

SUPPORT SERVICE LEVEL AGREEMENT

This support service level agreement (the “**Service Level Agreement**” or “**SLA**”) forms part of the Agreement between SG and Customer, comprised of the corresponding Accepted Order(s) and applicable Terms or Master Service Agreement.

Capitalized terms used in this SLA and not expressly defined herein shall have the meaning ascribed to those terms in the Agreement.

1. Scope of the support services

Support for the use of SG Platform and Licensed Software is offered free of charge to Customer.

For the avoidance of doubt, free-of-charge support services do not include requests outside the scope of support, as per industry standards, such as (without limitation) Customer’s requests for implementation services (including any MaxCare Program), additional features, data access or Flagged Analysis Claims, for which SG is permitted to charge additional Fees.

Customer shall comply with Customer’s responsibilities as set out in the Agreement.

2. Support availability

SG and/or its Affiliates offers support from **Monday through Friday** during regular business hours (in Central European Time / Eastern Standard Time) except during banking holidays.

3. Support channels and language

A request should be submitted to the SOPHiA GENETICS support portal or via the dedicated phone line. All requests are tracked on the ticketing system used by SG or its Affiliates and are visible to the requester on the SOPHiA GENETICS support portal. The request shall be deemed received once the Customer receives an e-mail confirmation of receipt from SG or any of its Affiliates.

The official support language is **English**. Support in other languages may be available on a case-by-case basis.

4. Support services

SG’s and its Affiliates’ support teams partner with Customer to provide support services in accordance with applicable regulations and SG’s internal policy, at their sole discretion.

The support teams will determine the priority level based on the description provided by Customer. SG reserves the right to reclassify the priority level at any time.

SG’s and its Affiliates’ ability to respond to Customer issues will depend on accurate and detailed information supplied by Customer, internal priority classification of the ticket and hours of operation.

A notification will be sent to Customer once its request has been resolved.

5. Request – First response time

SG and/or its Affiliates will use reasonable commercial efforts to provide first response within **4 business hours** for all requests.

Priority	First response time
P1/P2/P3/P4 (as defined below)	4 business hours

6. Request resolution - Internal Classification for use of SG Platform and Licensed Software

SG and/or its Affiliates will use reasonable commercial efforts to resolve Customer’s request as soon as practicable.

Consistent with industry standards, requests are classified by SG and/or its Affiliates based on the following priority order for internal purposes only:

Priority	Example of request (1)
P1 - Critical	An issue that prevents multiple Customers from using the SG Platform or Licensed Software
P2 - High	An issue that prevents a single Customer from using the SG Platform or Licensed Software
P3 - Moderate	An issue that has an impact on Customer but does not prevent Customer from using the SG Platform or Licensed software
P4 - Low	Minor issue or request that has minimal impact on Customer

(1) This column contains an indicative description of requests that would fall within the scope of each category of priority. It does not constitute a comprehensive list of eligible requests.

The priority will drive the response frequency and resolution efforts per applicable internal guidelines.

7. Access to Customer’s account

SG and/or its Affiliates may access the Customer’s account on the SG Platform for the purpose of providing the support services.