

Exhibit to Cloud Services Agreement or Rhapsody SaaS Product Agreement:

Axon Connect Service Level Agreement – RACI Chart

All information, including pricing, contained in this Exhibit is confidential.

This Exhibit sets forth the responsibility matrix applicable to Axon Connect.

1 RESPONSIBILITY MATRIX

1.1 Definitions:

R stands for "**Responsible**" and indicates which party is responsible for the function.

A stands for "**Accountable**", which denotes which party is approving or accountable for approving the function listed.

C stands for "**Consulted**" which specifies that a party is consulted for their opinion on the function listed.

I stands for "**Informed**" and indicates that a party will be told of progress or decisions made on the function listed.

1.2 Axon Connect Responsibility Matrix

Activity	Company	Customer
Provisioning of Customer user seats (up to 5) for Axon Connect Management Console access	R, A	I
Provisioning of integration guide capacity and processing of Customer requests for additional guides	R, A	C, I
Enforcement of maximum integration guide limits within the Axon Connect Management Console	R, A	I
Development of Integration Guide content, with direction from Rhapsody Axon	I	R, A
Maintenance of the Integration Guide content to ensure inputs reflect up to date Customer context	I	R, A
Uploading of source documents (e.g., PDF, CSV, MD, DOCX, XLSX, TXT) to inform Integration Guide creation	I	R, A
Submission of Integration Guide for review	I	R, A
Review of submitted Integration Guide in the form of feedback	R, A	C, I
Revisions to the Integration Guide based on review feedback	C, I	R, A
Notification and feedback to Customer when Integration Guide fails screening	R, A	C, I
Selection of providers in the Community Directory for Integration Guide visibility	I	R, A
Fielding of integration questions from providers using the Integration Guide	I	R, A
Removal of a source document and derived guide content upon Customer request	R, A	C, I
Ensuring no PHI is uploaded into Integration Guide content	I	R, A