

EDI MESSAGING & CLAIMING SERVICES

| Service Times* | |
|-----------------------|--|
| Normal Service | 8:00am to 6:00pm normal business days |
| 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.



Service Level Agreement New Zealand

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| Help Desk Support |
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| Service Times |
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|----------------|---------------------------------------|
| Normal Service | 8:00am to 6:00pm normal business days |
|----------------|---------------------------------------|

Service Level

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|---------------------|--|--|
| Normal Hours | | |
|---------------------|--|--|

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|--------------------|---------------|---|
| 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.