

SUPPORT AND PLATFORM SERVICE LEVEL AGREEMENT

This support and platform service level agreement (the “**Service and Platform 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 Services Agreement (the “**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 such as (without limitation) Customer’s requests for Professional Services, including (without limitation) implementation services (including any MaxCare Program), additional features, data access or Flagged Analysis Claims, for which SG is permitted to charge additional Fees. Feature requests submitted through support channels will be transferred to SG’s product management teams for evaluation under the SG’s feature request process.

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 the hours of 9:00am to 5:00pm in Central European Time and Eastern Standard Time except during banking holidays in Switzerland, France, and the United States.

3. Support channels and language

Requests should be submitted to the SG support portal at <https://sophiagenetics.atlassian.net/servicedesk/customer/portal/18> 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 SG 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.

Customer shall be kept informed throughout the request lifecycle. Resolutions will be documented and communicated, and requests can be reopened if Customer does not accept the proposed resolution within thirty (30) days of ticket resolution. After such thirty (30) day period, a new ticket must be created by Customer.

SG maintains support and complaint records for a minimum of ten (10) years and performs routine trending and analysis to support continuous improvement. Customer satisfaction is monitored through post-resolution surveys, with follow-up on negative feedback as appropriate.

4. Support services

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.

Any request that may constitute a product-related complaint— including issues related to product performance, quality, usability, or safety—will be evaluated and investigated in accordance with applicable regulatory requirements, including ISO 13485. Where necessary, SG will conduct root-cause analysis, initiate non-conformity processes, and perform vigilance assessments.

5. Request – First response time

SG and/or its Affiliates will use reasonable commercial efforts to provide first response and status updates to each request within the timeframe set forth below for the priority level of each request.

Priority (as defined below)	First response time	Status Update Every
P1	2 business hours	4 business hours
P2	3 business hours	8 business hours
P3 or P4	24 hours*	N/A

*automated email confirming assignment of the request to the appropriate SG team

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:

Priority	Example of request (1)
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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.

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.

8. Platform Uptime

a Definitions

The following definitions apply:

- "**Measurement Period**" means each recurring calendar month during the term of the Agreement, beginning on the first day of each month.
- "**Base Hours**" means the total number of hours in the Measurement Period, calculated as 24 hours per day multiplied by the number of calendar days in the month, including national holidays. For example, Base Hours for September = $24 \times 30 = 720$ hours.
- "**Downtime**" occurs whenever, during any given Base Hour in the Measurement Period, there are one or more instances during which the SG Platform is unavailable to the Customer. Downtime excludes periods of inoperability or inaccessibility due to: (i) Scheduled Maintenance (as defined in Section 8(d) below); (ii) failures caused by Customer's own systems, network, or infrastructure; (iii) third-party service failures outside SG's reasonable control; (iv) non-compliance by Customer with the Agreement; or (v) force majeure events. SG will use commercially reasonable efforts to resolve any Downtime as promptly as practicable. Unavailability of specific features or functions within the SG Platform, while others remain available, will not constitute Downtime.
- "**Downtime Hours**" are units of sixty (60) minutes of Downtime, calculated on an aggregate basis per Measurement Period. For example, three instances of Downtime during a Measurement Period lasting 1 hour, 45 minutes, and 15 minutes respectively shall equal 2 Downtime Hours.
- "**Uptime Hours**" = Base Hours – Downtime Hours.
- "**Uptime Percentage**" = $(\text{Uptime Hours} \div \text{Base Hours}) \times 100$.

b Uptime Guarantee

SG agrees to achieve an Uptime Percentage of at least 99% during each Measurement Period for the availability of SG Platform.

c Recovery Objectives

In the event of any Downtime, SG targets the following recovery objectives:

- **Recovery Time Objective (RTO)**: SG shall restore service within 48 hours of incident declaration.
- **Recovery Point Objective (RPO)**: SG shall restore Customer Data to a state no more than 48 hours prior to the incident.

d Scheduled Maintenance

Parameter	Standard
Maintenance Window	8:00 PM – 8:00 AM CET
Scheduled Maintenance Duration & Frequency	Up to 4 hours per event; maximum of 4 hours per Measurement Period; 48 hours prior notice required
Emergency Maintenance	Up to 2 hours; best-efforts notice as soon as practicable
Extended Maintenance (> 4 hrs)	Maximum 4 times per year, up to 48 hours; 7 business days' notice required

Scheduled Maintenance performed within the parameters above shall not count toward Downtime for purposes of calculating the Uptime Percentage. In cases of emergency, SG shall use best efforts to notify the Customer of any periods of inoperability or inaccessibility as soon as practicable.

e Service Status Monitoring

SG shall maintain a status webpage (the “**SOPHiA GENETICS Service Status Page**”) through which the Customer may monitor the operational status of the SG Platform. Major incidents and Scheduled Maintenance events that prevent the Customer from using the SG Platform for an extended period shall be registered on the SOPHiA GENETICS Service Status Page. The Customer may subscribe to the SOPHiA GENETICS Service Status Page to receive notifications when a site is unavailable. The SOPHiA GENETICS Service Status Page is provided for informational purposes only and is updated during business hours only (Monday through Friday, 9:00am to 5:00pm Central European Time / Eastern Standard Time, excluding banking holidays).

f Customer Network Dependency

The Customer acknowledges that the execution times for file upload, processing and file download are inherently dependent on network conditions outside SG’s control, including Customer-side bandwidth and latency, ISP performance, and network routing infrastructure. Accordingly, a runtime threshold breach for these processes does not, by itself, constitute a failure or degradation of SG’s systems. SG will provide reasonable diagnostic information (e.g., transfer duration logs, processing timestamps) to assist the Customer in investigating network-related performance issues where such information is available.

g Failed Sample Remediation

In the event a submitted sample fails analysis due to a breach by SG of its obligations under this Section 8, SG shall, at the Customer’s option: (a) reprocess the sample at no additional cost, or (b) issue a credit equal to the full fee paid for the failed sample, applied against future services under the Agreement.

h Remedies

In the event SG fails to achieve the 99% Uptime Percentage in any single Measurement Period, the Customer shall be entitled to provide written notice to SG identifying the failure. Upon receipt of such notice, SG shall, within ten (10) business days, deliver to the Customer a written remediation plan setting forth the root cause of the failure and the corrective measures to be implemented to prevent recurrence. If SG fails to deliver such remediation plan, or if the corrective measures set forth therein are not implemented within the timeframe specified in the plan, the Customer may treat such failure as a material breach of the Agreement.

i Customer Responsibilities

The Customer is responsible for:

- Providing valid notification email contacts and maintaining distribution lists for operational alerts.
- Reviewing and acting upon notifications received from SG in a timely manner.
- Reporting issues promptly and accurately.