

## SCHEDULE A: SOFTWARE SUPPORT & MAINTENANCE GUIDELINES

### Client Support Process and Guidelines

During the Subscription Term Valhalla Healthcare, Inc. (“Valhalla”) will provide Support under the following terms. Support is defined to include all issues with the Service that impact the ability of our Clients to use the Service and the installation of any Software fixes, patches, upgrades, and enhancements. Support may be delivered by Valhalla employees or other Valhalla authorized parties, provided all of the terms of the Agreement will be complied with.

### Support Access

Support for the Service consists of unlimited telephone support, electronic support via email, co-working communication platforms (ie: Slack, Basecamp) and submission regarding the Allevia MicroAPI application:

Hours:	9:00 AM-5:00 PM Central Standard Time, Monday-Friday (except holidays)
Email:	<a href="mailto:support@valhalla.healthcare">support@valhalla.healthcare</a>
Phone:	(713) 213-3249
Language:	English

### Off-Hours Support

Valhalla will provide off-hours Support to Client. Depending on the severity of the issue remediation may occur upon receipt or addressed during Valhalla’s Standard Support Hours. If calling after normal business hours, use the standard phone number and the call will be forwarded to a designated on-call support resource. This section applies to Client initiated contact with the Valhalla Support Team only.

### Customizations

Up to five (5) hours of customizations are included at no-cost to the client per monthly invoicing cycle, without rollover. Valhalla Healthcare will provide written notice to the Client if the five (5) hour threshold is reached in a given monthly invoice cycle. Valhalla Healthcare custom development services are billed at \$250/hr and may only be charged upon written approval by the Client.

### Costs

All support will be included with the following exceptions:

- Effort involved in the identification and/or resolution of non-Service issues
- Standard operational monitoring and daily non-problem related maintenance of system
- Remediation of physical device related issues (such as handheld devices) which are non-service related.

### Response Time

All calls placed to the Support line or sent to the Support email address will receive a response within three (3) hours during normal business hours CST. Calls placed to the off-hours support line will receive

a response within twenty-four (24) hours during evening and/or weekend/holiday times. The response may include issuance of a case number.

### **Client Responsibility**

Upon Valhalla Support notification of issue, the Client is responsible for notifying Valhalla Support and demonstrating issue by reproducing said issue. This may include examples of specific data, screenshots, etc. Additionally, if required and requested, the Client will be responsible for providing access to the associated Client's systems for the support team. Any delays in access caused by the Client will be added to the resolution timelines and may impact Valhalla's ability to remediate the issue. Valhalla Support shall be responsible for any further fact finding and information gathering required to troubleshoot the issue.

### **Scheduled Maintenance Activities**

Valhalla will require periods of time to perform maintenance activities on the infrastructure hosting Allevia MicroAPI and associated services. If Scheduled Maintenance Activities require a downtime Valhalla will inform Client Designated Contacts no less than 24 hours ahead of a planned scheduled outage.

### **Upgrades**

The Subscription entitles the Client to receive, during the Subscription Term, all patches, updates, upgrades, and new releases for the Allevia MicroAPI basic software identified in the Agreement which Valhalla makes generally available to its customers at no additional charge. Updates will be made available on the Client's unique Production Test environment, hosted by Valhalla, for the Client to test and approve.

### **General**

The Service is eligible for support only as long as the Subscription is in effect. Support does not include: (a) installation or maintenance of applications or devices external to the Service which are non installed/supported or installed by Valhalla staff; or (b) any services required due to client negligence, unauthorized modification, combination of the Service with other software, or other causes external to the Service.

### **Standard Support**

Valhalla Support will provide Standard Support Services for the most current application version and the one (1) immediate version prior. This includes:

- Support access via email, phone, and Slack
- Upgrade support
- Analysis of non-conformance issues and enhancement requests
- Problem remediation (Block and Major)
- Patch generation
- Usage assistance