

Exhibit to Cloud Services Agreement or Rhapsody SaaS Product Agreement:

Rhapsody Axon Broadcast 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 Broadcast.

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 Broadcast Responsibility Matrix

Activity	Company	Customer
Provisioning of Customer user seats (up to 5) for access to Axon Broadcast functionality within Rhapsody Axon	R, A	I
Provisioning of Playbook capacity and processing of Customer requests for additional Playbook(s)	R, A	C, I
Enforcement of maximum Playbook limits within Rhapsody Axon	R, A	I
Development of Playbook content, with direction from Rhapsody Axon	I	R, A
Maintenance of the Playbook 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 Playbook creation	I	R, A
Submission of Playbook(s) for review	I	R, A
Review of submitted Playbook in the form of feedback	R, A	C, I
Revisions to Playbook(s) based on review feedback	C, I	R, A
Notification and feedback to Customer when Playbook fails screening	R, A	C, I
Selection of providers in the Axon Broadcast Directory for Playbook visibility	I	R, A
Fielding of integration questions from providers using the Playbook	I	R, A
Removal of a source document and derived Playbook content upon Customer request	R, A	C, I
Ensuring no PHI is uploaded into Playbook content	I	R, A