

RL Solutions Software Support & Maintenance Guide

For use by Hosted Clients with 5 Hour
Capped Support

December 20, 2018

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1. Welcome to RL Solutions Software Support Services

The purpose of this document is to provide important information to Clients who require support for their RL Solutions software and who have purchased a capped support service. RL Solutions (RL) has created this document with the following objectives in mind:

- To outline what a Client can expect once their system is live and fully operational (post-implementation), provided the Client's annual Software Support and Maintenance fee is in good standing.
- To provide information on the software support services available from RL Solutions.
- To help key Client contacts such as System Administrator(s) and/or key IT personnel effectively access and utilize RL Solutions software support.

Please review this guide carefully as it contains important information regarding the support of RL Solutions products.

And thank you for choosing RL Solutions!

2. The RL Solutions Support Commitment

At RL Solutions, we believe that serving our clients is both a privilege and a responsibility. We hope to maintain that business by providing clients with services and solutions to meet their needs. We also recognize that in order to enable clients to concentrate on their core business issues, RL Solutions must provide exceptional service and support to help ensure the software is performing optimally.

3. Service Hours

Support hours are limited to 5 hours per year. RL Solutions will monitor the utilization of support services and provide a status report at minimum on a quarterly basis.

In the event that additional hours are required, the Client may purchase additional support time from RL Solutions at the then published rate.

RL Solutions will track all time spent by all RL Solutions resources in relation to supporting the software. Activities tracked include, but are not limited to:

- All tasks associated with receiving, investigating and resolving technical issues submitted via case to the RL HUB.
- All tasks associated with inquiries and requests for assistance on system administration (e.g. adding fields, changing pick lists, managing users, reports, alerts, etc.) and "how to" questions.

Note: If an issue is determined to be a bug (software not performing as designed), then hours associated with the investigation and identification of the issue will be tracked but not deducted from the support hours. RL Solutions will endeavor to provide a reasonable alternative/workaround, if available. Should the Client not accept the recommendation of RL Solutions, all additional time spent providing the Client with other options will be deducted from the support hours.

Unused support hours do not roll over the next year, and cannot be transferred to other projects, products or services.

Additional support time can be purchased in blocks of 5 hours at the published technical rate.

4. Services Included in Annual Support & Maintenance

RL Solutions offers a variety of services, some of which are complimentary and are included under the Support Agreement, and others that can be purchased on an as-needed basis.

Services Included in Support:

- i) Just-in-time product support by phone, email and cases. (For the definition of a case, refer to Section 10).
- ii) Access to RL business and technical experts for technical, how to and system admin inquiries.
- iii) Access to RL HUB, a central online site which includes
 - a. RL Community
 - b. On-line training and knowledge resources such as training documents, KB articles, job aids, videos and tutorials
 - c. Cases for contacting the RL Support Team.
- iv) Access to complimentary training and educational webinars provided by RL Solutions.
- v) Access to research and whitepapers on industry topics.
- vi) Access to new software releases containing new features and functionalities. (Note: Technical services to apply the update are not included and may be purchased at the published rate. Business services to orient and train on the new features may be purchased at the published rate).
- vii) Level 2 technical support when Client IT resources have done thorough Level 1 troubleshooting and are unable to resolve a matter.
- viii) Support in up to two environments (Test and Production).
- ix) Exclusive opportunities to participate in RL sponsored events such as RL Palooza, RL Connections and tradeshow receptions (registration fees may apply).
- x) Submission of product Ideas & Suggestions through the RL HUB Community.

Services Available for Purchase:

- i) Technical services to apply software updates.
- ii) Services to orient and train on the new features of a software update.
- iii) Custom training services and/or 1:1 software training.
- iv) Services related to software configuration, forms design and report design.
- v) Technical services related to server migrations and other specialized requests.
- vi) Remote System Optimization services by an RL expert who will manage Client software configurations, reports and alerts on a day-to-day-basis.
- vii) Data conversion/importing data from a historical system.
- viii) Transfer/extraction of data to send to an external third party from the RL Solutions software.
- ix) Support for legacy RL environments (e.g. support of old Delphi environment after a move to RL6) or other environments not covered by the current Support Agreement, unless specifically purchased.

5. The Client's Role in Support

As our partner, the Client plays an essential role in ensuring their success by:

- Keeping current with the software by applying updates using the Environment Manager tool such that the production version is within 2 calendar years preceding the release of the most current version of the software.
- Setting up a Level 1 support mechanism with trained, skilled and available resource(s) to support end users with everyday questions, initial investigation and thorough troubleshooting.
- Ensuring all Client personnel are aware of the Level 1 internal support process for accessing front-line assistance.
- Designating key system personnel who will act as contacts with RL Solutions for support when Level 2 assistance is required.
- Reporting the necessary facts and information to fully describe the issue/inquiry, including case examples and screen shots, using the online support case system accessible via the RL HUB.
- Establishing an internal change management process for tracking and approving software changes.
- Taking timely action on advice and recommendations provided by RL Solutions, and taking timely response to communications from RL Solutions (e.g. in cases).
- Having an established process to provide internal software orientation and training to new hires/replacements, including key roles such as the System Administrator.
- Updating staff profiles via RL HUB to ensure that RL Solutions has current information on key personnel.
- Ensuring that the RLadmin license (for applicable versions) is reserved for use only by RL Solutions personnel.
- Self-monitoring the utilization of support hours.

6. Assumptions

In order for RL Solutions to meet the service standards, the following assumptions have been made. Failure to meet these assumptions will impact adherence to these standards and may also affect support costs.

- The Client is responsible for coordinating their internal resources and arranging timely access to the necessary Client business contacts and/or qualified IT contacts with appropriate system rights (e.g. DBA, Network Administrator, Interface Analyst, etc.) for further information gathering and joint troubleshooting.
- The Client is responsible for supporting their network and services that the RL software requires.
- The Client will be responsible for providing to RL and covering any associated costs for any unique software/hardware or licensing that is required in the Client's environment.
- The Client will comply to their own internal change management process and ensure notifications and approvals are received as per agreed upon plans, so as to ensure there are no delays in RL performing its duties due to change management oversights.
- RL Solutions will be provided with any necessary reports and documents needed to perform its support responsibilities.

- The Client will conduct the expected Level 1 troubleshooting (refer to Section 7) on the issue and will include their actions and findings when reporting the issue to RL Solutions.
- The Client complies with RL's published technical specifications for the applicable software version available at <https://hub.rlsolutions.com/ArticleDetail?ArticleName=RL6-Update-Guides>.
- The Client is responsible for arranging and facilitating any meetings/calls between RL and another third party (e.g. another vendor the client works with).
- An authorized Client representative will participate in any meetings/calls where RL Solutions is required to engage with a third party vendor to address a reported issue and/or work on a specific project.
- If the support intervention is deemed to be out of scope of the Agreement (as detailed in Sections 3 and 6), the Client has the option to purchase services from RL Solutions, or may need to seek assistance from a third party.
- RL Solutions reserves the right to monitor a Client's support utilization by tracking the amount of time all RL resources spend responding to questions and inquiries. Where that utilization is excessive and/or atypical, RL reserves the right to propose alternative service options to address the Client's needs, including potential adjustments to annual support fees.
- The Client will purchase additional support hours if they require more than 5 hours before renewal.

7. Support Exclusions

Support Services provided by RL Solutions under this Agreement do not include:

- a) Correction of errors or defects caused by the operation of the software in a manner other than that currently specified by RL.
- b) Correction of errors or defects caused by modification, revision, variation, translation or alteration of the software not authorized by RL.
- c) Correction of errors or defects caused by the operation of the software in an environment that does not meet the RL technical specifications for the applicable software version. Technical specifications are available at <https://hub.rlsolutions.com/ArticleDetail?ArticleName=RL6-Update-Guides>.
- d) Correction of errors or defects caused by the operation of the software which is at an unsupported version at the time of the defect.
- e) Correction of errors or defects caused by the use of the software by a person not authorized by RL (as defined in the Terms of Use Agreement).
- f) Correction of errors caused in whole or in part by the use of computer programs other than the software.
- g) Correction of errors caused by the failure of the Client to provide suitably qualified and adequately trained operating and programming staff for the operation of the software.
- h) Correction of errors caused by modifications to the SQL database structure and/or direct activities within the SQL database.
- i) Rectification of Client errors.
- j) Rectification of errors caused by a hardware fault or operating system malfunction.
- k) Equipment/hardware maintenance.
- l) Diagnosis or rectification of faults not associated with the software.
- m) Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by RL.

- n) Correction of errors arising directly or indirectly out of the Client’s failure to comply with this Agreement.
- o) Correction of errors or defects which are the subject of a warranty under another agreement.
- p) Correction of errors or defects associated with mobile devices/hardware.
- q) Unique client-specific VPN requirements such as specialized training of RL resources, reapplying for access, frequent requirements for resetting of accounts, etc. Clients will need to declare their specialized process and RL will assess if process fits within the scope of this Agreement.

8. Level 1 and Level 2 Support

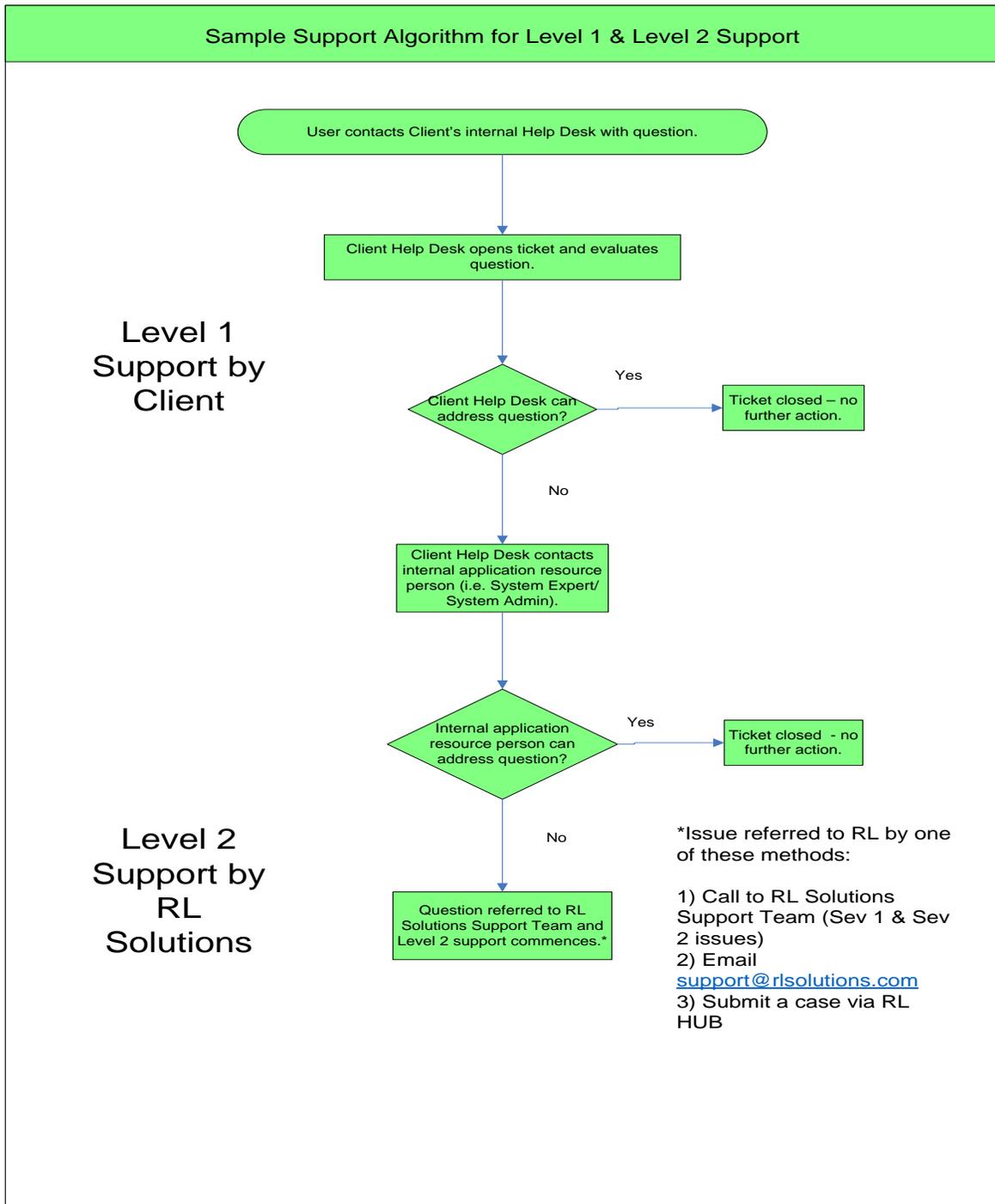
RL Solutions only provides Level 2 support. It is expected that Level 1 support will be provided by the Client’s internal IT Department and/or a central resource person at the Client organization (e.g. System Administrator).

The following charts outline the differences between Level 1 and Level 2 support:

Level 1 Support provided by Client		
System Administrator/Expert (e.g. application expert in Risk Management or Patient Relations departments)	PC & Desktop Support (e.g. IT Department Help Desk)	Network & Connectivity Support (e.g. Network Administrator, Interface Analyst, DBA)
<ul style="list-style-type: none"> • User cannot log into the application; resetting passwords • Configuration of alerts; investigation of alerts issues via alert center and log • Creation of reports; modification of reports • Creation and management of auto reports/scheduled reports • Modifying pick lists and location lists • User set up; managing user profiles; user permissions • Configuration and maintenance of location constraints • Printing issues • Investigation of any notifications not firing as expected 	<ul style="list-style-type: none"> • Browser issues related to security settings, compatibility and other advanced settings, user rights, security zones, group policies, phishing filters, Active X control permissions, profiles, etc. • Anti-virus issues • Troubleshooting related to interface performance • User desktop support • Email sender issues • Access to admin tools for end users and training • General troubleshooting; checking PC event logs • Install/re-install of OS and software links • Install/re-install of thick Client software on PCs (Delphi) • Performing internal QA testing as per organizational policies and procedures • Troubleshooting related to mobile devices/hardware 	<ul style="list-style-type: none"> • Email server issues related to SMTP configuration, spam filters, relays, black lists (MX record) • HL7 sender does not get a response from RL listener • User membership to active directory groups • Domain login issues • Mass deployment of thick Client or relevant software (e.g. email sender.dll) • Mass deployment of changes and/or configuration of Client-side application to work with RL software (e.g. security changes in IE pushed through active directory) • Performing internal QA testing as per organizational policies and procedures • Maintaining approved network bandwidth/through-put and connectivity • Responsible for configuring and maintaining the VPN tunnel appliance on their network

Level 2 Support provided by RL Solutions	
Technical Support	Business Support
<ul style="list-style-type: none">• Troubleshooting related to software bugs and issues• Escalated technical issues from Level 1 point of contact• Unusual SQL DB behavior• Escalated software performance issues from Level 1 point of contact• Advanced IIS troubleshooting	<ul style="list-style-type: none">• Escalated need for assistance with application functionality• Escalated need for assistance with advanced customization and configuration• Assessment of custom needs and referral to appropriate RL services team

The following algorithm may be used to help clients set up their own internal Level 1 Support process and procedure for contacting RL Solutions.



9. Types of Support Issues

Clients may contact RL Solutions Support for assistance with any of the following types of issues. These issues are reflected as case types in RL HUB.

- i. **How To/Question:** A request for assistance on how to use specific features of the software, or how to perform a specific function.
- ii. **System Admin Assistance:** A request for assistance related to configuration using any of the system administration tools.
- iii. **Technical Inquiry:** A question or problem related to software technical functionality which may or may not be due to a bug.
- iv. **Update Inquiry:** A question or problem related to the planning, installation or testing of a software update.

10. Authorized Client Contacts

The Client may designate up to 2 people per product who are authorized to contact RL Solutions for support assistance via Cases, unless otherwise specified in the order form. Typically this includes:

- The key Client business contact (e.g. the System Administrator)
- A designated IT resource responsible for internal application support.

Front-line staff is not authorized to contact RL Solutions Support directly, and should utilize the Client's internal Level 1 support mechanism.

Authorized contacts are required to set up access to RL HUB, and to maintain their user profiles. RL HUB can be accessed through the RL Solutions website. Approved contacts will receive confirmation of their login credentials within one (1) business day.

11. How to Contact RL Solutions for Support

For optimal service, Clients are required to report all issues and inquiries through Cases via RL HUB.

A case is an electronic support ticket for a software related inquiry or issue. Cases are automatically routed to either RL's business or technical support teams for investigation and resolution. Cases are created and submitted online via the RL HUB, a central place to access important information, including RL Community, RL Rewards, Training and Knowledgebase and My Cases. Clients new to RL Solutions will be provided with an orientation to the RL HUB and how to submit cases.

The benefits of using Cases are:

- ensures central documentation of the issue, including attachments
- time stamps aging of case and all activities to track status and timeliness of resolution
- allows all those interested in the case to view the status of the case
- centralizes subsequent communication regarding the case in one place

- ensure that communication is not lost in personal email inboxes.

Phone assistance is available, and **MUST** be used when reporting Critical/Severity 1 software issues.

Clients should not leave voice mail messages to RL staff at their personal phone extensions, nor send emails to personal RL email addresses.

An issue is considered received by RL Solutions when it is either:

- Reported by phone (verbally or by voice message) to the RL Solutions designated support line.
- Reported directly into a case through RL HUB.

11.1. Submitting a Case

Support issues can be easily reported directly into the RL Solutions case system through RL HUB, accessible from the RL Solutions website.

Using RL HUB, Clients can view and update their cases as well as see the status of cases and actions taken by RL Solutions.

11.2. Contacting by Telephone

This method **MUST** be used for notifying RL Solutions of a Critical/Severity 1 software issue as per the RL Solutions Severity Levels.

To contact the RL Support Team, call **416-410-8456 x 1**.

Clients may be prompted to leave a voice message on the designated support line if RL resources are unavailable. A voice message left on the designated support line falls within the service level agreement. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received. A case will be created based on the voice mail message and a response from the RL Support team may be via the case rather than a call back.

12. Severity Levels and Service Standards

RL Solutions triages all inquiries based on the following Severity Levels and Service Standards matrix.

Note: For issues requiring VPN access, the resolution time is dependent on available VPN access. If VPN access is not available, the resolution goals will not apply until such time as VPN access is established by the Client.

Severity Level & Definition	Examples	Client Actions	RL Solutions Actions	Resolution Goal (See Note 1)
<p>Severity 1 (See Note 2)</p> <p>Critical business impact.</p> <p>This issue renders the LIVE/PROD software inoperative or causes the software to fail catastrophically. This condition requires immediate resolution.</p>	<p>Issue affects all users and can be replicated every time on all devices.</p> <p>Examples: -application is down -cannot create, open or submit files -critical interface such as patient demographics has failed. -users cannot log in to application/ single sign on not working. -unable to open application/access violation upon start-up of software causing reboot. -missing files/data. -web form crashing, stalling, not loading.</p>	<p>Client will: -report the issue by PHONE to the RL Solutions Technical Support line -explain the full extent of the issue and provide any relevant background information -provide name and contact information (e.g. phone, pager, cell) for call back by RL Solutions, including a back-up contact, if required</p>	<p>RL Solutions will: -immediately assign the issue to a support analyst -ensure that within 2 hours of knowing the details of the situation, RL communicates in writing (via case) back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.</p> <p>The support analyst will: -commence efforts to address issue and find resolution within 1 business day -provide daily status report to issue communicator and status of resolution timeframe until resolution state achieved</p>	1 business day
<p>Severity 2 (See Note 2)</p> <p>Significant business impact.</p> <p>The software is usable but the issue restricts a key component of the software.</p>	<p>Issue affects all users and can be replicated every time on all devices.</p> <p>Examples: -unable to create alerts -unable to create or run report templates -alerts service or auto report service is down – not firing by email. -web configuration tool not working. -changes made to pick lists in administration module not posting or saving. -INI changes not posting to web form.</p>	<p>Client will: -report the issue by submitting a case -explain the full extent of the issue and provide any relevant background information -provide name and contact information (e.g. phone, pager, cell) for call back by RL Solutions, including a back-up contact, if required</p>	<p>RL Solutions will: -assign the issue to a support analyst within 1 business day of receipt of issue -ensure that within one business day, RL communicates back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.</p> <p>The support analyst will: -commence efforts to address issue/bug and find resolution within 2 business days -provide daily status report to issue communicator and status of resolution timeframe until resolution state achieved</p>	2 business days

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<p>Severity 3 (See Note 3)</p> <p>Standard business impact.</p> <p>This indicates the program is usable with a less critical/minor component malfunctioning.</p>	<p>Issue affects small number of users/single user and may be replicated every time on all devices.</p> <p>Examples: -unable to send email from within application. -unable to print report. -unable to run specific report/specific report template issue. -specific alert or auto report not firing or being received by designated recipient. -unable to update certain pick lists in administration module. -issue configuring specific field using web configuration tool.</p>	<p>Client will: -submit a case through RL HUB -explain the full extent of the issue and provide any relevant background information</p>	<p>RL Solutions will: -assign the issue to a support analyst within 3 business days of receipt of issue -ensure that within three business days, RL communicates back to Client: a) issue was received and understood by restating the problem, b) RL plan for resolution, c) confirmation of resolution goal response time, and/or d) request for further information on reported issue.</p> <p>The support analyst will: -commence efforts to address issue and find resolution within 3 to 5 business days -provide weekly status reports to issue communicator and status of resolution goal until resolution state achieved</p>	<p>3 to 5 business days</p>
<p>Severity 4 Request for Assistance</p> <p>A Client has a just-in-time request for assistance with the software.</p>	<p>Examples: -help configuring a pick list or field setting -help building a report -instruction on how to set up a user -assistance configuring an alert -assistance setting up location constraints -inquiries related to data imports/exports, including RL data flowing to/from 3rd parties and/or data warehouse and/or other databases</p>	<p>Client will: -submit a case through RL HUB -explain the full extent of the request and provide any relevant background information</p>	<p>RL Solutions will: - contact Client and make arrangements for providing assistance</p> <p>The support analyst will: -commence efforts to address issue and find resolution within five business days -provide weekly status reports to issue communicator and status of resolution goal until resolution state achieved</p> <p>**if request for assistance requires training or prolonged assistance, or requires services out of scope of the Agreement, then alternate arrangements may be made through Client Success so that the support resource is available to support other Clients.</p>	<p>5 business days</p>
<p>Idea/Suggestion (See Note 4)</p> <p>A Client has an idea/suggestion for a change or enhancement to the software.</p>	<p>Examples: -Client wants a field modified or feature added to better meet their needs. -Client wants workflow changed to better meet their needs. -change to how constraints designed to work. -addition of a new field. -addition of a new feature that does not exist in application. -change to how existing feature functions to make it more user-friendly.</p>	<p>Client will: -submit the idea/suggestion through the RL HUB Community</p>	<p>RL Solutions will: -review the request through our product management process -update the status on the Community -if idea/suggestion approved, incorporate change into a future release and notify Client via Community -if idea/suggestion not approved, communicate decision to Client via Community</p>	<p>Future release, if approved by RL Product Management</p>

Notes:

(1) RL Solutions will strive to ensure that resolution time will occur within the specified time periods once the issue has been received by RL Solutions. Resolution time may vary depending on nature of issue and required actions.

(2) For Severity 1 and 2 issues, RL Solutions will provide a solution to address the issue so that the software is functional. This may include: (i) instruction to the Client in the event that the issue is caused by a condition within the Client's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) a temporary fix compatible to the version, if possible and if (i), (ii), or (iii) above is not possible.

(3) For Severity 3 issues, resolution may include: (i) instruction to the Client in the event that the issue is caused by a condition within the Client's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) confirmation that the software is performing as designed with no further action by RL Solutions, or (v) confirmation of issue and referral to RL Product Team for future release.

(4) All ideas and suggestions are considered through RL Solutions' product management process in terms of overall benefit to the software, value to other Clients and feasibility of change. RL Solutions does not guarantee an individual Client's request for change will be incorporated into the standard product.

13. RL Solutions Support Hours

RL Solutions Support is available Monday through Friday ("Business Days") from 8:30 am to 8:30 pm, Eastern Time ("Business Hours") except on statutory holidays.

If a call is received outside of the regular support hours, or on a statutory holiday, and a voice message is left on the designated support extension, the Client can expect a return call or confirmation via a support case the next business day. Resolution efforts will be commenced in accordance with our services standards.

14. ASP/Hosted Clients

For Clients who are hosted by RL Solutions, please also refer to the RL Solutions Hosting Service Level Agreement available on the RL Solutions website.

15. Escalation Procedure

If at any time a Client feels that their support expectations have not been met, the Client may call attention to their concern by contacting the Head of Technical Support.

Escalation will receive prompt attention and management focus.

If the Client's expectations are still not met, then the concern can be further escalated to the Head of Customer Support and/or the Head of Customer Success.

Further details regarding the escalation procedure and key contacts are available at <https://hub.rlsolutions.com/ArticleDetail?ArticleName=RL-Solutions-Service-Escalation-Procedure>.

16. What if the Annual Support & Maintenance Fee is in Arrears?

In the event that a Client contacts RL Solutions for support and the annual support and maintenance fee is in arrears, the Client will be directed to the RL Finance team. If the annual support and maintenance is in arrears by more than 30 days, assistance from RL Solutions will be suspended. This includes suspension of assistance for both technical and non-technical

support, delivery of software fixes, and all other support and technical services. Other services such as training, consulting and implementation services will also be put on hold until the account is in good standing.

17. Disclaimer

RL Solutions reserves the right to change this document from time to time. Newer versions of this document will be posted electronically to the RL Solutions website at <http://www.rlsolutions.com/terms-of-use> .