

**NovoPath Specific Terms.** Client acknowledges that NovoPath is third party software and subject to the terms outlined herein.

Support shall be provided to Client in accordance with Tables 1 and 2 below. Support requests are tracked via a ticketing system, and monthly reports with a breakdown of the hours used are sent to Client. A non-defect is defined as any involvement of the Third Party Software supplier, NovoPath, Inc. ("NovoPath") that is not related to a mistake or error in the source code or design of the Software. Support will be based on the severity of the issue. Customer will report the problem to Altera via the support call numbers which are available at the following links: <https://www.alterahealth.com/legal/>. Calls will be routed to NovoPath, Inc. for handling. Issues can also be reported using the support email ([support@novopath.com](mailto:support@novopath.com)). NovoPath will respond in accordance with the priority codes listed below. Customer acknowledges and agrees that Altera has made no warranty or commitment with regard to Maintenance or Support Services related to Third Party Software. NovoPath's failure to respond to Customer in the Response Time and Time to Resolution as set forth below will not constitute a breach of the Agreement by and between Altera and Customer

**TABLE 1**

<b>NovoPath Maintenance and Support</b>	
<b>Response Time</b>	4 hours
<b>Call Escalation</b>	2 hours
<b>Included Defect Incidents</b>	unlimited
<b>Included Defect Hours</b>	unlimited
<b>Included Non-Defect Incidents</b>	100 requests per year
<b>Included Non-Defect Hours</b>	40 hours per year
<b>Coverage Hours</b>	Business Hours
<b>Available Additional Coverage</b>	n/a
<b>After Hours and Weekends Emergency Support Requests</b>	Included
<b>Business Hours Access (9 AM - 8 PM EST)</b>	Email/Phone
<b>Extended Business Hours Access (7 AM - 9 PM EST)</b>	Email
<b>After Hours and Weekend Support</b>	Email
<b>Onsite Response</b>	2 <sup>nd</sup> business day*
<b>Onsite Escalation</b>	Next business day*
<b>NovoPath Software Patches</b>	Included
	* Provided transportation availability

**TABLE 2**

<b>Priority</b>	<b>Severity</b>	<b>Response Time</b>	<b>Time to Resolution</b>
One	Software is down and completely nonfunctioning.	Response time will be within two business hours from the time a request for support is logged either by speaking to a representative or sending an email to NovoPath's technical support.	Within eight hours of Customer's report, either by providing a workaround or an operational procedure, such that Customer agrees the issue may be considered no more severe than a "high" priority.
Two	Software is usable but workflow has been interrupted or a significant feature is no longer working.	Response time will be within four business hours from the time a request for support is logged either by speaking to a representative or sending an email to NovoPath's technical support.	Within 48 hours of Customer's report, either by providing a workaround or an operational procedure, such that Customer agrees the issue may be considered no more severe than a "standard" priority.
Three	Software is usable but a minor problem appears under certain/unique situations.	Response time will be within four business hours from the time a request for support is logged either by speaking to a representative or sending an email to NovoPath's technical support.	The next scheduled Update or 30 days whichever is sooner.