



ALERT SERVICE LEVEL AGREEMENT

SERVICE UPTIME

Healthix offers a credit program to customers subscribed to our Alerts Service with terms shared here.

DEFINITION

“Uptime Percentage” refers to the percentage of time that the Alerts Service is available for Customer in using the standard monthly metric calculated by the New York eHealth Collaborative (“NYeC”).

Healthix will deliver 99.5% or higher Uptime Percentage. If we do not meet that level of performance, Healthix will provide a customer credit for each month based on levels indicated below.

| Monthly Uptime Percentage | Uptime Service Credit |
|--|---|
| Performance: Equal to or greater than 99.5% to 100% in a month. | No credit. |
| Performance: Equal to or greater than 95% to less than 99.5% in a month. | Twenty percent (20%) of the amount equal to 1/12 for each month of the PMPY invoiced. |
| Performance: Equal to or greater than 90% to less than 95% in a month. | Thirty percent (30%) of the amount equal to 1/12 for each month of the PMPY invoiced. |
| Performance: Less than 90% in a month. | Fifty percent (50%) of the amount equal to 1/12 for each month of the PMPY invoiced. |

Example: Customer has 100 unique members and is invoiced monthly for unique members for whom Healthix has sent an alert. Credits are provided monthly. The table below shows an example where service falls below performance goal four times and the corresponding credit that would be provided.

| Members | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|---------------------------------|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| Unique Members: Alerts Sent | 50 | 5 | 5 | 8 | 2 | 3 | 7 | 6 | 4 | 2 | 2 | 6 | 100 |
| Invoice | \$ 50.00 | \$ 5.00 | \$ 5.00 | \$ 8.00 | \$ 2.00 | \$ 3.00 | \$ 7.00 | \$ 6.00 | \$ 4.00 | \$ 2.00 | \$ 2.00 | \$ 6.00 | \$ 100.00 |
| Performance | 99.9% | 99.8% | 95.0% | 99.6% | 96.5% | 99.5% | 89.5% | 99.5% | 99.7% | 93.5% | 99.5% | 99.5% | 97.6% |
| Discount | 0% | 0% | 20% | 0% | 20% | 0% | 50% | 0% | 0% | 30% | 0% | 0% | |
| Members Impacted by performance | 50 | 55 | 60 | 68 | 70 | 73 | 80 | 86 | 90 | 92 | 94 | 100 | |
| CREDIT | \$ - | \$ - | \$ 1.00 | \$ - | \$ 1.17 | \$ - | \$ 3.33 | \$ - | \$ - | \$ 2.30 | \$ - | \$ - | \$ 7.80 |

CHANGES TO ALERT SERVICE AGREEMENT

Healthix may change its support plan details from time to time in its sole discretion by providing 90 days prior written notification to Customer.