

## View Access License

View Access License. Altera shall provide Client with a limited View Access or Read Only license (a “**View Access License**”) for software designated as View Access or Read Only in the ordering document (the “**Software**”). For purposes of clarification a View Access license shall mean Client’s providers shall read or view the Software only and will not be allowed to modify the patient record or other data in the Software. Furthermore, Client acknowledges and agrees to the following View Access conditions:

- a. All restrictions and disclaimers set forth in Client’s agreement with Altera shall apply to the View Access License.
- b. Client’s use of the View Access License shall be on an "AS-IS" basis and all Altera representations, warranties, indemnities and other obligations for the Software outlined in the Agreement will immediately terminate and be of no force or effect with respect to the View Access License.

Support Services for View Access License. Altera will be required to provide support services for the common functions needed to maintain the Software and permit Client to view or read the data residing in the Software. This includes functions such as:

- Patient Look-up
- Chart reRead
- Adding users
- Printing
- Running existing reports

Support will not be provided for functions associated with adding new data to or modifying data in the Software. Altera will not provide support for the following functions (without limitation):

- HL7 interfaces, inbound or outbound
- Chart processing
- Data entry
- Data modification
- Operating system or hardware support
- Customization features
- Support for third-party products in those instances where these third party products are no longer supported or are supported only through extended support agreements with their original vendors.

Since the Software is in a static state, Client shall not be entitled to, and shall not implement, any updates ((including regulatory), upgrades, enhancements or bug fixes for the Software.

Support Services will be provided on a commercially reasonable efforts basis only and Altera will not be obligated to any response times stipulated in the Agreement. Support Services will be available only during normal business hours (8:00 am to 5:00 pm ET, Monday through Friday, excluding Holidays). Such request must be entered via Altera Client Web Portal.