

## SUPPLEMENT TO CAREBRIDGE EXHIBIT

### Service Description for Secure Remote Access II

Revised 8/11/2009 © McKesson Technologies Inc.

This Supplement will be strictly governed by the CareBridge Exhibit between McKesson and Customer.

1. **Service.** McKesson provides Customer's authorized users, whose personal computers are connected to the Internet ("*Users*"), the ability to access Customer's systems connected to the CareBridge network through a Virtual Private Network ("*VPN*") Gateway. This Service may include a license to Users for: (i) the encryption and VPN Gateway access software; and (ii) a physical security token / key fob (collectively, the "*User VPN Components*").

All data transported between Users' PCs and the VPN Gateway will be encrypted. Data transported between the VPN Gateway and Customer's systems will traverse the CareBridge backbone network. This Service only supports the TCP/IP protocol.

All Secure Remote Access II User VPN Components are the property of McKesson or licensed by McKesson. Customer and Users must abide by the licenses of any hardware or software components that are provided to Customer or Users for use of this Service.

#### 2. **Configuration.**

##### 2.1 **Customer Responsibilities.**

2.1.1 Customer will provide McKesson authorization information identifying the systems within Customer's domain that Users are permitted to access. Customer will provide, configure and maintain Customer's LAN and any systems that Users will access using this Service.

2.1.2 Customer will provide McKesson registration information for the Users. Customer will notify CareBridge immediately upon termination of any User's authority to use this Service, and shall be responsible for the return of any McKesson owned and licensed hardware provided to that User unless Customer has reassigned the hardware to another User as defined below. Customer will be responsible for all UserID Charges. Customer shall require all Users to delete any software provided to Users for this Service upon termination of their use of this Service.

##### 2.2 **McKesson Responsibilities.**

2.2.1 McKesson will configure the VPN Gateway with Customer's initial authorization and User registration information.

2.2.2 McKesson will update the VPN Gateway with Customer requested changes to their authorization information. There are no additional charges for these change requests.

2.2.3 McKesson will update the VPN Gateway with Customer requested adds, changes, and deletes to the list of registered Users authorized to access Customer systems. There are no additional charges for these change requests. McKesson will also allow up to three authorized customer administrators.

2.2.4 McKesson will provide Customer with the User VPN Components.

2.2.5 McKesson will replace broken User VPN Components as a result of “normal” use upon the return of broken User VPN Components to McKesson.

### 3. **User Enablement.**

#### 3.1 **Customer Responsibilities.**

3.1.1 Customer will distribute the User VPN Components to the appropriate Users identified in the registration lists and insure the appropriate identification of the Users.

3.1.2 Customer is responsible for enabling the User VPN Components on the Users' PC, including installation, training, troubleshooting, administration and any other capability or function Customer may bundle with this Service.

3.1.3 Customer may reassign User VPN Components from one User to another User provided that Customer notifies CareBridge of these reassignments or reassigns via self administration. Customer may not permit Users to share User VPN Components and will ensure that Users take appropriate steps to protect their Personal Information Number (“PIN”).

3.1.4 Customer is responsible for the purchase of User VPN Components broken as a result of misuse or abuse, loss or non-return. User VPN Components are provided under this Exhibit are purchased at a cost of fifteen dollars (\$15.00) USD each.

#### 3.2 **McKesson Responsibilities.**

3.2.1 McKesson support will provide Customer technical staff with documentation and telephonic support on the installation of the User VPN Components and second tier issue resolution support.

3.2.2 Enablement is considered complete when the user successfully communicates with Customer's systems.

### 4. **End User Support.**

#### 4.1 **Customer Responsibilities.**

4.1.1 Customer shall provide Users with all technical support regarding the User VPN Components and this Service, including userid/password issues; inability to log in to the VPN Gateway, inability to access Customer systems, user administration and any other capability or function Customer may bundle with this Service.

4.1.2 Users or Customer shall contact their Internet Service Provider if they are having difficulty accessing the Internet. Users shall contact their PC support provider if they are having problems with other applications and/or programs on their PC, even if the problem seems to be caused by the VPN Components.

#### 4.2 **McKesson Responsibilities.**

4.2.1 CareBridge support will explain proper operation of the User VPN Components and this Service with designated Customer technical staff and provide technical support as requested.

5. **Pricing**

5.1 Pricing is base on the number of tokens actually in use at the time of monthly billing. The cost for each token will be based on the pricing scale below.

<u>Number of Users</u>	<u>Price per user</u>
1 – 99	\$10.00
100 – 249	\$8.50
250 – 499	\$6.50
500 – 999	\$5.50
1000 +	\$4.50

5.2 Customer may keep an inventory of up to 10 unassigned tokens at no charge. Customer will be billed at the normal rate for all unassigned tokens in excess of 10.

6. **Miscellaneous.**

6.1 McKesson shall replace security tokens without charge if returned to McKesson due to defective materials or workmanship; otherwise, McKesson shall charge Customer the Rate as stated in this exhibit for such physical security tokens plus applicable shipping and handling fees.

6.2 Customer shall indemnify, defend and hold harmless McKesson from all liability, costs and expenses arising from Customer's use of the CareBridge Service. McKesson shall have no liability for Customer's use of any and all third party services (databases and applications).