**navify** **® Tumor Board, navify** **® Oncology Hub and navify® Algorithm Suite**

**SERVICE COVERAGE AGREEMENT**

The navify Tumor Board, navify Oncology Hub and navify Algorithm Suite applications are based on a multi-tenanted operating model that applies common, consistent management practices for all customers using the service. This common service model allows Roche to provide the high level of service reflected in our business agreements. The document communicates Roche’s Production Support and Service Coverage Agreement (“SLA”) with its customers.

**1. Technical Support Assistance**

**1.1 Service Coverage**

Customer must contact the Roche Customer Support Center at 800-820-0993 to report service issues or to request any technical support. The Roche Customer Support Center is staffed from 7:00am (Eastern) to 8:00pm (Eastern). Customers calling outside of Roche business hours can leave a voicemail message which will be returned the next business day. All reported issues will be logged in the Roche incident management system for tracking and resolution. Issues that cannot be resolved at the initial contact with the Roche Customer Support Center will be escalated for further investigation and resolution. Roche will use all reasonable efforts to respond to and begin working on the customer’s support request and will remain engaged until the support request is resolved.

Certain issues, concerns and suggestions may require product functionality change and will be managed via the Roche product development process and prioritized for consideration in a future release of the application.

**1.1.1 Remote Access / Screen Sharing**

To assist in troubleshooting service issues, Roche Customer Support team may offer to provide technical support via a remote screen sharing solution. This remote connection to Customer’s workstation will only be enabled if permitted by Customer in each case. During such remote screen sharing session, Roche Customer Support team members will be able to view Customer’s screen, and therefore Customer should close or minimize any other applications, except the navify Tumor Board, navify Oncology Hub or navify Algorithm Suite session, prior to starting any such remote screen sharing session. Roche Customer Support team members will not be able to take control of the screen or make any changes on Customer’s screen or work station. Customer may terminate the remote screen sharing session at any time. Once the screen sharing session is complete, the session will be terminated by both the customer and the Roche Support representative.

**1.2 navify** **Tumor Board, navify** **Oncology Hub and navify Algorithm Suite Support Scope**

Roche will support functionality that is developed by Roche as part of the signed subscription agreement statement of work. For all other functionality, and/or issues or errors in the navify Tumor Board, navify Oncology Hub or navify Algorithm Suite application caused by changes in Customer’s information systems or third-party products or services, Roche may assist the customer and its third-party providers in diagnosing and resolving issues and errors at customer’s cost, if applicable, however, the customer acknowledges that these matters are outside of Roche’s support obligations.

**1.2.1 Planned changes to Customer Information Systems**

Customer must notify Roche of any information system changes that may impact the functionality, specifically to information systems that are integrated, of the navify Tumor Board, navify Oncology Hub or navify Algorithm Suite. Depending on the scope of the change, a statement of work may be required to engage Roche implementation resources to develop and test any necessary changes which impact the functionality of the navify applications.

**2. System Availability and Updates**

The navify Tumor Board, navify Oncology Hub and navify Algorithm Suite System Availability service level objective shall be 99.9% of the total hours in a calendar month exclusive of scheduled maintenance hours.

Roche may elect to not use the maintenance window if it is not needed. The maintenance window timing may vary depending on maintenance involved and would be conducted out of normal Service Coverage hours as detailed in the Service Coverage section above. Scheduled maintenance resulting in downtime will be communicated to the Customer prior to commencement of maintenance. Roche may also have an extended maintenance window to conduct infrastructure maintenance, and which lasts longer than the normal weekly maintenance window.

**2.1 navify** **Tumor Board, navify** **Oncology Hub and navify Algorithm Suite Release and Service Update Process**

Periodically, Roche introduces new features in the navify applications with enhanced functionality. Features and functionality will be made available as part of a major feature release or as part of periodic maintenance updates. The features and updates will be made available to customers immediately following deployment. Roche will communicate information about the feature changes to customers prior to release. The customer will be provided the opportunity to validate the release in a testing environment prior to deployment in the production environment. The frequency of feature releases may be increased or decreased at Roche’s discretion.

**2.2 Changes to Services**

Roche maintains the right to add, delete or change the features or functionality of the Services. For critical changes, such as resolving a major security vulnerability, Roche may, without prior notice to Customer, add, delete or change the features or functionality of the Services to address critical needs. For all other changes, Roche will notify the customer accordingly.

**3. CUSTOMER RESPONSIBILITIES**

Customer agrees to troubleshoot all reported issues with representatives from the Roche Customer Support team. Failure to provide requested information or perform troubleshooting procedures as directed may result in a delay in the resolution of reported issues.

**4. SERVICE EXCLUSIONS**

Roche Technical Support Services for navify Tumor Board,navify Oncology Hub and navify Algorithm Suite do not include any of the following: (1) custom programming services, including integration of information systems not included in a signed statement of work; (2) additional access for users outside of the contracted subscription service; (3) support of any software that is not included in a contractual agreement; (4) customer owned hardware, network infrastructure, and related software; (5) training outside the scope of the initial deployment.