

ADDENDUM TO ORDER FORM FOR SUPPORT SERVICES

This Addendum ("Addendum") is incorporated into and made part of the Order Form in effect between Inovalon Provider, Inc. ("INOVALON") and Customer and provides the terms and information specific to Customer's purchase and use of the Support Services (defined below) as set forth in such Order Form. Capitalized terms used within this Addendum shall have the meaning ascribed to them in the Order Form and/or Service Agreement, unless otherwise defined herein.

1. **SUPPORT SERVICES.** The specific support services to be provided by Inovalon to Customer shall be set forth in the applicable Order Form and shall be either the Basic Support, Standard Support, Enterprise Support, Signature Support, Service Bureau, or stand-alone Technical Account Manager services (collectively the "Support Services"). The details on what each of the Support Services includes and terms with respect to the use thereof are set forth below. The Fee applicable to the Support Services elected by Customer shall be set forth in the Order Form. In the event of a conflict in terms between this Addendum and the terms of the Order Form or Service Agreement, the terms of this Addendum shall control with respect to the provision of Support Services.
2. **PARTNER CUSTOMER SUPPORT TIERS.** Partner Customer Support Tiers offer direct support to the Partner, as Partners provide the first line of support directly to their customers. Partners may engage Inovalon implementation and support services for additional assistance.

2.1. **STANDARD SUPPORT – PARTNER ONLY.** The Standard Support service includes the following:

- 2.1.1. The Standard Support service provides: [i] on-demand access by Authorized End Users to Inovalon's customer support center online at <https://support.inovalon.com> ("Customer Support Portal"), which includes self-service access to Documentation (including training materials), and service request case creation; and [ii] during normal business hours (Monday through Friday from 8:00AM to 8:00PM ET, excluding Federal and Inovalon holidays), technical support by telephone via Inovalon's toll-free support line at 888-460-4310 or such other number as may be provided at the time of Customer's transition to support ("Helpdesk Support Line").
- 2.1.2. Standard Support includes [i] configuration and implementation of Services; [ii] ongoing monitoring and management of Services to ensure reliable and efficient operations; [iii] troubleshooting, advice, and support for Services; and [iv] modifications, incremental enhancements, and updates to Services as Inovalon, in its sole discretion, may make generally available from time to time. With respect to Section [i] above, Inovalon and Customer shall work together to enable Customer's use of the Services for which implementation is required. Customer agrees to act in good faith to provide requested information to Inovalon, attend scheduled implementation meetings, execute applicable responsibilities, and actively participate in available Service training, all in a timely manner. Each Party shall make appropriate resources available for planning sessions, status meetings, telephonic consultation, and otherwise as reasonable required to facilitate the implementation of applicable Services.
- 2.1.3. Technical Account Manager. Customer may receive up to 150 hours of designated Technical Account Manager ("TAM") support annually. Information with respect to the role of the TAM and the support they can provide is set forth in Section 3.4 below.

2.2. **SERVICE BUREAU – PARTNER ONLY.** In addition to the features and functions included with Standard Support, Service Bureau includes the following:

- 2.2.1. The first line of support of the Partner's customers via a team dedicated to Service Bureau customers.
- 2.2.2. A dedicated toll-free phone number for Service Bureau customers.

3. **DIRECT CUSTOMER SUPPORT TIERS.**

3.1. **BASIC SUPPORT.**

- 3.1.1. The Basic Support service provides: [i] on-demand access by Authorized End Users to Inovalon's customer support center online at <https://support.inovalon.com> ("Customer Support Portal"), which includes self-service access to Documentation (including training materials), and service request case creation; and [ii] during normal business hours (Monday through Friday from 8:00AM to 8:00PM ET, excluding Federal and Inovalon holidays), technical support by telephone via Inovalon's toll-free support line at 888-460-4310 or such other number as may be provided at the time of Customer's transition to support ("Helpdesk Support Line").

3.1.2. Basic Support includes [i] configuration and implementation of Services; [ii] ongoing monitoring and management of Services to ensure reliable and efficient operations; [iii] troubleshooting, advice, and support for Services; and [iv] modifications, incremental enhancements, and updates to Services as Inovalon, in its sole discretion, may make generally available from time to time. With respect to Section [i] above, Inovalon and Customer shall work together to enable Customer's use of the Services for which implementation is required. Customer agrees to act in good faith to provide requested information to Inovalon, attend scheduled implementation meetings, execute applicable responsibilities, and actively participate in available Service training, all in a timely manner. Each Party shall make appropriate resources available for planning sessions, status meetings, telephonic consultation, and otherwise as reasonable required to facilitate the implementation of applicable Services.

3.2. **ENTERPRISE SUPPORT.**

3.2.1. In addition to the features and functions included with Basic Support, Enterprise Support includes the following:

- 3.2.1.1. Target Response Times. The Target Response Times for Enterprise/Signature Support are based on the severity of an incident as described in Table 1.0 below.
- 3.2.1.2. Technical Account Manager. Customer may receive up to 150 hours of designated Technical Account Manager ("TAM") support annually. Information with respect to the role of the TAM and the support they can provide is set forth in Section 6 below.
- 3.2.1.3. Service Feature Discussions. Customer will be invited to participate in Service feature discussions as may be made available by Inovalon from time to time.
- 3.2.1.4. Business Review. Customer will receive semi-annual TAM-hosted support and Service business reviews.
- 3.2.1.5. Learning Center. Customer will receive access to Inovalon's self-service Learning Center, which includes Service training courses for the Services Customer is subscribed to. Additionally, Inovalon shall offer one (1) 30-minute training session each quarter of the year to be presented by an Inovalon subject matter expert for subscribed Services.

3.3. **SIGNATURE SUPPORT.**

3.3.1. In addition to the features and functions included with both Basic Support, and Enterprise Support, Signature Support includes the following:

- 3.3.1.1. Technical Account Manager. Customer may receive up to 350 hours of designated TAM support annually. Information with respect to the role of the TAM and the support they can provide is set forth in Section 1.0 below.
- 3.3.1.2. Service Feature Discussions. Customer will be invited to participate in quarterly Service feature discussions.
- 3.3.1.3. Business Review. Customer will receive quarterly TAM-hosted support and Service business reviews.
- 3.3.1.4. Learning Center. Customer will receive access to Inovalon's self-service Learning Center, which includes Service training courses for the Services Customer is subscribed to. Additionally, Inovalon shall offer one (1) 30-minute training session each quarter of the year to be presented by an Inovalon subject matter expert ("SME") for subscribed Services. Additionally, Customer can request up to four (4) additional 30-minute training sessions with a SME to be scheduled at Customer's election.

3.4. **TECHNICAL ACCOUNT MANAGER.**

3.4.1. TAM Support. A TAM will work with other assigned Inovalon support staff and Customer to provide technical support to Customer regarding the Services subscribed to ("TAM Support"). The TAM will work with Customer

to understand Customer's specific use of the Services and provide guidance on how the Services may be utilized by Customer to meet Customer's needs. The TAM will also support Customer in navigating the Learning Center and ensure that questions, incidents, or tasks are handled through the remediation process.

3.4.2. **Additional TAM Hours.** If Customer utilizes all the available TAM hours included with their Support package prior to the conclusion of the annual period, Customer will be required to purchase additional annual hours at the rate set forth in the applicable Order Form for such additional TAM hours before receiving any additional TAM Support during the calendar year. Unused TAM Support hours for a given year will also expire and be forfeited at the end of such year.

3.4.3. **Additional Support Resources.** If Customer has a question or request that exceeds the TAM's expertise, the TAM will promptly notify Customer and may leverage additional Inovalon support resources to assist with such question or request. Notwithstanding the TAM's engagement of additional support resources, such engagement shall still be considered TAM Support and will count against Customer's remaining allotment of TAM hours.

4. **Service Error and Incident Reporting.**

4.1. **Error Notification.** In the event Customer experiences any errors, Service interruptions, or other issues or delays in the provision of subscribed Services ("Error"), Customer shall promptly notify Inovalon ("Error Notification") via the Customer Help Center or the Helpdesk Support Line (during applicable hours in accordance with the specific Support Service subscribed to).

4.2. **Severity Level Assignment.** Inovalon shall assign each Error Notification received a Severity Level (based on the Severity Levels as set forth and defined in Table 1.0 below).

4.3. **Hot Fix Requirements.** Under exceptional circumstances, Inovalon may need to deploy emergency maintenance to a Service outside of routine maintenance timeframes ("Hot Fix"). In the event a Hot Fix is required, the applicable Service requiring such Hot Fix will be unavailable for access by Customer. In any such event, Inovalon shall use reasonable efforts to notify Customer as promptly as possible of any required Hot Fix, but in any even such notice shall not be less than fifteen (15) minutes prior to the deployment of a Hot Fix. Any required Hot Fix shall not be considered an Error for purposes of this Addendum so long as Inovalon provided Customer with notice of such Hot Fix prior to deployment.

4.4. **Target Response Times.** Inovalon shall use commercially reasonable efforts to respond to each Error Notification in accordance with the Target Response Times set forth in Table 1.0 below based on the applicable Severity Level such Error Notification was assigned.

Table 1.0

Severity Levels			Target Response Times	
			Standard Support	Enterprise / Signature Support
Severity 1	Critical Impact	System wide outage in the production environment that prevents access to Service(s)	30 Minutes	15 Minutes
Severity 2	High Impact	An Incident with moderate business impact which significantly disrupts conventional use of the Service(s) with no acceptable workaround	4 Hours	1 Hour
Severity 3	Medium Impact	A system defect whereby the Service(s) are useable, but with restricted functionality or performance causing an inconvenience that may require a procedure or workaround to restore or achieve full functionality	3 Business Days	1 Business Day

Severity 4	Low Impact	A general Service(s) request, inquiry, or documentation clarification with no current impact to the Service(s)	5 Business Days	5 Business Days
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- 4.5. Resolution of Error Notifications. Inovalon will work to resolve all Error Notifications in a timely and workmanlike manner based upon the corresponding Severity Level. Inovalon shall provide updates to Customer on the progress in resolving Error Notifications on a mutually agreed upon cadence through to ultimate resolution of the Error. If applicable to the Error, Inovalon will provide Customer a root-cause analysis with short- and long-term plans for resolution within a commercially reasonable timeframe. If Inovalon reaches a recorded message when it responds to Customer's Error Notification, such obligation of Inovalon with respect to Target Response Times shall be deemed satisfied so long as Inovalon leaves a message within the applicable Target Response Time.
- 4.6. Customer Cooperation. Upon Inovalon's receipt of an Error Notification, Customer and Inovalon shall cooperate to identify and discuss the Error. Upon Inovalon's reasonable request, on an ongoing basis, Customer shall participate in and otherwise be responsive with respect to providing any information requested by Inovalon to assist Inovalon in resolving the Error. In the event Customer fails to notify Inovalon of an Error or otherwise fails to cooperate in the resolution of an Error and such failure prevents Inovalon from resolving the Error, such Customer failure shall negate any credits that would otherwise be applicable.