Contexture HIE Support and Service Level Addendum

In providing Services under a Participant Agreement, Contexture will use commercially reasonable efforts to provide technical support and respond to support incidents in accordance with the timeframes defined in this HIE Support and Service Level Addendum (SLA). More detailed and participant specific SLAs may be addressed in individual participant agreements and associated statements of work. Contexture reserves the right to update this SLA without notice to participants in accordance with business needs. Updated SLAs will be published on Contexture's website or timely sent to participants.

Help Desk

The purpose of Contexture's Help Desk is to provide first line support to HIE participants. To ensure appropriate tracking and timely resolution of all issues, all requests for support from HIE participants should be routed through the Help Desk.

Contact Information:
Current HIE participants and users may contact our Help Desk by phone at (844) 279-7120 or by email at helpdesk@Contexture.org. Help Desk contact information is also available on our website at https://Contexture.org/customer-support/.

Help Desk Hours:
Contexture Help Desk hours are Monday through Friday 8am-5pm Mountain excluding Contexture holidays.

Contexture Holidays:

Holidays include:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous Peoples Day
- Veteran's Day
- Thanksgiving Day
- the Friday following Thanksgiving
- Christmas Eve
- Christmas Day

HIE Technical Support Services

Contexture offers the following technical support services:

- 24x7 issue resolution activity on critical priority issues.
- Issue resolution activity Monday – Friday, 8:00am – 5:00pm Mountain, excluding holidays, for all non-critical priority issues reported to Contexture.
- Support for all "minor, major or patch releases" for the HIE software.
- Initial monitoring and assisting customers in managing interface engine message queues.
- Finding and processing failed/stuck messages.
- User access and password issues.
- Reports and report generation regarding participant access / use of Contexture systems.
- Troubleshooting and support for loss of connectivity and other data delivery issues.
- Security activities, as appropriate, to respond to incidents.

In general, issues such as updating user account access, resetting passwords, addressing questions as to system functionality, responding to requests for system training, responding to new user access requests, and generating system audit and usage reports will be resolved by the Help Desk. Issues related to system outages, software defects, interface failures, infrastructure and connectivity problems, data delivery problems and other technical issues will be routed by the Help Desk to the appropriate internal resources based on type and severity of the issue. In some cases, higher level support may require either software vendor engagement or internal technical teams.

Issue Reporting

Participants may report issues with Contexture systems and products by phone or email to the Contexture Help Desk or by creating a service ticket. Detailed instructions on issue reporting, the service ticketing process and resolution workflow will be provided to all participants as part of the product implementation and training.

For issues reported by phone or email, a Help Desk representative will require the following information to create a support ticket and troubleshoot the problem:

- Customer contact name
- Customer contact phone
- Customer email address
- Customer issue, request, or problem
- Detailed description of the problem (patient/sender example “if applicable”)
- Screenshot and/or example of the issue (if applicable)
- Sent to Help Desk by secure email or fax
- Description of the impact the problem is having on the user’s work activity

Contexture will create and log a service ticket and / or update an existing service ticket with the provided information and assign and communicate a priority to the ticket.

Issue priority levels

Priority	Definition	Examples (not limited to the following):
Critical Priority	Production system issues affecting all participants and customers. Matters involving loss or serious impairment of service (or reasonable likelihood of such loss or serious impairment), which cannot be reasonably circumvented.	▪ Security incident and/or breach; ▪ Full system outage; ▪ Critical feature of hosted system does not work (identifiable part of functionality), no workaround exists, or workarounds are impractical; ▪ Data is corrupted; ▪ Failed batch processing job;

High Priority	System issues affecting one or more participants and/or customers. An issue or problem exists that will impact the functionality of the Contexture product / service but that can be reasonably circumvented or does not materially affect normal operations of the Contexture systems.	▪ Part of a feature on the system is affected, and a viable workaround exists; ▪ System performance is less than optimum; ▪ Highly visible usability problem exists with the system, but does not affect functionality of the system; ▪ Participants experience issue with system response time; ▪ User lockouts and password issues; ▪ De-activation of user accounts.
Medium Priority	An issue is assigned medium priority when it impacts a non-critical service, process or functionality of the Contexture systems.	▪ New user access requests; ▪ Non-critical missing results issues; ▪ Training requests and system functionality inquiries.
Low Priority	A situation where the hosted system has complete functionality and is still accessible by Contexture, all customers and users.	▪ User maintenance (contact information changes) ; ▪ User access role changes.

Response Times

For all reported problems, Contexture will work to find a resolution in a timely manner and will use commercially reasonable efforts to update participants of actions taken as appropriate and in accordance with the following response time goals.

Response Type	Time to Respond Goal
Response to Help Desk Phone Calls	The Help Desk will respond to non-critical voice mail messages **within 2 hours** for messages left on the Help Desk phone line during business hours. **Please note: For** critical issues, customers should follow prompts for critical support.
Response to Support Request Tickets	If a non-critical issue is reported by phone during business hours, the Help Desk will **respond within 24 hours**. Non-critical issues reported after 5:00PM Mountain are handled the next business day. Support requests should be opened via the ticketing system or e-mail requests sent to helpdesk@Contexture.org. **Please note: Critical** requests received outside of business hours should be opened by phone and by following the phone prompts for critical support.
Response to Critical Service Request Tickets	The Help Desk will provide an initial response to all properly submitted critical support tickets **within 60 minutes** of receipt. The initial response will be to acknowledge receipt and confirm initiation of internal processes for resolution. **Please note that all critical service requests should be submitted via phone to ensure a response.**
Notification of Planned HIE System Outages	The Help Desk will advise participants of planned outages **3 days prior** to the outage.
Notification of Unplanned HIE System Outages	The Help Desk will advise participants of unplanned outages **within 60 minutes** of discovery and confirmation of an outage.
Notification of Restoration of Services	The Help Desk will advise participants of the restoration of services **within 60 minutes** of receiving word that a service has been restored.

Resolution Targets

Resolution targets reflect the amount of time between the first notification of an incident and when the reported problem is solved. Resolution target does not apply when a software or third-party vendor fix is required. The resolution target is an estimate and may be impacted by multiple factors outside the control of Contexture.

Priority	Resolution Target	Updates
Critical Priority	Within 3 hours	Every 60 minutes
High Priority	Within 6 hours	Every 2 hours
Medium Priority	Five Business Days	Weekly
Low Priority	As scheduled	As scheduled

System Availability and Network Monitoring

Contexture's platform, supporting multiple HIE Solutions, is monitored 24x7x365 by Contexture and its vendors. In the event of unexpected downtime, Contexture will provide notification to all participants via email or other electronic method such as notification on the Contexture landing page in accordance with the above response time goals.

Since the Contexture systems and its interface queues and batch jobs are being automatically monitored, Contexture may report issues to participants before participants recognize the issue is occurring. Contexture will work with participant's single point of contact to communicate issues, issue status, and resolution.

PatientCare 360 Portal

Definition	Performance Expectation
"User Interface" means the user interface for the provider portal.	Contexture will maintain a user interface response time of 5 seconds or lower for at least 95% of the User Actions each month.
"Hosted System Availability" means the number of minutes the PatientCare 360 Portal is fully available.	Contexture will achieve 95% Hosted System Availability of the Contexture Production environment each month.

Notifications

Definition	Performance Expectation
"Message" means a message sent through Contexture's Notifications Platform, including Feeds and Reports.	Contexture will maintain 90% or better availability for the Notifications platform.

Identity Resolution

Definition	Performance Expectation
Identity resolution is the process of utilizing patient demographic data to match a unique identifier.	Contexture will maintain 98% or better availability for the Identity Resolution platform.

Software Releases

Routine software releases impacting Contexture's PatientCare 360® system or other Contexture products and services will be scheduled so as to minimize cost and impact to participants. Outside of emergency releases, routine software releases will be communicated to participants in writing in advance.

In the event that participant engagement is necessary to accommodate a software release (*e.g.*, for end user acceptance testing), the participant will be given advance notice, and Contexture will use best efforts to minimize impact to the participant.

HIE system software is released into the live production system only after it has passed vendor quality assurance testing and Contexture testing.

Maintenance and Support Limitations

Reported defects will generally be addressed as part of a scheduled maintenance release by severity. Critical defects that fall outside of the scheduled maintenance release will be evaluated for correction on a case-by-case basis.