lookups and integrations purchased from RLDatix Life Sciences.
e) Exclusive opportunities to participate in RLDatix Life Sciences sponsored events such as user groups, webinars and tradeshow receptions (registration fees may apply).
f) Submission and voting on product ideas and suggestions.

RLDatix Life Sciences reserves the right to monitor a customer's support usage by tracking the amount of time RLDatix Life Sciences resources spend responding to tickets, questions and inquiries and assisting the customer. Where that usage is excessive and/or atypical, RLDatix Life Sciences reserves the right to propose alternative service options to address the customer's needs, including potential adjustments to fees.

7 Additional Services Available for Purchase

The following services are offered outside of the Plan and may be purchased by the customer:

a) Premium services and resources associated with higher level Support Plans or other add-on services.
b) Custom training services in lieu of using self-paced online resources and/or other standard training offered by RLDatix Life Sciences from time to time.
c) Software configuration, forms design and report design assistance deemed to be outside of the scope of support.
d) Legacy data conversion/migration into the RLDatix Life Sciences system(s).
e) Set up, configuration and maintenance of 3rd party and data warehouse imports/exports, unless specified on the Order Form.

	f)	Support for legacy software environments and data extraction for archive purposes.
	g)	Additional named users.
	h)	Other service requests where request is deemed by RLDatix Life Sciences to be a chargeable service.
	i)	Onsite support services where deemed necessary by RLDatix Life Sciences and customer. Support that requires RLDatix Life Sciences to attend at customer's premises shall be at the customer's expense.

A comprehensive fee schedule setting forth all the additional chargeable services is available here:

Product	Request Type	Description	Delivery	Fee
All	Data Processing	Formatting data into existing source maps/templates; loading files to system.	5 business days	$500/file
All	Data Processing	Development of APIs. Support/maintenance for customer or third party access to our open APIs for data exchange.	15 business days (from receipt of final requirements)	$15,000/year
All	Data Processing	Support data collection by working directly with data sources to collect, format, or remediate data; working with third parties	5 business days for initial communications; resolution time dependent on responses from customer team	$650/file
All	Implementation	Implementation services beyond the timeframe included in the Annual License Fee.	Provided as needed	$335/hour
All	Source Map Maintenance	Changes to system configuration, source maps or preprocessor post-implementation.	15 business days after receipt of final documentation.	Included
All	Support	Support with or preparation of reports/data to support third party/external audits.	4 business days	$325/hour
All	Training	Training provided outside of Implementation and Hypercare or training that exceeds hours set forth in agreement. Training includes a 1 hour web-based meeting with content and slides tailored to customer. Training may be recorded.	5 business days	$1,500/training session (each additional hour charged at $500/hour)
GST	Late Data	Processing (loading and remediation) of data from prior calendar year when data is received after February 1.	7 business days	$1,000/file
GST	Late Data	Processing (loading and remediation) of data for January through July when data is received after September 1.	7 business days	$500/file
GST	Reports	Generation and review of Compliance Reports beyond the initial report created and reviewed.	7 business days	$2,500/report
GST	Reports	Preparation of US Federal Samples Report.	6 weeks from receipt of complete and final data set	$16,000/year/report.
GST	Source Map Maintenance	Development of Concur auto-transfer process	15 business days	$5,000/year
RM	Configuration	Preparation of GP configuration report.	10 business days	$5,000/report
RM	Consulting	Consult on rebate agreements and make recommendations on rebate volume and fee arrangements.	5 business days	$1,200/agreement
RM	Data Processing	Checkpoint audit requests beyond the monthly report provided.	3 business days	$750/request
RM	Support	Medicaid post-delivery dispute review and resolution.	15 business days	Included
PCD	Support	Respond to questions regulatory and compliance questions.	2 business days	Included
PTR	New Product Market Date	Late delivery of new product's first date of sale/intro to market date (i.e. less than 5 business days prior to new products first date of sale/intro to market date).	5 business days	$1,000 per NDC
PTR	Report approvals	Provision of approval on draft submission report less than 3 business days prior to due date.	3 business days	$1,000 per report/per day
TPE	System Configurations	Configuration of language translations.	15 business days	$7,500/year/language
TPE	System Configurations	Migration of HCP data from prior systems (including CVs/Historic NAF PDF's/Contracts)	7 business days	$7,500 per 100 HCP's

8 Exclusions

The following items are excluded:
   a) Correction of errors caused by:
      i) operation of the software in a manner other than that currently specified by RLDatix Life Sciences.
      ii) modification, revision, variation, translation or alteration of the software not permitted by RLDatix Life Sciences.
      iii) operation of the software in an environment that does not meet the technical specifications for the applicable software version.
      iv) use of the software by a person not permitted by RLDatix Life Sciences
      v) support for use of computer programs other than the RLDatix Life Sciences software.
      vi) failure of the customer to provide suitably qualified and adequately trained operating and programming staff for the operation of the software.
      vii) modifications to the database structure and/or direct activities within the database (all environments).
      viii) hardware fault or operating system malfunction.
      ix) customer's failure to comply with this Plan.
      x) errors or defects that are the subject of a warranty under another agreement.
      xi) mobile devices or hardware.
   b) Maintenance of customer equipment or hardware.
   c) Diagnosis or rectification of faults not associated with the software.
   d) Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by RLDatix Life Sciences.
   e) Unique customer-specific vendor access requirements such as training RLDatix Life Sciences resources, reapplying for access, frequent requirements for resetting of accounts, etc. Customers will need to declare their unique requirements and RLDatix Life Sciences will assess if acceptable within the scope of support services.
   f) Development of custom database queries and triggers.

If an error is confirmed to be due to any of the above factors, or other act of commission or omission of the customer, RLDatix Life Sciences reserves the right to deny support and/or bill the customer at the then current hourly rate for all effort in identifying, investigating and troubleshooting the error.

9 Customer Responsibilities

As a partner in supporting the RLDatix Life Sciences software, the customer is responsible for the following:

   a) Compliance with this Standard Support Plan.
   b) Staying current with the supported software version as outlined in Section 5 and the applicable RLDatix Life Sciences specifications.
   c) Designating key personnel who will act as the named users to access RLDatix Life Sciences Support and maintaining profiles via RLDatix Life Sciences Zendesk to ensure that RLDatix Life Sciences has current information on named users.
   d) Setting up an internal "Help Desk" support mechanism with trained, skilled and available resource(s) to support end users with everyday questions, conduct initial investigation and complete thorough troubleshooting before referring issue to RLDatix Life Sciences Support. Help Desk responsibilities include:
      i) User set up and management; user login issues, resetting passwords

    ii) User desktop support, including email and printing issues; PC related issues & logs; install/re-install of OS and software links
    iii) User navigational issues and training.
    iv) Browser issues related to security settings, compatibility and other advanced settings, user rights, security zones, group policies, phishing filters, Active X control permissions, profiles, etc.
    v) Anti-virus issues
    vi) Troubleshooting related to interface performance
    vii) Performing internal QA testing as per internal policies and procedures
    viii) Troubleshooting related to end-user mobile devices/hardware
    ix) User membership to active directory groups
    x) LDAP server/domain login issues
    xi) Maintaining approved network bandwidth/throughput and connectivity

e) Actively participating in the RLDatix Life Sciences support process by:
    i) Reporting the necessary facts and information via the RLDatix Life Sciences support ticketing system including steps taken to reproduce the issue and supporting materials. NOTE: It is the customer's responsibility to ensure that no PHI is provided to RLDatix Life Sciences via tickets or email. Should PHI need to be provided for the purposes of rendering support, a secure transfer protocol will be established for the transmission of the data.
    ii) Taking timely action on advice/recommendations provided by RLDatix Life Sciences, and timely response to communications from RLDatix Life Sciences .

    iii) Coordinating internal resources and arranging timely access to the necessary internal business contacts and/or qualified IT contacts with appropriate system rights for further information gathering and joint troubleshooting, when necessary.

f) Having an established process to provide internal software orientation and training to new hires/replacements, including key roles such as the System Administrator.

g) Informing RLDatix Life Sciences Support when the customer's local environment and security has been materially compromised so that RLDatix Life Sciences does not risk exposure to viruses and other security issues.

h) Assuming any associated costs related to unique software/hardware or licensing that is required in the customer's environment. This includes vendor access costs if customer is unable to use RLDatix Life Sciences recommended method.

i) Establishment and compliance to internal change management process to ensure necessary notifications, approvals and tracking occurs to avoid delays in RLDatix Life Sciences performing its duties due to change management oversights.

j) Arranging, attending and facilitating any meetings/calls between RLDatix Life Sciences and other 3rd parties such as other vendors, reporting bodies, etc.

10 Contacting RLDatix Support

An issue is considered received by RLDatix when it is either:

- Reported by phone to the RLDatix designated Support Phone (verbally or by voice mail) for Severity Level 1 issues only.
- Reported by email to one of the designated product Support Email addresses.
- Reported by ticket via ZenDesk.

Note, Named users are required to set up access to RLDatix Life Sciences Zendesk and to also maintain their user profiles. Named users will receive confirmation of their ZenDesk login credentials within three (3) business days.

10.1 Types of Issues

Customers may contact RLDatix Life Sciences for assistance with any of the following types of issues:

- **Incident:** An error related to software technical functionality which may/may not be due to a defect.
- **Question:** An inquiry on how to use specific features of the software, or how to perform a specific function;
- **Service Request:** A request for assistance related to configuration or services rendered by RLDatix Life Sciences. Depending on the nature of the request, assistance may or may not be within the scope of support services.

10.2 Reproducing Issues

At the time of contact, the Customer shall describe the nature of the issue and provide sufficient details of the circumstances of its occurrence, at RLDatix Life Sciences' discretion, for RLDatix Life Sciences to be able to reproduce the issue and commence efforts.

RLDatix Life Sciences must be able to reproduce issues in order to resolve them. The Customer agrees to cooperate and work closely with RLDatix to reproduce issues, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. The Customer agrees to provide RLDatix with remote access to the customer data, software and environments, where necessary, for the purposes of troubleshooting.

10.3 Hours of Support

RLDatix Life Sciences Support is available on Business Days, excluding holidays, from 8:30am to 5:30pm. Business Days are defined as Monday to Friday. RLDatix Life Sciences holidays are as follows:
- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

10.4 Support Phone

For Severity Level 1 issues only, users are encouraged to phone RLDatix Life Sciences Support. Severity Level 1 issues may also be reported by ticket, if preferred.

The Support Phone is:

- 1-855-825-3681

Customers may be prompted to leave a voice message on the designated Support Phone if resources are unavailable. A voice message left on the designated support line for Severity Level 1 falls within the service level. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received.

While Customers may leave voice mail messages for RLDatix Life Sciences staff at their individual phone extensions, an issue is not considered received until it is reported via the appropriate support mechanism (Support Phone, Support email or ZenDesk)

10.5 Support Email

Users may contact RLDatix Life Sciences Support by email. The Support Email for each product is:

GST	gstsupport@porziols.com
iCoach	support@icoachfirst.com
PCD	pcd@porziols.com
PTR	ptrsupport@porziols.com
RM	support@icontracts.com
TPE	tpesupport@porziols.com

An email to these addresses will automatically log a ticket in ZenDesk for review and resolution.

While Customers may contact RLDatix Life Sciences staff at their individual email addresses, an issue is not considered received until it is reported via the appropriate support mechanism (Support Phone, Support email or ZenDesk)

10.6 ZenDesk

Users may contact RLDatix Life Sciences Support via the RLDatix Life Sciences ZenDesk: https://lifesciences-support.zendesk.com/hc/en-us.

Each ticket will be assigned a unique tracking number and tickets are automatically routed to the applicable RLDatix Life Sciences Support team for response.

Contacting Support via ZenDesk is our preferred method of logging a ticket The benefits of submitting a ticket are:
- facilitates communication back and forth between the customer and RLDatix Life Sciences support staff while the issue is worked on
- central documentation of the issue, including attachments and subsequent communication within the ticket
- time stamps the ticket and all activities to track status and timeliness of resolution
- allows RLDatix Life Sciences to route the ticket to an available resource
- allows all those interested in the ticket to view the status of the ticket and post notes
- ensures that communication is not lost in personal email inboxes and voicemail.

11 Service Levels

RLDatix Life Sciences offers the following service levels and will use commercially reasonable efforts to resolve a reproducible issue in a timely manner. Response and Resolution times apply to tickets for Production environments.

Actual resolution time will depend on the nature of the ticket and the resolution steps.

A resolution may consist of any of the following:
- Solution to the issue so that the software is functional
- Fix within the permitted scope of support services
- Workaround that achieves end result
- Temporary fix compatible to the version, if deemed possible by RLDatix Life Sciences
- Confirmation that the software is performing as designed with no further action by RLDatix Life Sciences
- Instruction to customer if the issue is caused by a condition within the customer's control
- Confirmation of issue and referral to RLDatix Life Sciences Product Team for future release.

Services and Support Level Resolution Times:

Severity	Definition	Initial Response Time
Severity 1 Critical	Production system is inoperable affecting all users and/or data integrity is compromised.	Within 1 business hour of receipt of reported issue by phone or ticket
Severity 2 High	Production system is operable with a major component malfunctioning that affects all users.	Within 4 business hours of receipt of reported issue by ticket
Severity 3 Medium	Production system is operable with a minor/isolated component malfunctioning that affects a subset of users.	Within 1 business day of receipt of reported issue by ticket
Severity 4 Low	Production system is operable with a minor/isolated component malfunctioning that affects a single user, or where request is cosmetic, an inquiry, question or request for service.	Within 1 business day of receipt of reported issue by ticket

Resolution Times:

For **Severity Level 1**, RLDatix Life Sciences will resolve the issue as quickly as possible. If an issue is not resolved within (4) business hours, a workaround will be provided to Customer.

For **Severity Level 2**, RLDatix Life Sciences will resolve the issue as quickly as possible. If an issue is not resolved within (1) business day a workaround will be provided to Customer.

For **Severity Levels 3 and 4**, RLDatix Life Sciences will make every reasonable effort to resolve the issue as quickly as possible, but no more than five (5) business days after the incident is submitted to RLDatix Life Sciences Support.

Severity levels are assigned initially upon receipt of a ticket. After a full assessment of the ticket, Severity Levels may be adjusted at the discretion of RLDatix Lifesciences.

12 Escalation Procedure

If at any time a customer feels that their support expectations have not been met, the customer may escalate their concern to a manager. Escalation will receive prompt attention and management focus.

If the customer's expectations are still not met, then the concern can be further escalated to a member of the RLDatix Life Sciences Executive Leadership Team.

13 What if My Fees are in Arrears?

In the event that a customer contacts RLDatix Life Sciences for support and their account is not in good standing, the customer will be directed to the RLDatix Finance team.

RLDatix Finance reserves the right to suspend all services for accounts that are not in good standing. This includes suspension of support services for both technical and non-technical issues, delivery of software fixes/updates, and all other services related to training, consultation, implementation, and Support Plans.

14 Changes to Standard Support Plan

RLDatix Life Sciences reserves the right to change its Standard Support Plan from time to time in its sole discretion. The most current version of the Standard Support Plan will be posted electronically at https://www.rldatixlifesciences.com/standard-support-plan/