RLDatix

# STANDARD SUPPORT PLAN

**Version 5.0**



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## Version Control

| Version | Date | Notes |
|---|---|---|
| 1.0 | May 1, 2021 | |
| 2.0 | June 2024 | Reviewed and Updated |
| 3.0 | February 2025 | Reviewed and Updated |
| 4.0 | October 2025 | Reviewed and Updated |
| 5.0 | October 2026 | Reviewed and Updated |


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# 1 Introduction | the RLDatix Standard Support Plan

The following document is intended to outline the scope of support services once a customer's software is live and fully operational (post-implementation), provided the customer's account is in good standing.

In addition, this document will support the customer's named users in effectively accessing RLDatix support and will reflect the service levels that form part of the contract between the customer and RLDatix.

RLDatix is not obligated to provide support for issues caused by users of the software that is not inaccordance with the specifications and/or the terms of this Plan.

# 2 Definition of Support

Support is defined as application support, technical support, cloud engineering support or break/fix services that typically include remote troubleshooting and basic usability assistance.

# 3 Definition of Installation Types

**This plan covers the following types of installation of RLDatix software:**

| | |
|---|---|
| **On-premises:** | Refers to a customer that has installed the RLDatix software within their own data center, on their own servers. The customer's IT is responsible for all maintenance of their hardware, environments, and other systems necessary to run the RLDatix software. |
| **Managed Hosted:** | Refers to a customer with an instance of their software Managed Hosted in the RLDatix data center. RLDatix is responsible for the maintenance of the software and environment. Customer IT is still required to maintain systems and technologies in the customer environment that interface with the RLDatix software. |
| **SaaS:** | Software as a Service (SaaS) refers to a customer Managed Hosted in a cloud environment where RLDatix is responsible for the maintenance of the software and environment. Customer IT is still required to maintain systems and technologies in the customer environment that interface with the RLDatix software and environment. |


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# 4 Named Users Permitted to Contact RLDatix Support

**Named users are those people that are permitted to contact RLDatix Support by phone or ticketing forassistance.**

- For customers using RLDatix products where system administration is designated by a license type, the number of named users will equal the number of system administration licenses purchased.
- For customers using RLDatix products where system administration is based on permissions and not associated with a license type, the customer may designate up to two (2) named users per site.

Customers may also designate up to five (5) named IT users in addition to those referenced above.

Customers must ensure that all agreed Named Users are adequately trained in the use and operation of the Software.

Front-line staff should use the customer's own internal Help Desk support mechanism.

Named users are required to set up access to the RLDatix Support Portal and to also maintain their user profiles. Named users will receive confirmation of their Support Portal login credentials within three (3)business days.

# 5 Supported Versions

**On-Premises & Managed Hosted Customers:** RLDatix will provide support for the current version and version(s) within twelve months of release of the current version, which may be amended from time to time.

**SaaS Customers:** RLDatix will provide support for the current SaaS version on each release channel, which may be amended from time to time.

# 6 Updates & Maintenance

**On-Premises Customers:** Customers with an on-premises installation are responsible for performing their own software updates at least annually. If a customer is not able to self-update, they are responsible for submitting a ticket with RLDatix Support to plan a software update on an annual basis.

**Managed Hosted Customers:** Customers with Managed Hosted installations are responsible for submitting a ticket to RLDatix Support once a year to plan a software update at a mutually-agreed-upon time. RLDatix recommends that tickets are submitted at least two (2) months in advance to ensure that there are no conflicts scheduling for the desired date.

**SaaS Customers:** Planned maintenance requiring read-only mode or downtime is scheduled and announced in advance; maintenance is typically performed during off hours as much as possible to minimize disruption.


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# 7 Services Included in the Standard Support Plan

**The following services are included in the Standard Support Plan:**

1. Remote and online support to named users related to issues considered as incidents (errors), questions and service requests. This also includes access to real-time updates for any planned or unplanned downtime for SaaS customers
2. Access by named users to online support resources available via the Support Portal including:
    a. Tickets for reporting and tracking support inquiries
    b. Knowledge base for common and known support and troubleshooting guidance
    c. Education for access to current materials, guides, lessons, and recorded videos
3. Access to the RLDatix HUB Community to connect with other customers for the purposes of collaboration and knowledge-sharing.
4. Access to content, such as case studies, webinars, resource libraries and whitepapers on industry topics
5. Access to new software versions and related orientation materials and/or new release orientation webinars
6. Support of interfaces, lookups and integrations purchased from RLDatix
7. Exclusive opportunities to participate in RLDatix-sponsored events, such as user groups, webinars, and tradeshow receptions (registration fees may apply)
8. Product idea/suggestion submission and voting. Other requests for service that are deemed to be within the scope of the Standard SupportPlan by RLDatix, as outlined in a regional services catalogue, where applicable

RLDatix reserves the right to monitor a customer's support usage by tracking the amount of time RLDatix resources spend responding to tickets, addressing questions or inquiries, and assisting the customer. Where that usage is out of scope or beyond reasonable commercial practices, RLDatix reserves the right to propose alternative service options to address the customer's needs, including potential adjustments to fees.

# 8 Additional Services Available for Purchase

Additional services are offered outside of the Standard Support Plan. Services can be requested by submitting a support ticket via the Support Portal. Services outside of the scope of the Support agreement (with standard services listed in Section 7 above) will require additional scoping and purchase.


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# 9 Exclusions

**All Customers:**

1. **Correction of errors caused by:**
    a. Operation of the software in a manner other than that currently specified by RLDatix
    b. Modification, revision, variation, translation, or alteration of the software not permitted by RLDatix
    c. Operation of the software in a browser or on a workstation that does not meet the technical specifications for the applicable software version
    d. User workstation hardware fault or operating system malfunction
    e. Mobile device or hardware fault or operating system malfunction
    f. Operation of the software on an unsupported version at the time of the defect.
    g. Use of the software by a person not permitted by RLDatix
    h. Support for use of computer programs other than the RLDatix software
    i. Failure of the customer to provide suitably qualified and adequately trained operating and programming staff for the software's operation
    j. Modifications to the database structure or direct activities within the database (all environments)
    k. Customer’s failure to comply with this plan
    l. Errors or defects that are the subject of a warranty under another agreement
2. Maintenance of customer equipment or hardware
3. Diagnosis or rectification of faults not associated with the software
4. Furnishing or maintenance of accessories, attachments, supplies, consumables, or associated items, whether manufactured or distributed by RLDatix
5. Completion of customer-specific documents, such as vendor security questionnaires required after purchase; RLDatix provides a standard security assessment reference document that a customer can use to support and complete their unique questionnaire
6. Development of custom database queries and triggers
7. If an error is confirmed to be due to any of the above factors (or another act of commission or omission of the customer), RLDatix reserves the right to deny support and/or bill the customer at the then-current hourly rate for all time, effort and materials expended on identifying, investigating and troubleshooting the error
8. Support, monitoring, diagnosis, quality, security or rectification of data or data feed provided to RLDatix by the customer or the customer’s third party vendor.


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**On-premises Customers:**

1. Correction of errors caused by:
    a. Operation of the software in an on-premises hosting environment that does not meet the technical specifications for the applicable software version
    b. Hosting infrastructure hardware fault or operating system malfunction
    c. Unique customer-specific vendor access requirements, such as training of RLDatix resources, reapplying for access, frequent requirements for resetting of accounts, etc. (customers will need to declare their unique requirements and RLDatix will assess if they are acceptable within the scope of support services)

## 10 Customer Responsibilities

**All Customers:**

**As a partner in supporting the RLDatix software, the customer is responsible for the following:**

1. Compliance with the Standard Support Plan
2. Designating key personnel who will act as the named users to access RLDatix Support and maintaining profiles via the RLDatix Support Portal to ensure that RLDatix has current informationon named users
3. Setting up an internal “Help Desk” support mechanism with trained, skilled, and available resource(s) to support end users with everyday questions, conduct initial investigation and complete thorough troubleshooting before referring an issue to RLDatix Support; Help Desk responsibilities include (but are not limited to):
    a. User set up and management; user login issues; resetting passwords
    b. User desktop support, including email and printing issues; PC related issues & logs; install/re-install of OS and software links
    c. 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.
    d. Anti-virus issues
    e. Troubleshooting related to interface performance
    f. Performing internal QA testing as per internal policies and procedures
    g. Troubleshooting related to end-user mobile devices or hardware
    h. User membership to active directory groups
    i. LDAP server/domain login issues
    j. Maintaining approved network bandwidth/throughput and connectivity


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4. **Actively participating in the RLDatix support process by:**
    a. Reporting the necessary facts and information via the RLDatix support ticketing system, including steps taken to reproduce the issue and supporting materials.
        i. It is the customer's responsibility to ensure that no PHI is provided to RLDatix via tickets or email
        ii. Should PHI need to be provided for the purposes of rendering support, a secure transfer protocol will be established for the transmission of the data
    b. Taking timely action on recommendations provided by RLDatix, as well as responding to communications from RLDatix in a timely fashion
    c. Coordinating internal resources and arranging timely access to the necessary internal business contacts or qualified IT contacts with appropriate system rights for further information gathering and joint troubleshooting, when necessary
5. Having an established process to provide internal software orientation and training to new hires or replacements, including key roles such as the System Administrator
6. Informing RLDatix Support when the customer's security has been materially compromised so that RLDatix does not risk exposure to viruses and other security issues
7. Assuming any associated costs related to unique software, hardware or licensing that is required in the customer's environment
8. Establishment and compliance to internal change management process to ensure necessary notifications, approvals and tracking occurs to avoid delays in RLDatix performing its duties due to change management oversights on the customer's end
9. Arranging, attending, and facilitating any meetings or calls between RLDatix and other 3rd parties, such as other vendors, reporting bodies, etc.

**On-Premises Customers:**

1. **In addition to the "All Customer" points, an On-Premises customer is responsible for the following:**
    a. Staying current with the supported software version as outlined in Section 5 and the applicable RLDatix specifications. This includes applying software updates at least annually or submitting tickets through the RLDatix Support Portal to coordinate an update if unable to self-update
    b. Providing remote access through a secure, vendor-privileged access management platform (e.g., SecureLink or comparable alternative); this includes access to all environments and necessary systems for the purposes of rendering assistance
    c. Assuming any associated vendor access costs if the customer cannot use an RLDatix-approved access method


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**Managed Hosted Customers:**

1. **In addition to the "All Customer" points, a Managed Hosted customer is responsible for the following:**

    a. Staying current with the supported software version as outlined in Section 5 and the applicable RLDatix specifications. This includes submitting a ticket to RLDatix at least annually to plan a software update. Tickets should be submitted at least 2 months in advance of the desired project start date to ensure scheduling of the desired update dates

# 11 Contacting RLDatix Support

1. **An issue is considered received by RLDatix when it is:**
    a. Reported by ticket via the Support Portal
    b. For severity* level 1, reported by phone to the RLDatix-designated support line.

## 11.1 Types of Issues

**Customers may contact RLDatix for assistance with any of the following types of issues:**

- **Report a system issue:** An error related to a software's technical functionality, which may/may not be due to a defect
- **Have a question:** An inquiry on how to use specific features of the software or how to perform aspecific function
- **Make a request:** A request for assistance related to configuration or services rendered by RLDatix. Depending on the nature of the request, assistance may or may not be within the scope of support services; requests beyond the scope of support may require additional scoping and purchase
- **Customer portal access:** Request access for self or a colleague to access the Support Portal

## 11.2 Reproducing Issues

At the time of contact, the Customer shall describe the nature of the issue and provide sufficient details of the circumstances surrounding its occurrence, at RLDatix's discretion, for RLDatix to be able to reproduce the issue and commence troubleshooting and remediation efforts.

RLDatix must be able to reproduce issues to resolve them. The Customer agrees to cooperate and work closely with RLDatix to reproduce issues, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate.


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## 11.3 Hours of Support

RLDatix Support is available on business days (excluding regional holidays), as outlined below. Business days are defined as Monday to Friday, except for the MEA region, where Business Days are defined as Sunday to Thursday.

| Region | Product | Hours | Time Zone |
|---|---|---|---|
| **North America** | All Products (**Excluding Patient Experience and Galen*)** | 8:00 AM – 8:00 PM | North American Eastern Time |
| **UK&I** | DatixWeb/DCIQ | 8:30 AM – 5:00 PM | Greenwich Mean Time |
| | All Remaining Products | 8:00 AM – 8:00 PM | Greenwich Mean Time |
| **SWEDEN & NORWAY** | Optima | 9:00 AM – 5:00 PM | Central European Time |
| | TimeCare | 9:00 AM – 5:00 PM | Central European Time |
| **GERMANY** | Optima | 8:00 AM – 5:00 PM | Central European Time |
| **APAC** | RL6 (Australia/New Zealand) | 9:00 AM – 5:00 PM | New Zealand Time |
| | RMI/DCIQ | 8:00 AM – 6:00 PM | Australian Eastern Time |
| | Workforce | 8:00 AM – 6:00 PM | Australian Eastern Time |
| **MEA** | All Products | 8:00 AM – 5:00 PM | Saudi Time, Sunday to Thursday |

* Please refer to your specific MSA for Patient Experience and Galen support guidelines


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## 11.4 Contacting by Telephone

**For severity* level 1 issues only, users are required to call RLDatix Support directly by phone. Telephone numbers for RLDatix Support are listed below by region and product.**

| Region | Product | Contact Number |
|---|---|---|
| **North America** | All Products (**Excluding Patient Experience and Galen*)** | 877-201-4847 |
| **GB** | All Products | +44 (0)800 358 9493 l+44 (0)2033180689 |
| **IR** | All Products | +353 1800 353 180 |
| **SWEDEN & NORWAY** | Workforce (Optima & TimeCare) | +46850551805 |
| **GERMANY** | Optima & Breitenbach | 0292497009600 |
| **APAC** | All Products | AUS: 1800 018 984<br>NZ: 0800 849 193<br>INT: +61 (3) 9125 7670 |
| **MEA** | All Products | +966 11 246 7126 |

Customers may be prompted to leave a voice message on the designated support line if resources are unavailable. A voice message left on the designated support line for severity* level 1 falls withinthe service level. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received.

Customers should not leave voicemail messages for RLDatix Support staff on their individual phone extensions,nor send emails to individual email addresses.

* Please refer to your specific MSA for Patient Experience and Galen support guidelines

## 11.5 Submitting a Ticket

For severity* level 2-4 issues, users are required to contact RLDatix Support by submitting a support ticket via the RLDatix Support Portal. Tickets will be assigned a unique tracking number, and they are automatically routed to the applicable RLDatix Support team for response.


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**The benefits of submitting a ticket via the RLDatix Support Portal include:**

- Facilitated communication between the customer and RLDatix support staffwhile the issue is addressed
- Central documentation of the issue, including attachments and subsequent communication within the ticket
- Time stamps for all activities to track status and timeliness of resolution
- Streamlined routing of the ticket to an available RLDatix resource
- On-demand access to ticket status and post notes
- Ensured communication; tickets are not lost in individual email inboxes and via voicemail

**Note: Any requests received outside of business hours shall be considered as received at the start of the next business day**.

# 12 Service Expectations

RLDatix offers the following service levels and will use commercially reasonable efforts to resolve a reproducible issue in a timely manner.

Actual resolution time will depend on the nature of the ticket and the resolution steps.

**A resolution may consist of any of the following:**

- Solution to the issue so that the software is functional
- Fix within the permitted scope of support services
- Workaround that achieves the intended result
- Temporary fix compatible to the version, if deemed possible by RLDatix
- Update of software by customer or RLDatix, depending on the type of installation
- Confirmation that the software is performing as designed with no further action by RLDatix
- Instruction to customers if the issue is caused by a condition within the customer's control
- Confirmation of issue and referral to RLDatix Product Team for future release

RLDatix uses three metrics for determining the order in which Incidents are processed.

- Impact: the effect an Incident has on business
- Urgency: The extent to which the Incident's resolution can bear delay
- Severity*: How quickly the service desk should address the Incident

Severity* is dependent on impact and urgency. Users will be asked the impact and urgency of the incident, and the severity* will be assigned based on the criteria detailed below. Final determination of Severity* level shall be at the sole discretion or RLDatix.


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| Incident Severity* | | Urgency | | |
|---|---|---|---|---|
| | | **Low:** Work that cannot be completed by users is not time sensitive | **Medium:** Work that cannot be completed by staff is marginally time sensitive | **High:** Work that cannot be completed by users is highly time sensitive |
| **Impact** | **Minor:** A minimal number of users are affected and are able to deliver an acceptable service (but this may require extra effort) | 4 - Low | 4 - Low | 3 - Medium |
| | **Moderate:** A moderate number of users are affected or are not able to do their job properly | 3 - Medium | 3 - Medium | 2 - High |
| | **Significant**: A large number of users are affected and are acutely disadvantaged in some way | 2 - High | 2 - High | 1 - Urgent |

| Severity* | Definition | Target initial response time |
|---|---|---|
| **1/Urgent** | Production system is inoperable affecting all users and/or data integrity is compromised | Within 1 business hour of receipt of reported issue by phone |
| **2/High** | Production system is operable with a major component malfunctioningthat affects all users | Within 1 business hour of receipt of reported issue by phone or ticket raised via RLDatix Support Portal |
| **3/Normal** | Production system is operable with a minor/isolated component malfunctioning that affects a subset of users | Within 1 business Day of receipt of reported issue by phone or ticket raised via RLDatix Support Portal |
| **4/Low** | Production system is operable witha minor/isolated component malfunctioning that affects a singleuser, or where issue is cosmetic in nature | Within 1 business Day of receipt of reported issue by phone or ticket raised via RLDatix Support Portal |

*For the purposes of this plan, Severity is synonymous with Priority; this may be outlined in applicable customer contracts.


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## 13 Product Ideas & Suggestions

Product ideas and suggestions may be submitted via the AHA Ideas Portal and are not covered under the service levels.

All ideas and suggestions are considered by RLDatix's Product Management team, considering overall benefit to the software, value to RLDatix's broader customer base, feasibility of the ideas and estimated costs. RLDatix does not guarantee an individual customer's request for change will be incorporated into the standard product. Communication and response to product ideas and suggestions will occur via the AHA Ideas Portal.

## 14 Virtual Environment for On-Premises Installation

For customers with an On-Premises installation, if issues are detected with the software functionality and confirmed by RLDatix to be related to the virtual environment, it is the customer's responsibility to identify and change the configuration of their virtual environment until the issue is resolved. This may require moving the virtual environment onto a different host if the existing one is not able to accommodate the necessary changes. RLDatix assumes that the customer has in-house expertise for virtual server administration.

If despite all reasonable efforts, the software still does not function properly, it is the customer's responsibility to contact the vendor of the virtual software in which the RLDatix product(s) are being Managed Hosted for support and help with issue resolution.

RLDatix reserves the right to request that the software be moved to a hardware standalone server(s) as a part of the efforts to troubleshoot the software problem. If the issue cannot be reproduced in the hardware standalone server(s) configuration and cannot be resolved in the virtual environment, the customer should be prepared to abandon the virtual environment and use the software in the standalone hardware server(s) configuration.

## 15 Escalation Procedure

If a customer feels their support expectations have not been met, they may escalate their concern to a manager. Escalations will receive prompt attention and management focus. If the customer's expectations are still not met, then the concern can be further escalated to a member of the RLDatix Executive Leadership Team.


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## 16 What if my Fees are in Arrears?

If a customer contacts RLDatix for support and their account is not in good standing,the customer will be directed to the RLDatix Finance team.

RLDatix Finance reserves the right to suspend all services for accounts that are not in good standing. This includes suspension of support services for both technical and non-technical issues, delivery of software fixes/updates, and all other services related to training, consultation, implementation, and Support Plans.

## 17 Changes to Standard Support Plan

RLDatix reviews and updates its Standard Support Plan annually (at minimum) to reflect relevant company changes at its sole discretion.The most current version of the Standard Support Plan will be posted electronically (see Terms) as follows:

**North America: www.rldatix.com/en-nam/msa/**

**UK & Ireland: www.rldatix.com/en-uki/terms/**

**Asia Pacific: www.rld.rldatix.com/en-apac/terms/**

**Middle East & Africa: www.rld.rldatix.com/en-mea/terms/**


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