

## EXHIBIT A

### PRACTICE ANALYTICS, LLC

#### PRICING POLICY (AS OF JANUARY 1, 2020)

**This Practice Analytics, LLC Pricing Policy contains certain pricing terms, payment terms, and service level commitments for all of Practice Analytics, LLC's products and services, including without limitation its Hygiene Manager**

**For purposes of this Pricing Policy, “we” or “our” or “PA” means Practice Analytics, LLC., and “you” or “I” means the users of PA's products or services.**

#### **1. Pricing for Practice Analytics, LLC Products and Services**

- Price for Hygiene Manager :
  - The Hygiene Manager - \$99 per site Installation
- Purchase of previous modules are required
  - It is not required for Client to purchase the Front Office Module, Clinical Module or Business Module to have the Hygiene Manager Installed.
- Annual Licensing agreement that is Billed monthly

#### **2. Explicit Service Level Commitment For All Practice Analytics, LLC Products and Services**

- In-person training available for a fee, cost of travel
- Technical support available via email at support@practice-analytics.com
  - Guaranteed contact back within 4 hours during business hours
  - Evaluation within 24 hours.
- 95% uptime guarantee

#### **3. Cancellation Policy**

- **What happens if I don't abide by PA' Terms and Conditions.** If you violate any agreement or policy governing your use of any PA products or services, including without limitation any Access Agreement governing our products or services (“PA Agreements and Policies”), then PA may take any actions against you pursuant to any of those PA Agreements and Policies, including without limitation terminating your right to access or use our products or services.
- **Are there other ways I could lose access to the services?** Yes. If you sign up for a paid portion of the services and fail to make an on-time payment, PA may suspend or cancel that services.

- **Can I cancel the services?** You can cancel your services by giving PA notice (30) days prior to the beginning of the next payment period. Notice must be sent to the following email address: [support@practice-analytics.com](mailto:support@practice-analytics.com).
  - **When is my cancellation effective?** If you properly give PA that above notice (30) days prior to the beginning of the next payment period, your cancellation will be effective as of the expiration of that next full applicable payment period.
  - **Will I be charged any cancellation fee or other fees if I cancel?** In all situations in which you cancel service, PA reserves the right to charge you a cancellation fee for administrative overhead to process your cancellation.
  - **What happens if my services are canceled or terminated for any reason?** If your services are canceled or terminated (whether by you or us), your right to use the services stops immediately and your access right to use our services immediately ends. You must then uninstall the software, or, alternatively, PA may disable it.
4. **Charges.** If there is a charge associated with a portion of the services, you agree to pay that charge. The price stated for the service excludes all applicable taxes and currency exchange settlements, unless stated otherwise. You are solely responsible for paying such taxes or other charges. PA may suspend or cancel the services if PA does not receive an on time, full payment from you. Suspension or cancellation of the services for non-payment could result in a loss of access to and use of your account and its content.
  5. **Your billing account.** To pay the charges for a service, you will be asked to provide a payment method at the time you sign up for that service. Additionally, you agree to permit PA to use any updated account information regarding your payment method provided by your issuing bank or the applicable payment network. You agree to keep your billing account information current at all times. Changes made to your billing account won't affect charges PA submits to your billing account before PA could reasonably act on your changes to your billing account.
  6. **Billing.** By providing PA with a payment method, you (i) represent that you are authorized to use the payment method that you provided and that any payment information you provide is true and accurate; (ii) authorize PA to charge you for the services using your payment method; and (iii) authorize PA to charge you for any paid feature of the services that you choose to sign up for or use while this agreement is in force. PA may bill you (a) in advance; (b) at the time of purchase; (c) shortly after purchase; or (d) on a recurring basis for subscription services. Also, PA may charge you up to the amount you've approved, and PA will notify you in advance of any change in the amount to be charged for recurring subscription services. PA may bill you at the same time for more than one of your prior billing periods for amounts that haven't previously been processed.
  7. **Automatic renewal.** Provided that automatic renewals are allowed in your country, province, or state, PA will inform you by email before automatically renewing your services. Once PA has informed you that the services will be automatically renewed, PA may automatically renew your services and charge you the then current price for the renewal term. PA will make a reasonable effort to remind you that PA will bill your chosen payment method for the services renewal, whether it was on file on the renewal date or

provided later. PA will also provide you with instructions on how you may cancel the services. You must cancel the services before the renewal date to avoid being billed for the renewal.

8. **Online statement and errors.** PA will provide you with a monthly billing statement. This is the only billing statement that PA provides. It's your responsibility to print or save a copy of each online statement and retain such copy for your records. If PA makes an error on your bill, you must tell us within 120 days after the error first appears on your bill. PA will then promptly investigate the charge. If you don't tell us within that time, you release us from all liability and claims of loss resulting from the error and PA will not be required to correct the error. If PA has identified a billing error, PA will correct that error within 90 days.
9. **Cooling off period.** When you request a service from us, you agree that PA may begin to provide the services immediately. You won't be entitled to a cancellation or "cooling off" period, except if the law requires a cooling off period. You may cancel paid services as provided below.
10. **Trial period offers.** If you are taking part in any trial period offer, you must cancel the services by the end of the trial period to avoid incurring new charges, unless PA notifies you otherwise. If you don't cancel your services at the end of the trial period, PA may charge you for the services.
11. **Price changes.** PA may change the price of the services at any time, and from time to time, and will notify you by email at least 45 days before the price change. If you don't agree to the price change, you must cancel and stop using the services before the price change takes effect. If there is a fixed term and price for your service offer, that price will remain in force for the term.
12. **Late payments.** You must pay for all reasonable costs PA incurs to collect any past due amounts. These include reasonable attorneys' fees and other legal fees and costs.
13. **Payments to you.** If PA owes you a payment, then you agree to timely and accurately provide us with any information PA needs to get that payment to you. You are responsible for any taxes and charges you may incur as a result of this payment to you. You must also comply with any other conditions PA places on your right to any payment. If you receive a payment in error, PA may reverse or require return of the payment. You agree to cooperate with us in our efforts to do this. PA may also reduce the payment to you without notice to adjust for any previous overpayment.
14. **Internet access services and charges.** *If the services don't include Internet access, you are responsible for paying the fees charged by your Internet access provider. Those fees are in addition to the fees you pay us for the services. If you access the services through wireless devices (for example, mobile phones, tablets), your wireless carrier may charge fees for alerts, PA browsing, messaging, and other services that require the use of airtime and wireless data services. Check with your carrier to verify whether there are any such fees that may apply to you. You are solely responsible for any costs you incur to access the services through any wireless or other communication service.*
15. **Additional provision about Internet Access** This section applies only if your services include Internet access. This service may not be available in your country or region. If you use a dial-up modem, you may incur toll, roaming, or other access charges, depending on the number you call and from where you call.

You should check with your local telephone company first to determine if the number you plan to use will incur such charges. Even if PA suggests a phone number for you to call, you may still incur charges, depending on your local provider, calling location, and phone plan. PA will not reimburse you for such charges.

16. **Amendments to this Policy.** Subject only to your rights under Section 11 (Price Changes), PA has the right to amend this Pricing Policy at any time, and from time to time, (“Amendment”) and you will be bound by each such Amendment the first time you continue to use any of PA’s goods or services.