OnCall Health Inc.

Technical Support Policy

In response to requests from the customer during the Term, OnCall will provide ***Premium Technical Support [Basic Service]*** as described in this Technical Support Policy. [*Premium Technical Support* includes explanations and guidance on features within the parameters of the software user interface **("Technical Support").**

The support experience is subject to the use of a compatible device, stable internet connection, and optimal hardware configuration (webcam, audio, microphone). OnCall will provide Support Services to Customers via email, social messaging channels, and live chat from Monday through Friday during the hours of 9:00 am to 5:00 pm Eastern time, except on Canadian federal and provincial holidays ***("Support Hours")***. Self-serve technical support resources such as guides and videos are available through our support portal 24/7. ***("Support Portal: support.oncallhealth.ca")*** Customers may initiate a helpdesk ticket any time by emailing ***support@oncallhealth.ca***, or by *initiating a live chat in our Support Portal.*

OnCall will use commercially reasonable efforts to respond to all helpdesk tickets within two to five **(2-5) business days**.

Assistance outside of Tier 1 Technical Support is considered a **"Additional Service"** a part of our Elite Support add on, and may be subject to additional fees. These additional Services can include extended priority access to a live agent over phone, chat, and email. Custom branded support knowledge base website, direct phone line, and guaranteed service level agreements.

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