



# Experience Care Health Service Level Agreement

## Section 1. Services

This area describes the services features, components, and terms of this agreement that will be provided to the Client (“Services”). The specific quantity, type, and details of the Services purchased by Client will be specified by the plan the client signs up for and makes agreed upon payments. Only services agreed upon and paid for will be completed.

### 1.1 Services Summary

The Services are composed of electronic health record and financial management software for hospitals, skilled nursing facilities, and assisted living communities. Unless otherwise expressly specified, all Services will be delivered remotely from Experience Care. Third Party applications may be used by Experience Care to complete the requested services.

### 1.2 Components

The software comprises different modules of which the client may have subscribed to for one or more facilities. The contract between Experience Care and the Client details which modules the Client has access to.

### 1.3 Core Upgrades

We will ensure that the SaaS software is using the most recently released core version of the software. All Maintenance and Support Contracts require the Client to be using the current or a version not older than 1 year.

### 1.4 Operations & Support

#### 1.4.1 Service Availability

Phone and email support is available as per your plan as follows:  
8:00 A.M. to 8:00 P.M EST, Monday to Friday, not including Federal Holidays.

#### 1.4.2 Timeliness

The following table identifies the timeliness of the services required and the resolution for the level of services for the SaaS product.



Experience Care and Client will mutually agree upon the severity of the problem. If a mutual agreement can not be agreed upon, the final determination as made by Experience Care will prevail.

Experience Care agrees to respond within the Initial Response Time and to confirm the problem in the Targeted Resolution Time.

Both parties understand and agree that the resolution of such problems are occasionally more complex than originally reported. In such circumstances, Experience Care may not always be able to complete the resolution in the agreed upon time frame. In such remote possibilities, Client agrees to aid Experience Care as requested by Experience Care to resolve the issue and understand that it may take longer than detailed for such resolution.

Service Level Agreement			
Priority	Production Impact	Initial Response Time	Target Resolution Time
1 – Critical	Major business process stopped and no known workaround. Whole company affected.	60 minutes	2 hours
2 – High	Major business process stopped. Large group of users affected. OR Major business process degraded but reasonable workaround. Whole company affected.	4 hour	4 hours
3 – Medium	Major business process stopped and no known workaround. Small group of users affected. OR Major business process degraded but reasonable workaround. Large group of users affected. OR Business process irritated. Whole company affected.	6 - 8 hours	1 day
4 – Low	Major business process degraded but reasonable workaround. Small group of users affected. OR Major business process degraded but reasonable workaround. Large group of users affected. OR Business process irritated. Small group of users affected.	Next business day	3 days