



Terms and Conditions Service Level Agreement

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Schedule 2. Service Level Agreement

1. Obligations

Below is a summary outline of the actions/task deliverables and the responsibility indication between a customer and Aptvision Ltd 'The Supplier'.

1.1. Customer's Obligations

a. System Implementation:

1. Designate site Super-user / Admin-user roles prior to starting;
2. Accurately complete "master data template" (file with initial information that needs to be configured in the system) with high quality data and in time frames indicated by the Supplier and agreed upon;
3. Install the desktop version of the application on individual computers wherever necessary; prepare the IT infrastructure environment for user access to the System;
4. Organise modality engineer to conduct integration and tests between modality and Supplier's System at least two weeks before planned "go-live".

b. Training:

1. Ensure and arrange all personnel available to participate in the face to face training on dates confirmed between the Customer and the Supplier
2. Carefully read the Supplier's manual before the go live.

c. Go-live:

1. The Customer will organise a system manual to be available for each user during the initial days of using the system
2. The customer will organise a modality engineer to be available or on-call for any possible issues that may emerge during go live

d. Ongoing system support:

1. Maintenance of the system from configuration perspective once the system goes live in the clinic. On-going system configuration that should be performed by the Customer includes (but is not limited to):
 - a) Configuration of clinics availability
 - b) Configuration of new insurers
 - c) Configuration of insurers limits
 - d) Configuration of new pricing list

- e) Configuration of new procedures
 - f) Basic cancellation of appointments
 - g) Setting up blocked slots in the scheduler
 - h) Creating new users
 - i) Permission rights change
2. Payment for all relevant costs at the agreed intervals between the Customer and the Supplier.
 3. Reasonable availability of Customer representative(s) when resolving a service related incident or request.

e. Super-user / Admin-user responsibilities:

1. The Customer will, at its own expense, respond, as an initial matter, to questions and complaints from End Users or third parties relating to the Customer's/ Affiliate's or End Users' use of the Software (i.e., level 1 support).
2. Where reasonable to do so, the Customer will use commercially reasonable efforts to resolve level 1 support issues before escalating them to the Supplier.
3. Only when the Customer / Affiliate cannot resolve a support issue consistent with the above, then the Customer/Affiliate may escalate the issue to the Supplier

1.2. Supplier's Obligations

a) System Implementation:

The Supplier will

1. Provide the master data template and manual explaining how to complete it
2. Configure information from the master data template
3. Send the desktop version of the application
4. Assist with the integration with modality engineer and test the integration

b) Training:

The Supplier will

1. Provide training and a system manual to each user group in each department.

c) Go-live:

The Supplier will

1. Assist the Customer with using the system, answer questions and provide minor system configuration if needed during the "Go Live" period

**d) Ongoing System Service:
The Supplier will**

1. Provide ongoing system support in the scope and extent described in this agreement
2. On-going Service Management
3. Service Desk support through Jira

2. Service Availability & Delivery Timelines

Service Coverage parameters specific to the support(s) covered in this SLA are as follows:

1. Telephone and help desk support: 9:00 A.M. to 17:00 P.M. CET Monday – Friday
2. Tickets received outside of office hours will be collected, however no action can be guaranteed until the next working day.
3. Any support requested by the Customer outside of the hours specified above is not guaranteed and may be offered on a best-efforts basis. Any such case will be charged at rates to be agreed between the Customer and the Supplier.

3. Reporting Process

1. All incidents, service requests and change requests found should be immediately reported through the ticketing system provided by the Supplier. The ticketing system provided by the Supplier is:

<https://aptvision.atlassian.net/servicedesk>

2. The Supplier will provide a user manual explaining how to use the ticketing system.

3. Communication

a) All communication to Supplier from the Customer must be via a designated point of contact from the Customer's side and labelled as the First Level Support Agent (FLSA). The FLSA should be an IT manager, RIS Manager, Regional Manager etc which should act as representative of all system end users. The list of all FLSA's shall be furnished to the Supplier at the earliest moment.

b) The role of the FLSA is to:

- Act as a main point of contact between the system end users and the Supplier
- Collect all requests from system end users
- Evaluate all requests and apply priority
- Resolve those requests that can be done on the Customer's side
- Provide answers to end user's queries about the system

c) The FLSA should contact the Supplier when:

- There is a system incident that needs to be resolved by the Supplier
- There is a need to create a change request ticket

- The service issue cannot be fixed by the Customer
- There is non-standard query outside the ability of the Customer
- There is a need for any special escalation.

d) ONLY the people from the FSLA group may contact the Supplier and create tickets in the ticketing system. Non-direct contact from system end users and clinic's personnel will not be entertained unless specifically agreed in advance.

e) If there is a need to make any special escalation in addition to the ticket on the service desk the Customer may also send a direct email or phone call to the Suppliers Support Team or to the Supplier's Account Manager for a given country.

4. Technical Requirements for using Aptvision Software

These requirements apply to workstations where the RIS is used.

Minimum System Requirements:

1. Windows Desktop version 7 or later
2. 2Gb RAM
3. Capable of running a compatible browser (see below)
4. 1 monitor capable of displaying at least 1024x768 resolution
5. High-speed internet connection (see below)

It is the Client's responsibility to ensure that all systems running the Supplier's software meet these minimum system requirements. The Supplier does not assume responsibility for any problems arising from the Client's failure to meet the minimum system requirements.

The Supplier is responsible for ensuring that the software runs on these minimum requirements and ensuring that the proper testing procedures are in place to guarantee that the software continues to run correctly on these minimum system requirements.

Compatible Browser Requirements:

Aptvision software is supported on any up-to-date official version of either Mozilla Firefox or Google Chrome.

“Up to date” means that the version must be no older than 2 versions behind the current major release of the browser. For example, if the current latest major version of Firefox is 54 then Aptvision software is supported on versions 52, 53 and 54 but not on 51 or older. The same applies for Google Chrome, if the current latest major version of Google Chrome is 62 then Aptvision software is supported on versions 60, 61 and 62 but not 59 or older.

High-speed internet connection

An always-on, business grade, fast and high quality internet connection is required to use the software. It is recommended that primary WAN link is backed up by alternative connection (4G LTE for example) and actively monitored and managed to guarantee a continuous, reliable and predictable network operation.

The Desktop RIS Application

The Supplier will notify the Client of new versions and provide the latest version of the Desktop RIS Application to the Client, usually by email.

As an alternative to providing the Desktop RIS Application to the Client to distribute and install, the Supplier may, at its discretion, implement a “self-updating” system where the Desktop RIS Application prompts the user to update automatically on startup.

All Desktop RIS Applications in use by the Client should be upgraded by the Client to the latest version as soon as reasonably possible (no longer than 1 month after having received notification of the newer version) after which time the un-upgraded version ceases to be supported by the Supplier. The Client may continue to use older versions of the Desktop RIS Application at their discretion but the Supplier does not assume responsibility for any loss of functionality or problems arising from unsupported versions of the Desktop RIS Application.