VENDOR SUPPORT POLICY

This Support Policy is a part of, and subject to the terms of, any Vendor licensing agreement that references this Support Policy (the "Agreement"). Capitalized terms used but not defined in this Support Policy will have the meaning assigned to them in the Agreement.

1. SUPPORT SERVICES

1.1 Support Requests. To receive Support Services, Customer must submit a support ticket ("Support Ticket") via Vendor's Help and Support page located at https://support.volparahealth.com/csm.

1.2 Support Services. Vendor will use commercially reasonable efforts to provide the following Support Services to Customer:

(a) Corrections. Vendor will provide technical support to correct a reproducible failure of the Software to materially conform to the Documentation (each an "Error"). Vendor will use commercially reasonable efforts to achieve the Error target response and resolution times set forth in Section 1.3 below.

(b) Product Support. Upon Customer's reasonable request, Vendor will use commercially reasonable efforts to assist Customer with the following activities in connection with the Software (as applicable): Software functionality questions, API and risk model related questions, server migrations, customizations to template letters, reports and worksheets, and MQSA audit preparation.

(c) Updates. Vendor may provide periodic Updates (including upgrades) to the Software from time-to-time. Updates to the Software (excluding Patient Hub Server Software) will be made by Vendor at its sole discretion and, whenever possible, will be made during "off-peak" hours, as reasonably determined by Vendor, provided Vendor will notify Customer, reasonably in advance, if any Update is expected to materially affect Customer's access to the Software. Vendor will notify Customer if any such Update requires Customer's cooperation (e.g., where an Update is contingent on Customer Systems conforming to new/modified system requirements). Updates for Patient Hub Server Software will be made available to Customer via download for Customer's installation.

(d) All Support Services will be provided in the English language and such other languages offered by Vendor from time to time. The availability of Support Services in any language other than English is at Vendor's sole discretion and is not guaranteed by Vendor.

1.3 Target Response and Restoration Times. Vendor will use commercially reasonable efforts to meet the below Error target response and target restoration time frames, measured from Vendor's receipt of the applicable request for Support Services.

Severity Level	Initial Response Target	Target Restoration Time
Critical – The Software is down; no workaround is immediately available	4 Hours	1 business day
High – Important Software features are unavailable to multiple Users; no acceptable workaround	12 business hours	3 business days
Moderate – Software features are unavailable to multiple Users; a workaround exists and the majority of Software functions are still useable	12 business hours	5 business days
Low – Minor problem or question that does not affect Software functionality	24 business hours	At Vendor's discretion

1.4 Customer Responsibilities. Customer agrees that Vendor's performance of the Support Services, including the Error target restoration time frames, depend on Customer's timely cooperation with Vendor, including without limitation, making available the personnel, information, data, instructions, consents, and/or access reasonably requested by Vendor in connection therewith.

1.5 Customer Technical Contacts. Customer's request and receipt of Support Services will be through its personnel designated in writing to Vendor as its authorized technical contacts (the "Customer Technical Contact(s)"). The Customer Technical Contact(s) will (a) be responsible for initiating all requests for Support Services; (b) serve as the primary contact(s) with Vendor on all matters relating to Support Services; and (c) be responsible for providing information and support, as requested by Vendor, to assist in the reproduction, diagnosis, analysis, and resolution of Errors.

1.6 Exclusions. Notwithstanding anything in this Support Policy to the contrary, Vendor may at its sole discretion (but will not have any obligation to) perform Support Services in connection with (a) an issue or problem that is not logged as a Support Ticket; (b) an issue or problem that is not due to an Error; (c) use of the Software other than in accordance with the Documentation and the Agreement; (d) any Errors that result from (i) use of the Software with

software or hardware that does not satisfy the minimum system requirements specified in the Documentation or specifically recommended by Vendor to Customer based on the applicable Customer Systems, (ii) use of the Software with third party systems, software, databases, data sources, network software or applications that are no longer supported by the related vendor, or (iii) use of the Software other than the then-current or immediately prior release of the Software. If Vendor does perform Support Services described in this Section 1.6 or otherwise not covered by the terms and conditions contained in this Policy, such Support Services will be provided only following Customer's written request and approval of all charges, and Customer will be invoiced for such support at Vendor's then-current rates for such Support Services.

1.7 Virtual Appliance. Without limiting the terms of Section 1.6 above, in the event Customer disables or otherwise restricts Vendor's ability to provide any Update via the Virtual Appliance, Vendor will inform the Customer Technical Contact(s) thereof and seek Customer's collaboration for the provision of such Update via the Virtual Appliance, provided notwithstanding anything in this Support Policy or the Agreement to the contrary Customer assumes the sole responsibility and liability for any and all security incidents or other events that would have been addressed or mitigated by Vendor's provision of any such Update.

2. VOLPARA ANALYTICS; LUNIT INSIGHT CLOUD SAAS SERVICES UPTIME

2.1 Uptime. Vendor will use commercially reasonable efforts to make the following SaaS Services available to Customer during Business Hours: Volpara Analytics; and Lunit INSIGHT Cloud. Customer will be entitled to a Performance Credit if Vendor fails to meet the following Uptime targets for either Lunit INSIGHT Cloud or Volpara Analytics:

Uptime	Performance Credit
≥ 99% < 99.9%	2% of Monthly Fees
≥ 97.5% < 99%	5% of Monthly Fees
< 97.5%	10% of Monthly Fees

"Available Minutes" means the total minutes during Business Hours in a calendar month, less Scheduled Downtime.

"Business Hours" means 8 am to 5 pm in Customer's local time zone.

"Lunit INSIGHT Cloud" means the Microsoft Azure cloud hosted inferencing engine for the following products only as deployed via the Virtual Appliance: Lunit INSIGHT MMG and Lunit INSIGHT DBT. For clarity, the Uptime guarantee for Lunit INSIGHT Cloud refers solely to the availability of Vendor's cloud hosted Services from the public internet and does not include or account for any unavailability resulting from Customer's inability to connect to the product due to Customer's internet connections, network issues, firewalls, Customer Systems, or any other factors outside Vendor's direct control.

"Monthly Fees" means one twelfth of the annual subscription Fees for the specific SaaS Service (either Volpara Analytics or Lunit INSIGHT Cloud) that failed to meet the Uptime target as specified in the applicable Quotation.

"Scheduled Downtime" means the total number of minutes in a calendar month the SaaS Services are unavailable due to activities such as preventative maintenance and Updates. Any Scheduled Downtime in excess of sixty (60) minutes during any calendar month will be deemed Unscheduled Downtime.

"Unscheduled Downtime" means the total number of minutes during Business Hours in a calendar month the SaaS Services are unavailable to Customer as a result of an unplanned interruption.

"Uptime" means the percentage calculated as follows: Available Minutes less Unscheduled Downtime, divided by Available Minutes, multiplied by 100.

2.2 Performance Credits. To receive a Performance Credit, Customer will submit a written request to Vendor within three (3) calendar months of the calendar month during which the asserted failure occurred (including reasonably detailed information to substantiate such failure). Vendor will issue the Performance Credit against Customer's first subsequent invoice following confirmation of such failure. Performance Credits will be calculated separately for each SaaS Service (Volpara Analytics and Lunit INSIGHT Cloud), and Customer may not combine or aggregate the Uptime calculations across multiple SaaS Services to qualify for or increase any Performance Credit. Unless otherwise provided in the Agreement, this Support Policy sets forth Customer's sole and exclusive remedies, and Vendor's sole and exclusive liability, for Vendor's failure to meet the Uptime targets in Section 2.1 above.

2.3 Limitations. Vendor will not be obligated to issue a Performance Credit to the extent Vendor's failure to meet an Uptime target: (a) was caused by factors outside of Vendor's reasonable control; (b) results from any actions or inactions of Customer or any third party; or (c) results from Customer Systems.

Customer acknowledges and agrees that Vendor may, from time-to-time, amend the terms of this Support Policy, provided Vendor will provide at least 90 days prior written notice of any material adverse changes.

Updated as of 27 August 2025.