

EDI MESSAGING & CLAIMING SERVICES

Service Times*	
Normal Service	8:00am to 5:00pm normal business days Eastern Time 8:00am to 4:00pm normal business days Western Time
After-hours Service	6:01pm to 7:59am normal business days 12:00am to 11:59pm weekends, and holidays

Service Level

Normal Hours		
Service Uptime	99.5%	Measured over 3 months during normal service times across all customers.
Outage Notification	> 2 Hour	Network or service outages will be notified to Healthpac and Labs.
	> 4 Hours	Network or service outages > 4 hours will notified to all claimants.
Outages	> 95%	Resolved within 6 "normal service" hours

After-hours		
Service Uptime	96.0%	Measured over 3 months during normal service times across all customers.
Outage Notification	N/A	No notifications
Outages	> 95% of the time	Resolved within 24 hours

* Only includes the support of HealthLink backend server infrastructure deemed necessary for HealthLink services.

Disclaimer

Network and Internet outages caused by telecommunications companies or other parties outside the control of Healthlink Limited are not included in the above service level agreements. Healthlink Limited will make best endeavors to restore network services with the appropriate telecommunications company.

Help Desk Support

Service Times	
Normal Service	8:00am to 5:00pm normal business days Eastern Time 8:00am to 4:00pm normal business days Western Time
After-hours Service	6:01pm to 7:59am normal business days 12:00am to 11:59pm weekends, and holidays. Eastern Times

Service Level

Normal Hours		
Call Response	< 1 Hour	Voice message or email
Problem Resolution	75% < 4 hours	Best endeavors will be made by Healthlink Limited to resolve customer problems.

No help desk support for after hours.