

SUPPLEMENT TO CAREBRIDGE EXHIBIT

Service Description for Extranet VPN Service, Customer Owned Equipment

Revised 10/28/2024 © Altera Digital Health

This Supplement will be strictly governed by the CareBridge Exhibit between Altera Digital Health and Customer.

1. **Service.** Altera Digital Health provides a LAN to LAN VPN connection between the Altera Digital Health backbone network ("*CareBridge Backbone*") and Customer's designated location for use by Customer's organization. Such service includes the VPN Gateway ("*VPNG*") provided by the customer. The VPNG will be connected to Customer's network and Customer's Internet connection. The VPNG will establish an encrypted tunnel session to the CareBridge Backbone for the purpose of using the CareBridge Service. The standard configuration for this service includes two Ethernet interfaces and handles the IP protocol.

Customer's data transmitted on the CareBridge Backbone, as well as the IP address assigned to the VPNG, must utilize IP network numbers registered to Customer with the Internet Assigned Numbers Authority. Upon the request of Customer, Altera Digital Health will provide Customer with one sub-class "C" equivalent IP network number for use with the CareBridge Service. Such number can be used in conjunction with CareBridge Service, but may not be used to directly access the Internet except through the CareBridge Services. Upon termination of this Supplement, Customer shall no longer use the IP network number provided hereunder.

2. **Additional Responsibilities of Altera Digital Health.**

2.1 Altera Digital Health may assist in the configuration of the customer owned VPNG and testing the VPN connection to the CareBridge Backbone after installation.

2.2 Altera Digital Health will co-manage the VPN connection with customer assistance, and communicate as necessary with Customer in case of disruption of the CareBridge Service.

3. **Additional Responsibilities of Customer.**

3.1 Customer will provide an Internet connection to which the VPNG is connected. The Internet connection must have sufficient available bandwidth for the CareBridge Services being used. Customer's Internet Service Provider must allow the IPsec protocol to flow between the Customer's VPNG and the Altera Digital Health VPNG. Customer will assign one static IP address from the allocation provided by Customer's Internet Service Provider to the VPNG Internet interface.

3.2 Customer must use an approved commercially available firewall to connect Customer's network to the Internet, with the firewall limiting inbound access to generally acceptable, non-threatening IP traffic. For purposes of this Subparagraph 3.2, a router, with or without special filters, is not considered an approved commercially available firewall.

3.3 Customer is responsible for installing and maintaining its local configuration, devices, and associated application software.

3.4 Customer will diagnose and correct any problems with their Internet connection upon Customer or Altera Digital Health determining that CareBridge Services are disrupted.

3.5 Customer will periodically review utilization of their Internet connection to insure there is sufficient bandwidth for CareBridge Services being used by Customer.

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