

Dental Allies Practice Cloud EmailSM Service Level Agreement

This Service Level Agreement (this "SLA") governs the use of the Services under the terms of the Master Service Agreement (the "MSA") between Dental Allies, Inc. ("Dental Allies") and customer ("You") and is incorporated into the MSA by reference. This SLA applies separately to each of Your Accounts. Dental Allies may update, amend, modify or supplement this SLA from time to time. A current copy of the SLA is located at <http://dentalallies.com/legal>.

Capitalized terms used herein but not otherwise defined will have their respective meanings set forth in the MSA. In the event of any conflict between this SLA and the MSA, the MSA shall govern.

1. Service.

Dental Allies will use commercially reasonable efforts to provide the Service as defined by the plan or plans purchased or subscribed to under Your Account.

2. Service Availability.

2.1. Definition. Dental Allies will provide at least 99.999% Service Availability, measured on a per calendar-month basis. "Service Availability" is defined as the ability of a User under Your Account to (a) access and retrieve information from such User's Exchange mailbox using the Services, and (b) send and receive messages via the User's Exchange mailbox using the Services, each on a per Exchange mailbox basis, provided that Your Account is active and enabled, Loss of Service Availability caused by (i) issue's beyond Dental Allies' reasonable control, including, without limitation, denial of service or similar attacks, mail bombs, DNS resolution, domain name expiration, hardware failure, internet availability, SYN attacks, and other elements or any other Force Majeure Event, or (ii) other issues addressed in this SLA, will be excluded from Service Availability calculations.

2.2. Calculation.

- a. To calculate Service Availability, Dental Allies uses a combination of methods, including analyzing logs from both Dental Allies' event monitoring system and the actual affected infrastructure components. Dental Allies will match these findings with client reports to determine the actual timeframe. Any loss of Service Availability less than five (5) minutes in duration will not be included in the calculation of Service Availability.
- b. Dental Allies does not guarantee incoming and outgoing mail delivery time. Any delay in incoming and outgoing delivery time, regardless

of the cause, is not included in any calculation of Service Availability.

- c. Service Availability Credit. Subject to Your valid submission of a Service Availability Credit request and the other conditions herein, if Service Availability under Your Account for any calendar month is below 99.999%, Dental Allies will issue a credit ("Service Availability Credit") in accordance with the following schedule:

Service Availability	Amount of the refund as a percentage of monthly fee for affected Service
99.0% to 99.999%	3% of monthly fee credited
98.0% to 98.99%	5% of monthly fee credited
95.0% to 97.99%	10% of monthly fee credited
90.0% to 94.9%	25% of monthly fee credited
89.9% or below	2.5% credited for every 1% of lost availability up to the maximum total penalty limit

If the subscription period for an affected Service is less than one (1) calendar month, the Service Availability Credit will be adjusted on a pro-rata basis.

To request a Service Availability Credit, (a) Your Account must be in good standing with Dental Allies, (b) You must open a technical support ticket in the administrative control panel reporting an apparent Service interruption within seventy-two (72) hours of the event; and (c) You must send an email or written Service Availability Credit request to the accounting department at accounting@dentalallies.com in the month immediately following the month for which You are requesting a Service Availability Credit. Service Availability Credit requests must include Your Account name or Account number and the dates and specific times for which You are requesting Service Availability Credits.

Dental Allies will compare information provided by You to the data referenced in Section 2.2 above. A Service Availability Credit will be issued only if Dental Allies confirms from such data that a Service Availability Credit is available.

Dental Allies will calculate the Service Available Credit based on the type of particular Service for which Service Availability was below the prescribed level, the fees for the particular Service, and the percentage of overall individual Exchange mailboxes or other units adversely affected. For example, if the Service Availability Credit pertains to the Service Availability of two (2) Exchange mailboxes out of two hundred (200) Exchange mailboxes purchased, the Service Availability Credit would be calculated as one percent (1%) times the monthly fee for the Exchange mailboxes times the percentage of the monthly fee credited.

3. Total Credit Limits; Sole and Exclusive Remedies.

3.1. Total Service Availability Credits. The total Service Availability Credit due to You for any Account may not exceed fifty percent (50%) of the monthly fees charged to that Account during the month for which the Service Availability Credit is to be issued, unless the amount to be credited is less than one dollar (\$1.00) in which case the credit amount will be one dollar (\$1.00). Only one (1) Service Availability Credit is available in any given calendar month. Notwithstanding anything set forth in the MSA with the exception of Section 8 of the MSA, or this SLA, the Service Availability Credit described in Section 2 of this SLA will be Your sole and exclusive remedy in connection with any loss of Service Availability as described in such section or breach by Dental Allies of the MSA or this SLA.

3.2. Total Credit Limit. The total credits that You may be issued with respect to any calendar month, including the aggregate of Service Availability Credits, will not exceed one-hundred and fifty percent (150%) of the monthly fees charged to the Account during the month for which all such credits are issued.

3.3. No Refund. Credits are applicable only toward use of the Service and are not convertible into cash or any type of refund.

4. Technical Support.

Dental Allies will use commercially reasonable efforts to assist You, through Your authorized Account contacts, with setting up and configuring Your Account, accessing the Services, and resolving other issues related to the Services. Only Your authorized Account contacts may request information, changes, or technical support pursuant to the MSA. For more information, visit <http://help.dentalallies.com>. Dental Allies' technical support response depends on the complexity of the inquiry and support request volume.

5. Management.

5.1. Account Management Tools. Through Your authorized Account contacts, You may manage Your Account with Dental Allies' online management tools, the administrative control panel and end-user control panel. Dental Allies will not be required to perform for You any task that can be done through the control panels.

5.2. Custom Configuration. Requests for modification to the standard configuration of the Services will be considered on a case-by-case basis. Approval of such modifications will be at Dental Allies' sole discretion. Dental Allies does not guarantee any particular result from non-standard configurations nor can it be held liable in any way for Service performance changes or failures which result from non-standard configurations.

5.3. Additional Services. For tasks that cannot be performed through the administrative control panel, You may request that Dental Allies perform professional services on a time and materials basis. The request will include a detailed description of work and the authorized amount of time, in half hour increments, to perform the work. Dental Allies may evaluate and revise the request (including the estimated number of hours to perform the work) and reserves the right, in its sole discretion, to decline any request. Any additional services will be performed at Dental Allies' standard published rates, provided that any emergency services that require commencement within twenty-four (24) hours will be charged at one and a half (1.5) times Dental Allies' standard published rate. Dental Allies will use commercially reasonable efforts to perform requested additional services. However, it does not guarantee any particular result from performance of additional services or make any representations or warranties regarding such additional services nor can it be held liable in any way (including for any credits) for Service performance changes or failures which result from performing tasks requested by You. Dental Allies may require a separate agreement for any of these additional services.

6. Maintenance.

6.1. Scheduled Maintenance. In order to maintain performance and security of the Services, Dental Allies performs scheduled maintenance within its published maintenance windows. This may require specific Services to be suspended during the maintenance period. Loss of Service Availability due to scheduled maintenance will not be included in the calculation of Service Availability. Dental Allies will use commercially reasonable efforts to notify

You in advance of any scheduled maintenance that may adversely affect Your use of the Services.

6.2. Emergency Maintenance. Dental Allies may need to perform emergency maintenance, including security patch installation or hardware replacement. Dental Allies will not be able to provide You with advanced notice in case of emergency maintenance. Loss of Service Availability due to emergency maintenance will be excluded from calculations for Service Availability.

7. Storage Capacity; Data Transfer; Server Resources.

Each Account is allotted storage capacity and data transfers amounts on Dental Allies' servers according to the Service and related options selected by You. This storage size and data transfer allotments can be increased through the administrative control panel for an additional charge up to the maximum amount allowed for the Service and related options. The servers may stop accepting, processing, or delivering Data, including email messages, when such an allotment or the purchased limit is reached thus causing a loss of Service Availability or Data loss. Dental Allies will not be responsible for such loss of Service Availability or Data losses, and such loss of Service Availability will be excluded from calculations for Service Availability. The amount of data stored in a mailbox or a folder affects client and server performance. Large mailboxes or data storage may respond slower to user requests or cause client non-responsiveness while the data is processed. Unlimited capacity allocation per plan is subject to technical limitations of the software used to access such capacity. Dental Allies has no control over software limitations imposed by a software manufacturer. Unlimited mailboxes or data storage capacity may not be used for archiving services; specific archiving products and services need to be purchased for archiving.

8. Certain Limitations.

8.1. Anti-Virus Checking. Dental Allies uses commercially reasonable efforts to maintain third-party, anti-virus software. This software is configured to scan all inbound messages sent between Exchange mailboxes on the server. If a virus is detected or if a message attachment cannot be scanned (for example, when it is encrypted or corrupted), the message and its attachments may be permanently deleted. For Dental Allies Cloud EmailSM customers, encrypted messages will not be deleted except upon Your action to do so. Dental Allies advises You to use up-to-date, local anti-virus software. Dental Allies is not responsible for any damages to Your hardware, software or systems or for loss of Data due to viruses, including infection of end-user devices or lost or corrupted messages.

8.2. Anti-Spam Message Filter. Dental Allies uses commercially reasonable efforts to maintain third-party Anti-SPAM software on its servers. This software is configured to check all incoming messages according to the SPAM-detecting heuristics provided within the software. Dental Allies is not responsible for any damage, loss, or inconvenience You suffer due to anti-SPAM filtering, including lost or corrupted messages. SPAM settings are also configurable by You, and Dental Allies is not responsible for any deleted messages or messages not received as a result of SPAM settings configured by You.

8.3. Wireless Exchange Server Access. As an add-on Service, Dental Allies may provide wireless access to the Exchange server through the use of third-party software. Limited customer control of wireless Exchange server access and configuration may be available through the administrative control panel. Success in configuration and set up of wireless Exchange Server is highly dependent upon the device and the wireless access provider chosen by You. As a result, Dental Allies does not guarantee access through this method and any loss of Service Availability through wireless access will be excluded from calculations for Service Availability.

9. Data Restoration from Backup Request.

Dental Allies conducts regularly scheduled backups related to the Services but does not guarantee their availability to You. Server backup scope and scheduling is at Dental Allies sole discretion. Data restore requests initiated by You may be initiated through the administrative control panel as an extended service request, subject to availability of the relevant Data. **DENTAL ALLIES DOES NOT MAINTAIN HISTORICAL BACKUP COPIES FOR THE PURPOSE OF POINT IN TIME DATA RECOVERY. DENTAL ALLIES STRONGLY URGES OUR CUSTOMERS TO BACKUP THEIR ACCOUNT DATA (INCLUDING ALL MAILBOX AND PUBLIC FOLDER DATA) THEMSELVES OR TO ARRANGE FOR THIRD-PARTY BACKUP SERVICES.**

10. Data Retention.

Dental Allies will not be responsible for retaining any of Your Data after termination of Your Account. Your Data may be deleted promptly after Your Account is terminated and from backups during scheduled backup rotation. Dental Allies will not restore, provide on any storage media, or send out any Data pertaining to terminated Accounts, unless specifically noted in a customized service agreement. **It is Your responsibility to backup and migrate Your Data prior to termination of Your Account or any other action which can lead to**

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deletion of any of Your Data from the Services. For more information on collection, retention, and use of customer information, refer to Dental Allies' Privacy Policy.

Dental Allies does not guarantee compatibility of the Services with any specific configuration of hardware or software. Dental Allies encourages You to discuss any technical and compatibility issues with our technical support personnel.

Customer Signature

Date

Printed Name

Title

Company