SUPPORT SERVICE LEVEL AGREEMENT

This service level agreement (the "**Service Level Agreement**" or "**SLA**") forms part of the Agreement between SG and Customer, comprised of the corresponding Order Form(s) and Terms or, as applicable, 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 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

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.

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 its 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 resolution - Internal Classification

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 based on the following priority order for internal purposes only:

- P1 - Critical
- P2 - High
- P3 - Moderate
- P4 - Low

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

6. 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.