SOFTWARE-AS-A-SERVICE AGREEMENT

This Software-as-a-Service Agreement ("Agreement") is made and entered into by and between PDDS Buyer, LLC, a Delaware limited liability company ("PDDS"), and County of Monterey, a political subdivision of the State of California, on behalf of the County of Monterey Health Department, Clinic Services Bureau ("Client" and each of PDDS and Client, individually a "Party" or collectively, the "Parties") as of the date of the Order (as defined below) attached as Exhibit F to this Agreement (the "Effective Date"). For purposes of this Agreement, "PDDS Party" means any affiliate of PDDS that may provide products or services hereunder or in connection with this Agreement. In consideration of the mutual promises and covenants in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged, the Parties agree as follows.

By signing and/or submitting an Order that incorporates this Agreement, Client hereby accepts this Agreement and represents that it has the authority to bind Client to this Agreement. Any individual executing an Order on behalf of a company or other legal entity represents that he or she has the authority to bind such entity to this Agreement. If Client does not agree to the terms of this Agreement, Client is not permitted to use the Services. Any usage of the Services indicates acceptance of this Agreement in its entirety.

1. ACCESS TO SERVICES.

- 1.1. <u>Services; License.</u> Subject to the terms of this Agreement, PDDS grants to Client a limited (during the Term), non-exclusive, non-transferable right and license ("**License**") to access and use the software services (the "**Software Services**") set forth in an applicable order form executed by and between PDDS and Client (each, an "**Order**") for its internal business purposes. The Software Services may include PDDS's online dental practice management, imaging, or patient communication software, and/or any other software services or other offerings made generally available by PDDS to its customers (including, for each, any subsequent updates, modifications, enhancements, or new versions).
- 1.2. <u>Ancillary Services</u>. Subject to the terms of this Agreement, PDDS shall provide certain ancillary services, including, as applicable to the Software Services purchased by Client: (i) standard customer support services as set forth on the attached Exhibit B Support; (ii) data conversion services as set forth on the attached Exhibit C Data Conversion; (iii) initial implementation as set forth on the attached Exhibit D Implementation, Setup, and Training; and/or (iv) such other services as may be agreed upon by the Parties ("Ancillary Services" and, together with the Software Services, the "Services"). Client may opt to purchase enhanced Ancillary Services or may incur additional charges in accordance with the rates set forth in the applicable Exhibits and/or Documentation.
- 1.3. Additional Terms. Additional terms governing Client's use of the Services may be set forth in an Order. Client understands and agrees that it may only access and use the Services in a manner pursuant to PDDS's published user guides, manuals, instructions, and/or specifications provided or made available to Client (the "Documentation"). PDDS may update, modify, or improve the Services and/or Documentation at any time and at PDDS's sole discretion. In order to access the Services, Client may be required to agree to additional on-line terms and conditions, including the Website Terms of Use (published at https://www.planetdds.com/terms-of-use/) and Privacy Policy (https://www.planetdds.com/terms-of-use/) and Privacy Policy (https://www.planetdds.com/privacy-policy/) (collectively, the "Web Terms"). Client hereby agrees to the Web Terms, the terms of which are incorporated by reference as if fully set forth herein. PDDS may revise and update these Web Terms from time to time in our sole discretion. All changes are effective immediately when posted and apply to all access

to and use of the Website thereafter. Client's continued use of the Website following the posting of revised Terms of Use means that Client accepts and agrees to the changes.

2. CLIENT OBLIGATIONS.

- 2.1. Use Restrictions. Client acknowledges and agrees that, in the use of the Services, it will not:
 - (a) use the Services or permit the Services to be used to perform any file storage or other services for any third party;
 - (b) upload or permit the Services to be used to upload any data that (i) infringes the intellectual property rights or other proprietary rights of any third party, (ii) is unlawful or objectionable material, or (iii) contains software viruses or other harmful or deleterious computer code, files or programs such as trojan horses, worms, time bombs or cancelbots;
 - (c) use or permit the use of any software, hardware, application or process that (i) interferes with the Services, (ii) interferes with or disrupts servers, systems or networks connected to the Services, or violates the regulations, policies or procedures of such servers, systems or networks, (iii) accesses or attempts to access another customer's accounts, servers, systems or networks without authorization, or (iv) harasses or interferes with another PDDS customer's use and enjoyment of the Services;
 - (d) tamper with or breach the security of the Services;
 - (e) modify, port, adapt, translate or create any derivative work based upon the Services or the Documentation;
 - (f) reverse engineer, analyze, decompile, disassemble, or otherwise derive or attempt to derive the source code of the Services,
 - (g) copy, distribute, sell, assign, pledge, sublicense, lease, loan, rent, timeshare, use, offer on a service bureau basis, deliver or otherwise transfer the Services or Documentation, in whole or in part;
 - (h) delete or in any manner alter any notices, disclaimers or other legends contained in the Services
 or Documentation appearing on any screens, documents, reports, numeric results or other
 materials obtained by Client through use of the Services;
 - (i) ship, transmit, transfer, or export the Services into any country not expressly approved by PDDS or use the Services in any manner prohibited by United States export laws, restrictions, or regulations; and
 - (j) access the Services by any method that violates the protocols of Exhibit A to this Agreement (including as such may be supplemented or otherwise modified in writing by PDDS).
- 2.2. Notwithstanding the foregoing, Client may make copies of the Documentation for its own internal use in connection with its use of the Services. Client may print out, or otherwise make, printed copies of the reports, numeric results, and other information or materials generated from Client's access and use of the Services for internal business purposes only.
- 2.3. Client shall, in its use of the Services, abide by and comply with all applicable local, state, national and international laws and regulations ("Applicable Laws"), including, for the avoidance of doubt, the US Health Insurance Portability and Accountability Act of 1996, as amended, and all current rules and regulations relating thereto, and the TCPA and CAN-SPAM, and all relevant implementing rules, orders, and regulations of the Federal Trade Commission and Federal Communication Commission. Client agrees and acknowledges that it, not PDDS, is responsible for any applicable vertical or industry-specific regulation compliance. In

addition, Client is solely responsible for: (a) collecting and maintaining its subscriber lists and other customer data in accordance with Applicable Laws; (b) providing notice and obtaining consent from any customer, prospective customer, or any other individual who interacts with Client, its affiliates, or agents in connection with the Service as required under Applicable Laws for its use of the Services, including sending text messages; and (c) ensuring that all marketing and promotional activities that it conducts through the Services comply with Applicable Laws, including the content of its messages and campaigns. To the extent PDDS provides advice, guidance, templates, or suggestions via the Services, Ancillary Services, or otherwise, the foregoing are provided solely for convenience and PDDS does not assume any responsibility for Client's obligations under this Section, and Client remains solely responsible for its own compliance. Client should confer with its own independent legal counsel to determine whether marketing activities and content are sufficient for its purposes and meet its obligations under Applicable Laws.

- **3. OWNERSHIP.** As between PDDS and Client, Client agrees that the Services, as well as all related technology, software code, services, trademarks, service marks, logos, and all content displayed in the Services, as well as all of the Documentation (collectively, the "PDDS Materials"), constitute the intellectual property of and are owned by PDDS. As between PDDS and Client, Client agrees that PDDS retains title to and ownership of all right, title, and interest in the PDDS Materials, including all intellectual property and other proprietary rights therein (subject to the applicable limited licenses expressly granted by PDDS to Client under this Agreement). If Client submits any feedback or otherwise requests, suggests or recommends any changes to the PDDS Materials, including, without limitation, new features or functionality relating thereto, Client hereby assigns to PDDS, and PDDS is free to use, without any attribution or compensation to Client or any third party, any ideas, know-how, concepts, techniques, or other intellectual property rights contained in such feedback with respect to the PDDS Materials, for any purpose whatsoever; provided, for the avoidance of doubt, that PDDS is not required to implement any requested changes or otherwise use any such feedback. All rights not expressly granted herein are reserved by PDDS.
- **4. DISCLAIMERS.** CLIENT UNDERSTANDS THAT THE PDDS MATERIALS AND ANY OTHER SERVICES ARE BEING PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. PDDS HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, WITH RESPECT TO THE SERVICES INCLUDING ALL WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.
- 5. LIMITATIONS ON LIABILITY. THE TOTAL AND ENTIRE LIABILITY OF PDDS AND THE PDDS PARTIES IN THE AGGREGATE ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR CLIENT'S USE OF THE SERVICES WILL BE LIMITED TO THE LESSER OF (i) FEES RECEIVED FROM CLIENT UNDER THIS AGREEMENT IN THE MOST RECENT THREE (3) MONTH PERIOD; OR (ii) FIFTY THOUSAND DOLLARS (\$50,000). PDDS AND THE PDDS PARTIES SHALL NOT BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY TYPE ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES, WHETHER OR NOT PDDS, THE PDDS PARTIES AND/OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND WHETHER BASED UPON BREACH OF CONTRACT OR TORT (INCLUDING NEGLIGENCE). PDDS AND THE PDDS PARTIES SHALL HAVE NO LIABILITY FOR ANY DAMAGES RESULTING FROM ANY ALTERATION, DESTRUCTION OR LOSS OF ANY DATA OR INFORMATION INPUT, GENERATED OR OBTAINED FROM ACCESS AND/OR USE OF THE SERVICES, INCLUDING ANY REPORTS OR NUMERIC RESULTS, WHETHER OR NOT PDDS AND THE PDDS PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE LIMITATIONS OF DAMAGES AND LIABILITIES SET FORTH IN THIS AGREEMENT ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN PDDS AND CLIENT, AND THE PRICING FOR THE LICENSE REFLECTS SUCH LIMITATIONS.
- **6. REGISTERED AND LICENSED USERS.** In order for Client to access and use the Services, Client shall register an account with PDDS, provide PDDS with an email address, complete the online signup process (to include providing

valid payment information), and obtain a unique password for accessing the Services ("Password"). Upon receiving an initial system Password, Client may issue unique User IDs and passwords, as provided for in Exhibit A hereto, to its authorized employees and agents ("Licensed Users"), if applicable, as provided for in Exhibit A hereto. PDDS may obtain email addresses from Licensed Users upon their accessing and using the Services for the express purpose of supporting Client. Licensed Users shall be subject to all applicable terms and restrictions governing Client's access to and use of the Services (including, without limitation compliance with the Documentation and Web Terms and the use restrictions set forth in Section 2), and Client is responsible and wholly liable for all acts or omissions committed under Client's Password and any and all accounts issued by Client to Licensed Users.

7. CLIENT DATA.

- 7.1. As between Client and PDDS, Client owns and will remain the sole and exclusive owner of all information and data it (or a Licensed User) inputs into the Services (the "Data"). Client hereby grants to PDDS (and its service providers) a limited, non-exclusive, worldwide license to access and use the Data in order to provide the Services. In addition, Client permits PDDS to access any reports or numeric results for the purpose of ensuring proper access and use of the Services by Client in accordance with this Agreement and to maintain and troubleshoot the Services. PDDS will maintain reasonable technical, physical, and administrative measures to safeguard the confidentiality of the Data. For Clients located in Alberta, PDDS shall, on request of Client, provide Client with information necessary to monitor compliance with this agreement including providing a description of safeguards in place for the security and protection of the Data. In the event of any loss or damage to Client's Data, reports or numeric results, Client's sole and exclusive remedy shall be for PDDS to use commercially reasonable efforts to replace or restore the lost or damaged data from the latest backup of such Data, reports, or numeric results which PDDS has maintained in accordance with its standard archival procedures.
- 7.2. PDDS will host Data in secure, U.S. based facilities. PDDS shall be deemed to have exercised reasonable care in the maintenance, custody and preservation of Data in Company's possession if such Data is treated substantially the same as Company treats its own like data.
- 7.3. In addition, Client agrees that PDDS may use such Data to compile and distribute statistical analyses, benchmarking and reports utilizing Aggregated Data derived from the Data in accordance with applicable law (including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act of 2009, and any regulations issued pursuant thereto). For purposes of this Agreement, "Aggregated Data" means data and information gathered or obtained by PDDS in connection with the Services, in an aggregated, de-identified form that does not contain or reveal personally identifiable information of Client or any of Client's customers and does not reveal any information that would allow for the identification of Client and/or Client's customers.
- 7.4. Nothing in this Section limits Client's responsibility for (i) maintaining the confidentiality of the its credentials, passwords and encryption keys associated with its and its Licensed Users' accounts, (ii) properly configuring and using the Services as required by Client and taking its own steps to maintain appropriate security, protection and backup of the Data, (iii) all activities that occur with respect to its accounts regardless of whether the activities are undertaken by Client, its Licensed Users, its employees or a third party (including its contractors or agents), (iv) Client's access and use of the Services in compliance with this Agreement and the applicable Documentation, (v) all Data, and (vi) ensuring that the storage of Data on the Services system is compliant with applicable privacy law requirements, including obtaining any necessary patient consents of authorizations. PDDS is not responsible for any alteration, compromise, corruption, or loss of Data that arises

from any access to, sharing or use of Client's accounts, credentials, passwords or encryption keys.

8. CONFIDENTIALITY.

- 8.1. <u>Confidential Information</u>. Client acknowledges that the Services as well as PDDS's and PDDS Parties' technology, trade secrets, know-how, business operations, plans, strategies, customers, pricing, (except pricing that appears in the Agreement or amendments thereto is not Confidential Information), and other information and materials constitute and contain confidential, proprietary, and copyrighted information and subject matter of PDDS and PDDS Parties ("**Confidential Information**"). Confidential Information shall not include information that is shown by competent evidence: (i) is in or enters the public domain without breach of this Agreement; (ii) was possessed by Client prior to first receiving it from PDDS or an PDDS Party; (iii) was developed by Client independently and without use of or reference to the Confidential Information; or (iv) was received by Client from a third party without restriction on disclosure and without breach of a nondisclosure obligation.
- 8.2. <u>Protection of Confidential Information</u>. Client agrees to not, directly or indirectly, without PDDS' prior written consent, use the Confidential Information for any purpose other than as expressly permitted under this Agreement; divulge, discuss, provide, transmit, copy, make available or otherwise communicate the Confidential Information to a third party; or permit any third party to use such Confidential Information. Notwithstanding the foregoing, Client shall be permitted to disclose Confidential Information if such disclosure is required by law, provided that Client shall (i) give prompt notice of such requirement to PDDS so that PDDS it will have the opportunity to seek a protective order or other appropriate remedy; and (ii) cooperate in PDDS' attempts to obtain confidential treatment of such Confidential Information.
- 9. TRADE NAMES AND TRADEMARKS. Each Party hereby agrees that it shall not use or permit any third party to use, at any time, the other Party's trademarks, trade names, or logos without written permission of the other Party, although, each Party may use the other Party's trademarks, trade names, and logos in a nominative, non-trademark sense in connection with its marketing materials and/or public client lists.
- 10. NON-SOLICITATION OF EMPLOYEES. Client acknowledges that PDDS has extended significant time and energy recruiting, training, and retaining its employees. Client agrees to not, directly or indirectly, during the term of this Agreement and for a period of twelve (12) consecutive months immediately following the termination of this Agreement by either Party for any reason, solicit for employment any employees of PDDS or any person who had been employed by PDDS during the then-prior three (3) month period, or otherwise interfere with the employment relationship between PDDS and any of its employees. This Section 10 does not preclude Client from hiring any such employee of PDDS who responds to a general solicitation of employment through an advertisement not targeted specifically at PDDS or its employees.

11. INJUNCTIVE RELIEF.

- 11.1. Each Party acknowledges that a violation of Sections 1, 2, 3, 7, 8, 9, or 10 of this Agreement would cause irreparable harm to the other Party for which no adequate remedy at law exists, and each Party therefore agrees that, in addition to any other remedies available, the aggrieved Party shall be entitled to seek injunctive relief to enforce the terms of Sections 1, 2, 3, 7, 8, 9, or 10. The prevailing Party shall be entitled to recover all cost and expenses, including reasonable attorney's fees incurred because of any such legal action.
- 11.2. In the event of a violation or breach by Client of Section 10, Client will pay to PDDS an amount equal to \$135,000. The Parties agree that such amount is a negotiated agreement as a reasonable estimate of actual

damages that would be incurred by PDDS in the event of any such breach or violation and the Parties intend for such amount to be an enforceable liquidated damages remedy. The amount is reasonable and not intended to be, nor shall it be deemed to constitute, a penalty and is not greatly disproportionate to the significant business loss likely to be sustained by PDDS in connection with any such breach or violation.

- 12. HARDWARE AND SERVICE REQUIREMENTS. Client is solely responsible for acquiring, servicing, maintaining, and updating adequate equipment, computers, software, communications services (such as internet connectivity charges) and all other technology and services not owned or operated by or on behalf of PDDS, that enable Client to access and use the Services, and for all expenses relating thereto (plus any applicable taxes). Client agrees to access and use the Services in accordance with any and all operating instructions or procedures that may be issued by PDDS and amended by PDDS from time to time.
- **13. AVAILABILITY.** Client acknowledges that functionality of the Services may at times be unavailable and outages may occur. PDDS will use commercially reasonable efforts to make the Services available to Client twenty-four (24) hours a day, seven (7) days a week, except for: (i) planned downtime (typically during weekend off-hours) and (ii) unplanned downtime beyond PDDS's reasonable control. Notwithstanding the foregoing, PDDS reserves the right, in its sole discretion, to make unscheduled updates or upgrades to the Services.

14. INDEMNITY.

14.1. Indemnification by PDDS.

- (a) Except as provided in this Section, PDDS will defend and indemnify Client from and against any damages, liabilities, costs and expenses (including reasonable attorney's fees) ("Losses"), arising out of any claim that the Services infringe a valid United States patent or copyright, or misappropriates a trade secret, of a third party.
- (b) If any part of the Services used by Client becomes, or in PDDS's opinion is likely to become, the subject of any injunction preventing its use as contemplated herein, PDDS will at its option: (i) procure for Client the right to continue using the Services; (ii) replace or modify the Services, so that it becomes non-infringing without substantially compromising its principal functions; or, if (a) and (b) are not commercially reasonable, then (iii) terminate Client's license to allegedly infringing part(s) of the Services and provide Client with a refund on a pro rata basis of any monies prepaid by Client for the of the infringing part(s) of the Services.
- (c) PDDS will have no liability or obligation to Client hereunder with respect to any claim for United States patent or copyright infringement or trade secret misappropriation that is based upon: (i) use of the Services in an application or environment or on a platform or with devices for which the Services were not designed or contemplated; (ii) modifications, alterations, combinations or enhancements of the Services not created by PDDS; or (iii) failure to timely implement any modifications, upgrades, replacements, or enhancements made available to Client by or on behalf of PDDS. This Section 14 states the entire liability of PDDS with respect to infringement of any intellectual property rights by the Services or any part thereof or by its use or operation.
- 14.2. <u>Indemnification by Client</u>. Client shall indemnify, defend, and hold harmless PDDS, its subcontractors and affiliates, and each of its and their respective officers, directors, employees, agents, successors, and assigns from and against any and all Losses incurred thereby as a result of any third-party claim to the extent that such Losses arise out of or result from, or are alleged to arise out of or result from:

- (a) any materials or information (including Data) provided by or on behalf of Client to the extent prepared without contribution by PDDS;
- (b) Client's breach of any covenant or obligation under this Agreement or violation of applicable law; or
- (c) negligence or more culpable act or omission (including recklessness or willful misconduct) by Client, any Licensed User, or any third party on behalf thereof, in connection with this Agreement.

14.3. <u>Indemnification Procedure</u>.

- (a) A Party seeking indemnification ("Indemnitee") shall promptly notify the other Party ("Indemnitor") in writing of any claim or proceeding ("Action") for which indemnification is sought pursuant to this Section 14 and shall cooperate with Indemnitor at Indemnitor's sole cost and expense.
- (b) Indemnitor shall, at its own sole cost and expense, promptly assume control of the defense employing counsel reasonably acceptable to Indemnitee; provided, however, that Indemnitor shall not settle any Action in any manner that adversely affects the rights of any Indemnitee without Indemnitee's prior written consent, which shall not be unreasonably withheld or delayed.
- (c) Failure to perform any obligation under this Section will not relieve either Party of its obligations except to the extent that such Party can demonstrate that it has been materially prejudiced as a result thereof.
- 15. U.S. GOVERNMENT CLIENTS. The Services and Documentation are "Commercial Items", as that term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation", as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

16. LICENSE FEE AND TERM.

- 16.1. In exchange for Client's right to use the Services, Client shall pay PDDS licensing and other fees set forth in the applicable Order and, if applicable, the Variable Fee Schedule published at https://www.planetdds.com/planet-dds-variable-fee-schedule/. PDDS will invoices Client annually at the commencement of each subscription term. Client shall pay all undisputed amounts due to PDDS within forty-five (45) days from receipt of the applicable invoice. Client shall be responsible for the payment of all applicable sales, use or other consumer taxes, unless a valid exemption certificate is provided.
- 16.2. This Agreement shall remain in effect for so long as Services are being provided pursuant to any applicable Order. Unless otherwise specified in the applicable Order, the License to the applicable Services set forth in an Order shall remain in effect for an initial term commencing on the Effective Date (or, with respect to any Services added after the Effective Date, the date the applicable Order is executed) and ending on the first anniversary of the initial Billing Start Date (as defined below) (the "Initial Term"). Thereafter, unless otherwise set forth on the applicable Order, the Services will automatically renew for successive one (1) year terms (each a "Renewal Term" and together with the Initial Term, the "Term") unless either Party

notifies the other of non-renewal at least thirty (30) days prior to the expiration of the then-current Term. Orders for additional Services and/or Client locations that are entered into during the Term will be conterminous with all other Services. Upon the expiration of the Initial Term and/or any Renewal Term, PDDS may, upon written notice to Client, make reasonable adjustments to the pricing of the Services effective for the upcoming Renewal Term(s); provided, that the Parties agree that subscription pricing for each of the first two Renewal Terms (i.e., for the second and third years of the Term) will increase by 10% over the prior year's pricing. Any adjustments to pricing permitted under this Section 16 shall apply concurrently to all Client locations and affected Services. This Agreement may be amended or modified only by an instrument in writing signed by both parties.

16.3. Unless otherwise specified in the applicable Order, PDDS shall invoice Client for fees associated with implementation, training, conversion, and other professional Services upon the commencement of such Services. Fees for subscription-based Services shall begin to accrue on the "Billing Start Date" determined (a) as set forth on the applicable Order or (b) if the applicable Order does not specify a billing start date, based on the earliest to occur of: (i) the date of first installation of on-premises software (if applicable) or other use of the Services; or (ii) sixty (60) days from the date this Agreement is executed; *provided*, that if this date occurs (x) between the 1st and 15th day of a month, the Billing Start Date shall be the 1st of that month and (y) between the 16th and final day of a month, the Billing Start Date shall be the 1st of the following month.

17. TERMINATION.

- 17.1. <u>Termination</u>. Either Party may terminate this Agreement immediately upon notice if the other Party breaches a material term of this Agreement and fails to remedy that breach within five (5) business days after written notice, which may be electronic (subject to Section 18.7), from the terminating Party.
- 17.2. <u>Effect of Termination</u>. Upon termination of this Agreement, all rights, including the license granted to Client under this Agreement will cease and Client's access to the Services may be disabled.
 - (a) Data Export. It shall be Client's sole responsibility to extract a copy of the Data from PDDS' data repositories prior to termination of this Agreement. Client may also request, at any time prior to or within ten (10) business days after termination of this Agreement, that PDDS transmit all Data to a secure site from which Client shall have access to the Data until thirty (30) days after termination of this Agreement. Notwithstanding the foregoing, (i) Client may be required to pay a processing fee of \$995 per extract/download in connection with the export of Client's XVWeb server patient and imaging data via a secure download link, (ii) if, as part of the implementation process or otherwise during the Initial Term, Client provides Data for conversion by PDDS into a format suitable for use with XVWeb, Client will not be entitled to an export of such converted Data prior to the expiration of the Initial Term (i.e., Client will retain the unconverted Data in its original format and PDDS will only provide an export of new Data captured during the Initial Term), and
 - (iii) PDDS may charge a reasonable fee for exports of Data from other PDDS Services. Additional terms may apply as set forth in the applicable Order. PDDS may retain Data (including in its backups, archives, and disaster recovery systems) to comply with applicable law or internal business policies and procedures until such Data is deleted in the ordinary course.
 - (b) Early Termination. Client may terminate this Agreement at any time without cause upon at least thirty (30) days written notice to PDDS. If Client terminates any Services without cause before expiration of the of the Initial Term, or if PDDS terminates this Agreement due to Client's material breach as authorized by this Section 17, then Client shall remain responsible for all

subscription and other fees invoiced for the then-current subscription term and shall not be entitled to any refund of pre-paid fees. If Client terminates and Services without cause during any Renewal Term, or if Client terminates this Agreement due to PDDS's material breach as authorized by this Section 17, then PDDS shall provide Client with a pro-rated refund in respect of pre-paid fees for any remaining months of the then-current subscription term.

- 17.3. <u>Termination for Lack of Government Funding</u>. Client's payments to PDDS under this Agreement are funded by local, state and federal governments. If funds from local, state and federal sources are not obtained and continued at a level sufficient to allow Client's purchase of the indicated Services, then Client may give written notice and reasonable evidence of this fact to PDDS, and the obligations of the parties under this Agreement shall terminate immediately, or on such date thereafter, as the County may specify in its sole notice, unless in the meanwhile the parties enter into a written amendment modifying this Agreement.
- 17.4. <u>Survival</u>. Upon termination or expiration of this Agreement, Sections 2, 3, 5, 6, 7, 8, 9, 10, 11, 17.2 and 18 of the Agreement along with all payment obligations under this Agreement with respect to fees accrued prior to termination, and any other right or obligation of the Parties in this Agreement that, by its nature, should survive termination or expiration of this Agreement, shall survive such termination or expiration.

18. MISCELLANEOUS.

- 18.1. Complete Agreement. This Agreement, including any Exhibits attached hereto and any executed Orders that reference this Agreement, constitute the complete and exclusive statement of the agreement between Client and PDDS, and supersedes any proposal or prior agreement, oral or written, and any other communications between the parties relating to the subject matter of this Agreement. This Agreement may not be modified by Client except upon mutual agreement by the Parties in writing. The Agreement may be modified by PDDS as set forth herein. In the event of any inconsistency between the statements made in the body of this Agreement, the related exhibits, schedules, attachments, and appendices (other than an exception expressly set forth as such therein) and any other documents incorporated herein by reference, the following order of precedence governs: (a) the body of this Agreement; (b) the exhibits, schedules, attachments, and appendices attached hereto; (c) Orders (except as expressly agreed to by the Parties that an Order provision supersedes the Agreement); (d) the Web Terms and any other documents incorporated herein by reference; and (d) the Documentation.
- 18.2. <u>Assignment</u>. The Agreement shall bind the Parties and their respective successors and assigns. PDDS may assign the Agreement to a third party without Client's prior written consent. Client may assign the Agreement to an affiliate or due to a change of control or corporate reorganization upon prior written notice to PDDS and subject to the execution by Client and the applicable assignee of an assignment and assumption agreement in a form reasonably acceptable to PDDS.
- 18.3. <u>Force Majeure</u>. Neither Party will be responsible for any failure to perform due to causes beyond its reasonable control, including acts of God, acts of terrorism, war, riot, embargoes, acts of civil or military authorities, national disasters, strikes and the like, except that this provision shall not limit Client's obligation to make payments under the Agreement.
- 18.4. <u>Governing Law and General Provisions</u>. This Agreement will be governed by the laws of the State of California, USA, excluding the application of its conflicts of law rules. This Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. If any part of this Agreement is found void and unenforceable, it will not affect the validity

of the remainder of the Agreement, which shall remain valid and enforceable according to its terms. The word "including" shall mean "including without limitation" and "including but not limited to" to provide the broadest interpretation. The headings contained in this Agreement are for reference only and shall not affect the meaning or interpretation of this Agreement. PDDS' failure to exercise or enforce any right or power under this Agreement shall not constitute a waiver of such right or power.

- 18.5. <u>Non-Disparagement</u>. The Parties agree not to disparage to any other person or entity each other or any of their business or businesses, business ventures, business transactions, or business operations, marketing, management, or any other business related activities whatsoever, or anything else about any or all of them, whether learned before, on or after the date of this Agreement.
- 18.6. <u>Third Parties</u>. Nothing contained in this Agreement is intended to confer upon any person other than the Parties hereto and their respective successors and permitted assigns, any benefit, right or remedy under or by reason of this Agreement, except with respect to PDDS Parties who shall be deemed third party beneficiaries under this Agreement but solely with respect to those terms that specifically reference a PDDS Party or the PDDS Parties.
- 18.7. <u>Notices</u>. Any notice or communication from one Party to the other is to be in writing and either personally delivered or sent via certified mail, postage prepaid and return receipt requested to the addresses below. In addition, the Parties may use e-mail for notice, provided that the receiving Party acknowledges receipt of the e- mail in writing, such acknowledgment not to be unreasonably withheld. All notices are to be in English and will be effective upon receipt or, in the case of e-mail notice, upon written acknowledgment. To be clear, an automatically generated e-mail response, such as one designed to alert recipients that the sender is out of the office and unable to respond to e-mails, shall not constitute acknowledgment for purposes of this Section.

Notices required under this Agreement shall be delivered personally or by first-class, postage prepaid mail to Client and PDDS's contract administrators at the addresses listed below:

FOR CLIENT:	FOR PDDS:
Elsa Jimenez Director of Health Services	PDDS Buyer, LLC
1270 Natividad Road Salinas, CA 93906	17872 Gillette Avenue, Suite 250 Irvine, CA 92614
WITH COPY TO:	
Clinic Services Bureau Attn: Contracts Monitor 1615 Bunker Hill Way, Ste. 140 Salinas, CA 93906	

19. INSURANCE.

- 19.1. Other Insurance Requirements. All insurance required by this Agreement shall be issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three (3) years following the date PDDS completes its performance of services under this Agreement.
- 19.2. As between PDDS and Client, PDDS shall be responsible for ensuring that any subcontractor engaged by PDDS in connection with the Services complies with the terms and conditions of this Agreement.
- 19.3. <u>Commercial General Liability Insurance</u>: including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad Form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
- 19.4. Worker's Compensation Insurance: If PDDS employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.
- 19.5. <u>Waiver of Subrogation</u>: Regarding Commercial General Liability and Automobile Liability policies, CONTRACTOR hereby grants to County a waiver of any rights to subrogation which any insurer of said CONTRACTOR may acquire against the County by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsements from the insurer.
- 19.6. Prior to the execution of this Agreement by Client, PDDS shall provide certificates of insurance to Client evidencing insurance satisfactory to Client. PDDS shall notify Client and provide a new or amended certificate of insurance within thirty (30) calendar days after any material change is made in such insurance. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this Agreement, which shall continue in full force and effect.
- 19.7. PDDS shall at all times during the term of this Agreement maintain in force the insurance coverage required under this Agreement and shall send, upon request by Client, annual certificates to Client. Failure by PDDS to maintain such insurance coverage is a breach of this Agreement, which entitles PDDS, at its sole and absolute discretion, to terminate this Agreement in accordance with Section 17.1.

[Remainder of page intentionally left blank]

By signing below, each Party confirms that it has read, understands and accepts the above agreements.

PDDS BUYER, LLC	CLIENT
By: Market Filler	By:
Name: Mike Huffaker Fitle: Chief Revenue Officer	Title:
	CLIENT/County of Monterey
	Approvodasion Lingal Form: Stay Saulta Date: 10/13/2025 9:54 AM PDT Chief Deputy County Counsel – County of Monterey
	Approved as to Fiscal Provisions: By:Date: Auditor-Controller – County of Monterey
	Approved as squite Provisions: By: David Botton

EXHIBIT A – LICENSED USER LIMITATIONS

- 1. "Dummy", generic and/or shared Licensed User IDs and passwords are prohibited.
- **2.** Each issued Licensed User ID and password shall be assigned to a single, unique and individually named human person. For example, a Licensed User ID shall be issued for the individual "Joan Smith", not "Nurse 1."
- 3. Licensed Users may not be computerized bots, scripts, screen scrapers and/or any other automated mechanism designed to access the Services posing as a human user, and no Licensed User shall permit their Licensed User ID to be used with any such automated mechanism.
- **4.** Except where otherwise set forth in the applicable Order, a Licensed User is restricted to accessing the Services via a single device and may not maintain active sessions on multiple devices simultaneously. Inactive sessions may be auto-terminated as an added security precaution.

EXHIBIT B - SUPPORT

1. Enterprise Clients.

- 1.1. Client shall provide a person(s) or team(s) of Level 1 Support personnel to act as its internal Help Desk(s).
- 1.2. Level 1 Support, provided by Client's internal Help Desk, is the first line of support for all Licensed Users of Client, responsible for resolving issues raised by its Licensed Users, except those of an unusual, technical or defective nature.
- 1.3. If Client's Help Desk cannot, after a reasonable expenditure of time and effort, resolve an issue raised by its Licensed Users, the issue may then be escalated to Level 2 Support. Level 2 Support is provided by PDDS.
- 1.4. PDDS shall provide unlimited Level 2 Support to Client's Help Desk. Level 2 Support will be provided during PDDS' normal business hours.
- 1.5. Level 2 Support typically addresses issues of an infrequent, unusual, technical, or defective nature, issues that are not typically encountered.
- 1.6. Level 2 Support shall support Client's Help Desk but will not directly support Client's Licensed users.
- 1.7. A resolution by Level 2 Support may require the assistance of Client's Help Desk. Any resolution of an issue by Level 2 Support shall be propagated by Client's Help Desk to the appropriate Licensed User(s).
- 1.8. Should PDDS determine that some portion of the Level 2 Support it is providing to Client is in fact training or Level 1 Support, PDDS reserves the right to bill Client for these services at the Training Rate therefor

2. Single Practice Clients.

- 2.1. Client shall designate a person or team to act as its Support Contact.
- 2.2. PDDS shall provide unlimited Level 1 and 2 Support via Client's Support Contact. Support will be provided during PDDS' normal business hours.
- 2.3. Should PDDS determine (in its sole discretion) that some portion of the Support it is providing to Client is in fact training, PDDS reserves the right to bill Client for these services at the Training Rate therefor.

EXHIBIT C – DATA CONVERSION

1. <u>Standard Conversion Services</u>. Conversion of historical data included in the bundled Denticon implementation services fee is set forth on the following table. Data and document conversion may not be available for every system, and the compatible data available from each system may vary; the conversion checklist provided by the PDDS sales representative and referenced in the Order contains specific details regarding the data that can and cannot be converted from supported systems.

Standard Conversion History

Transactional Data (prior history, treatments, financial transactions, etc.)	10 years of historical data
treatments, imancial transactions, etc.)	
Treatment Plans	2 years of historical data
Appointment History	Future appointments plus 30 days prior to go-live

2. <u>Non-Standard Conversion Services</u>. The following items may be considered non-standard and incur additional costs as outlined in the following table. Please see the conversion checklist for specific details regarding the data that can and cannot be converted from supported systems.

Non-Standard Items

Item	Price
Perio Charting	\$350
Pre-Existing Conditions	\$350
Subscriber Information	\$350

- 3. <u>Trial Conversions.</u> PDDS will perform at least one trial conversion to ensure the data was converted accurately from Client's source system. PDDS will provide audit sheets and asks that Client review the data thoroughly to ensure accuracy and identify any requested enhancements. Should issues be identified, additional trials may be necessary to validate results. Additional trial conversions to verify results can be completed with Client approval at an additional cost of \$750 per location.
- 4. <u>Custom Conversion Services</u>. Custom programming to complete enhanced non-standard conversion work (a "Custom Conversion") may be accommodated for an additional fee, assuming the data required for the conversion is available and compatible with Denticon. If Client requests a Custom Conversion, the PDDS conversion team will size the request based on the complexity and level of effort, and the Custom Conversion will be priced based on the following table. Work on the Custom Conversion will begin upon Client approval, and changes to the scheduled trial or go-live may be required to accommodate the additional development time.

Custom Conversion Pricing:

Size	Price
XS	\$350
S	\$700

М	\$1,400
L	\$3,500
XL	\$7,000
XXL	\$14,000

PDDS typically re-loads the trial environment after any Custom Conversion. If the Custom Conversion requires a re-trial, an additional trial fee of \$750 per location may be applied in addition to the cost of the Custom Conversion. If the client chooses not to pay for a re-trial after a Custom Conversion, or if a request for a Custom Conversion is made so late that a re-trial is not possible, PDDS cannot guarantee accuracy of the converted data for go-live. Some items may not be able to be updated or fixed once the data is loaded into the live environment.

- 5. <u>Post Go-Live Changes</u>. Clients should review trial data carefully and make any requests for enhancements or corrections during the trial phase. Modifying converted data post go-live significantly increases the complexity and risk to production data, so requests for post go-live changes may not be possible in some cases. Post go-live changes are also significantly more expensive, due to the complexity involved with integrating changes into live data. When permitted, post go-live changes may incur a fee of \$750 per location in addition to the fees set forth above.
- **Delivery of Historical Data**. PDDS will provide scheduled dates for delivery of Client's historical data for both trial and final data conversions. Late fees or delays to trial or go-live dates may result if Client does not deliver such data by the scheduled date.
- **Rescheduling**. A \$350 late cancellation or rescheduling fee may apply for trials and/or final data conversions if the scheduled extract or upload is rescheduled less than one week prior to the originally scheduled date.

EXHIBIT D – IMPLEMENTATION, SETUP, AND TRAINING

- 1. Standard package includes the setup, implementation, and training hours set forth on the applicable Order.
- 2. Unused hours included as part of the standard package are non-transferrable and expire once customer golive is complete.
- **3.** Any additional setup, implementation, and training sessions will be made available upon written request and are subject to charges of \$175 per hour.
- **4.** A \$175 fee will be billed for any no-show or late cancellation (less than 24-hour notice) of virtual trainings or setup meetings.
- 5. PDDS understands that unexpected events may result in customer tardiness to a training or setup meeting and will do its best to review all topics in the remaining meeting time. If an extension is needed to ensure all content is covered, then Client will be billed for the additional time at \$175 per hour.
- 6. Virtual go-live support is sold separately at \$175 per hour. A minimum purchase of four hours is required.
- 7. Onsite training and onsite go-live support are sold separately at a fee of \$1,500 per eight-hour day, plus travel and related expenses. A two-day minimum is required for each, and the days must be consecutive. Any training time beyond the included 8-hour sessions will be billed at \$175 per hour.
- **8.** Upon Client request, onsite go-live prep/gap data entry can be scheduled the day before onsite go-live support and will be charged at a fee of \$1,500 per eight-hour day.
- **9.** All onsite training and support must be scheduled at least six weeks in advance. Once an onsite visit is scheduled, any requested changes are subject to availability and changes must be made at least two weeks prior to the scheduled visit. Any cancellations or changes made within two weeks of the scheduled visit will result in fees of \$1,500, plus any non-refundable expenses incurred by PDDS.

EXHIBIT E – AI FEATURES ADDENDUM

If Client has purchased Apteryx XVWeb AI or Apteryx XVWeb AI Integration, the terms of this Exhibit E – AI Features Addendum (""Addendum") will apply to such services. To the extent there is any conflict between this Exhibit E and the Agreement, this Addendum will control. All terms used and not defined herein will have their respective meanings as set forth in the Agreement.

- 1. <u>Al Features</u>. This Addendum governs Client's use of the clinical artificial intelligence software functionality and documentation ("**Al Features**") made available by PDDS under license from the applicable third-party service provider(s) ("**PDDS' Licensor**"). During the term of this Addendum, PDDS will provide Client with access to the Al Features and deliver to Client through the Services the results of automatic clinical data analysis (the "**Results**") of digital dental images submitted by Client to the Services ("**Scan(s)**"). For purposes of this Addendum, the Services will include the Al Features and the Data will include the Scan(s).
- 2. <u>Data License</u>. Client hereby grants to PDDS a limited, worldwide, non-exclusive, royalty-free, fully paid up, non-transferable (except in connection with a permitted assignment of this Addendum) right and license (with right of sublicense to third party service providers in connection with providing the Services) during the term of this Addendum (i) to use, reproduce, host, store, process, transmit, manipulate and display the Data and Results solely in connection with providing the Services to Client; and (ii) to anonymize the Data and Results and aggregate the same with other anonymized data and results such that the identity of Client or any individual cannot be determined or reverse engineered (such anonymized and aggregated data, "Anonymized Data"). For clarity, Anonymized Data is not Data.
- 3. <u>Pilot Subscriptions</u>. Notwithstanding anything to the contrary herein, the warranties, indemnities and other obligations of PDDS and PDDS' Licensor in the Agreement and this Addendum shall not apply to trials, evaluations or beta functionality of the AI Features, all of which are provided "as is" and "as available."
- 4. <u>Client Obligations</u>. In addition to Client's obligations set forth in the Agreement, Client shall not (and shall require that its Licensed Users do not) and shall not allow any third party to: (i) use the Services for the benefit of any unauthorized third party or for any other purpose not expressly permitted by PDDS or PDDS' Licensor; (ii) use any robot, spider, scraper or other automated means to access the Services in an unauthorized manner, or engage in any scraping, data-mining, harvesting, data aggregating or indexing of the Services; (iii) create Internet "links" to or from the Services or "frame" or "mirror" any content forming part of the Services, other than on Client's own intranets or otherwise for its own internal business purposes, or access or search the Services by any means other than the publicly supported interfaces of PDDS and PDDS' Licensor; (iv) access or use the Services to create a new or competitive product or service or build a new or competitive add-on, module, or enhancement to an existing product or service; or (v) publicly disseminate information regarding the performance of the Services or Results.
- 5. <u>Term and Termination</u>. The "**Effective Date**" of this Addendum shall be determined (a) as set forth on the applicable Order or (b) if the applicable Order does not specify an effective date, based on the earliest to occur of: (i) the date of first installation of on-premises software (if applicable) or other use of the AI Features; or (ii) sixty (60) days from the date this Addendum is executed. If this determined date occurs from the 1st–15th of the month, the Effective Date shall be the 1st of that month. Should the determined date occur between the 16th-end of month, then the Effective Date shall be the 1st of the following month. This Addendum shall remain in effect for a term commencing on the Effective Date and, unless otherwise set forth on the applicable Order, continuing on a month-

to-month basis until terminated. Either Party may terminate this Addendum (x) immediately upon notice if the other Party breaches a material term of this Addendum and fails to remedy that breach within five (5) business days after written notice, which may be electronic, from the terminating Party and (y) without cause at any time upon thirty (30) days' written notice. On termination of this Addendum, all rights granted to Client under this Addendum will cease and Client's access to the AI Features may be disabled. Upon termination or expiration of this Addendum, Sections 6 through 9 of this Addendum, and the sections identified in the Agreement as surviving, as incorporated into this Addendum, shall so survive.

- 6. <u>Data Security</u>. Client acknowledges and agrees that PDDS' Licensor will have no responsibility for errors in transmission, unauthorized third-party access, loss, corruption, destruction, alteration, or unauthorized disclosure of or access to Data which occurs outside of PDDS' Licensor's reasonable control. Client acknowledges and agrees that PDDS' Licensor does not provide an archiving or data backup service. PDDS' Licensor expressly disclaims all other obligations and liability with respect to storage and data backup.
- 7. Ownership and Feedback. As between PDDS' Licensor and Client, PDDS' Licensor owns all right, title and interest in and to the AI Features, including all intellectual property and other property rights therein, and PDDS' Licensor expressly reserves all rights to the AI Features not expressly granted to Client herein. To the extent Client submits any feedback to PDDS' Licensor with respect to the AI Features or other PDDS' Licensor products or services, Client grants to PDDS' Licensor a worldwide, nonexclusive, royalty-free, fully paid, perpetual, irrevocable, transferable license (with right of sublicense) to use, reproduce, modify, translate, distribute, adapt, translate, publicly perform and display, import, sell, license, offer for sale, make, have made and otherwise commercially exploit the feedback in any form, media, or technology, whether now known or hereafter developed, without restriction or obligation of any kind.

8. Warranty Disclaimers and Limitation of Liability.

a. Disclaimers. THE AI FEATURES AND RESULTS ARE PROVIDED "AS-IS" AND PDDS AND PDDS' LICENSOR DO NOT MAKE ANY REPRESENTATION OR WARRANTY WITH RESPECT THERETO. PDDS AND PDDS' LICENSOR HEREBY DISCLAIM ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO THE AI FEATURES AND RESULTS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND ANY WARRANTY ARISING THROUGH COURSE OF PERFORMANCE OR USAGE OF TRADE. NEITHER PDDS NOR PDDS' LICENSOR NOR ITS OR THEIR EMPLOYEES, AFFILIATES, SUBSIDIARIES, CONTRACTORS, REPRESENTATIVES OR CONSULTANTS SHALL HAVE ANY RESPONSIBILITY TO CLIENT OR CLIENT'S USERS WHO USE THE AI FEATURES, OR ANY THIRD PARTY, FOR DIAGNOSIS, TREATMENT, OR MEDICAL PROCEDURES OR PRESCRIPTIONS FOR OR WITH RESPECT TO ANY PATIENT, OR OTHER PROVISION OF HEALTH CARE SERVICES. PDDS AND PDDS' LICENSOR DO NOT WARRANT THAT CLIENT'S USE OF THE AI FEATURES WILL BE SECURE, UNINTERRUPTED OR ERROR-FREE, NOR DO PDDS AND PDDS' LICENSOR WARRANT THAT THE RESULTS WILL BE ACCURATE OR RELIABLE. PDDS AND PDDS' LICENSOR DO NOT WARRANT THAT THEY WILL REVIEW THE DATA SUBMITTED TO THE AI FEATURES FOR ACCURACY OR THAT THEY WILL PRESERVE OR MAINTAIN THE DATA WITHOUT LOSS OR CORRUPTION. PDDS AND PDDS' LICENSOR SHALL NOT BE LIABLE FOR THE RESULTS OF ANY COMMUNICATIONS SENT OR ANY COMMUNICATIONS THAT WERE FAILED TO BE SENT USING THE AI FEATURES. PDDS AND PDDS' LICENSOR SHALL NOT BE LIABLE FOR DELAYS, INTERRUPTIONS, SERVICE FAILURES OR OTHER PROBLEMS INHERENT IN USE OF THE INTERNET AND ELECTRONIC COMMUNICATIONS, THIRD-PARTY PLATFORMS OR OTHER SYSTEMS OUTSIDE THE REASONABLE CONTROL OF PDDS AND PDDS' LICENSOR. PDDS AND PDDS' LICENSOR EXPRESSLY DISCLAIM

ANY REPRESENTATIONS OR WARRANTIES THAT CLIENT'S USE OF THE AI FEATURES WILL SATISFY ANY STATUTORY OR REGULATORY OBLIGATIONS, OR WILL ASSIST WITH, GUARANTEE OR OTHERWISE ENSURE COMPLIANCE WITH ANY APPLICABLE LAWS OR REGULATIONS. CLIENT IS SOLELY RESPONSIBLE FOR ENSURING THAT CLIENT'S AND ITS USERS' USE OF AND ACCESS TO THE AI FEATURES IS IN ACCORDANCE WITH APPLICABLE LAW. CLIENT MAY HAVE OTHER STATUTORY RIGHTS, BUT THE DURATION OF STATUTORILY REQUIRED WARRANTIES, IF ANY, SHALL BE LIMITED TO THE SHORTEST PERIOD PERMITTED BY LAW. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PDDS' AND PDDS' LICENSOR' LIABILITY UNDER ANY IMPLIED OR STATUTORY WARRANTY, CONDITION, TERM, REPRESENTATION, UNDERTAKING OR GUARANTY WHICH CANNOT BE LEGALLY EXCLUDED IS LIMITED IN RESPECT OF THE AI FEATURES. PDDS and PDDS' Licensor are not engaged in the practice of dentistry, and the AI Features and Results provided under this Agreement shall not be considered medical advice. Client acknowledges that the AI Features and any Results are not standalone clinical decision tools. Analytics or Results produced by the AI Features are not intended to be medical advice or instructions for medical diagnosis, treatment or care of persons and are designed to be used in conjunction with other processes and procedures used by Client or its users to provide care to patients under the supervision of appropriate healthcare professionals. The AI Features and Results and analytics derived from use of the AI Features are intended as a reference and a supplement to, and not a substitute for, the knowledge, expertise, skill and judgment of a licensed medical professionals and should not be used to diagnose, treat, cure or prevent medical conditions without supervision of licensed medical professionals and under no circumstances represent the recommendations of PDDS or PDDS' Licensor. Client acknowledges and agrees that the AI Features or Results shall not be used in connection with rendering patient care by anyone other than an appropriately licensed medical professional exercising professional judgment.

- b. <u>Limitation of Liability</u>. To the fullest extent allowed by LAW, PDDS' LICENSOR WILL NOT BE SUBJECT TO ANY LIABILITY TO CLIENT OR ITS USERS IN CONNECTION WITH THIS ADDENDUM. WITHOUT LIMITING THE FOREGOING, PDDS' LICENSOR SHALL IN NO EVENT BE LIABLE, REGARDLESS OF THE FORM OF ACTION, INCLUDING CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES (WHICH MAY INCLUDE, WITHOUT LIMITATION, LOST PROFITS, REVENUE OR BUSINESS, LOSS OR CORRUPTION OF DATA, LOSS OF USE OR COSTS TO PROCURE SUBSTITUTE GOODS OR SERVICES) ARISING UNDER OR RELATED TO THIS ADDENDUM, EVEN IF IT HAS BEEN ADVISED OF OR COULD HAVE REASONABLY FORESEEN THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS SHALL APPLY NOTWITHSTANDING THAT ANY PROVISION OF THIS ADDENDUM FAILS ITS ESSENTIAL PURPOSE. THE FOREGOING LIMITATIONS ARE CUMULATIVE AND NOT PER INCIDENT AND SHALL APPLY EVEN IF THE NON-BREACHING PARTY'S REMEDIES UNDER THIS AGREEMENT FAIL OF THEIR ESSENTIAL PURPOSE
- 9. <u>Third Parties</u>. PDDS' Licensor is an intended third party beneficiary of this Addendum. Nothing contained in this Addendum is intended to confer upon any person other than the Parties and PDDS' Licensor and their respective successors and permitted assigns, any benefit, right or remedy under or by reason of this Addendum.



Greetings!

You're about to make a great choice! Thank you for your interest in Apteryx Imaging XVWeb, the leading, cloud-based imaging software by Planet DDS. We're looking forward to partnering with your organization and assisting you with the next steps.

As you know, with XVWeb, your organization will enjoy anytime anywhere cloud access, compatibility with all major imaging hardware and practice management solutions, HIPAA compliant sharing portal, reduced IT costs, and more.

Unlike some of our competitors that lock you into proprietary software or can't perform their own conversions, we're committed to ensuring your success at every step in your customer journey. It's no wonder why Apteryx is the chosen imaging solution of the US Army and Navy, and an estimated 10,000 practices across the country use Apteryx.

In the past 20 years, we've successfully converted over 6,000 practices, migrating from over 100 different systems. In short, you'll be in excellent hands.

Our team of experts is standing by to welcome you and assist you through our implementation, conversion, and training process. Attached, please find an overview of our implementation process as well as your custom invoice.

From our state-of-the art imaging software to best-in-class support, we are deeply invested in ensuring our client's success.

I look forward to partnering with you to help you reach all your organization's goals.

Brittany Luckenbaugh

Brittany Luckenbaugh Senior Account Executive bluckenbaugh@planetdds.com (804) 514-4168



XVWeb Implementation Overview



Kickoff



Training





Conversion



01

Kickoff and XVWeb Setup

Let's get started!
We will make
introductions so
you can get to
know us and we
can learn about
you and your
practice needs.
We will review a
timeline and
answer all of your
implementation
questions. It's time
to set up your
XVWeb account!

02

Initial Conversion

will give you the opportunity to review and approve the converted data.

Finai Differential Conversion

We will capture all new images since the initial conversion.

03

User Training

We offer trainings for all levels of XVWeb users. Our trainings will equip users with skills they need so they can work confidently and effectively within XVWeb.

04

Live-Date and Beyond

Congratulations on joining the XVWeb cloud! Our team is here to ensure a smooth transition on livedate and beyond. Your practice will continue to receive lifetime support through our accounts and customer care teams.



PDDS Buyer, LLC 17872 Gillette Avenue, Suite 250 Irvine CA 92614 **Quote#:** Q-111820 **Prepared on:** Oct 6, 2025 **Expires on:** Nov 17, 2024

Bill To:, Monterey County Health Department

Sales Person	Phone Number	Email	Payment Method
Brittany Luckenbaugh	(804) 514-4168	bluckenbaugh@planetdds.com	Due Upon Receipt

Annual Subscription Items

Qty	Product	Location	Original Price	Price	Total
1	XVWeb - Pro 3D Location Annual Prepaid (Unlimited) - Annual Subscription	Monterey County Health Department - FQHC Clinics	\$4,188.00	\$4,188.00	\$4,188.00

Annual Subscription Items Total: \$4,188.00

Startup and Training Pricing

Qty	Product	Location	Original Price	Price	Total
1	XVWeb - Server Setup - Pro 3D Unlimited		\$299.00	\$299.00	\$299.00
1	XVWeb - Location Setup & Training	Monterey County Health Department - FQHC Clinics	\$149.00	\$149.00	\$149.00
1	Database Upgrade (Apteryx to DCV/XVWeb)	Monterey County Health Department - FQHC Clinics	\$295.00	\$295.00	\$295.00

Total: \$743.00



Proposal Notes:

Billing Schedule:

- Upfront server set-up fees to be billed upon final Agreement
- Subscription billing start date to commence November 1, 2025 regardless of implementation and onboarding status
- Customer to pay for first 12 months of service upfront, including all one-time set up fees, with net 45 terms
- Agreement to renew on an annual basis
- Annual price adjustment capped at 10% for the first two renewals (Year 2 and Year 3)

Additional Notes:

- XVWeb Pro Unlimited 3D includes:
- 2D and 3D imaging
- Unlimited licenses/devices for capturing images
- Unlimited viewing computers
- Unlimited cloud storage for 2D and 3D images
- Telephone technical support
- Software updates

I accept the terms and conditions

1. Who is the Main Point of Contact, that we should work with to schedule the softwa	re installation?
First Name:	
Last Name:	
Email:	
Phone Number:	
2. Please enter your preferred XVWeb server name:	xvweb.net
Lowercase letters and numbers only; no spaces or special characters allowed; maxin	mum 32 characters allowed



BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (the "BAA") is made and entered into as of _SaaS Agreement execution date by and between County of Monterey, a political subdivision of the State of California, on behalf of the County of Monterey Health Department, Clinic Services Bureau ("Covered Entity") and PDDS Buyer, LLC, a Delaware limited liability company d/b/a Planet DDS ("Business Associate"). In this BAA, Covered Entity and Business Associate are each a "Party" and, collectively, are the "Parties".

WHEREAS, Covered Entity is either a "covered entity" or "business associate" of a covered entity as each are defined under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, as amended by the HITECH Act (as defined below) and the related regulations promulgated by HHS (as defined below) (collectively, "HIPAA") and, as such, is required to comply with HIPAA's provisions regarding the confidentiality and privacy of Protected Health Information (as defined below);

WHEREAS, the Parties have entered into or will enter into one or more agreements under which Business Associate provides or will provide certain specified services to Covered Entity (collectively, the "Agreement");

WHEREAS, in providing services pursuant to the Agreement, Business Associate will have access to Protected Health Information and will become a "business associate" of the Covered Entity as such term is defined under HIPAA;

WHEREAS, both Parties are committed to complying with all federal and state laws governing the confidentiality and privacy of health information, including, but not limited to, the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Part 160 and Part 164, Subparts A and E (collectively, the "Privacy Rule"); and

WHEREAS, both Parties intend to protect the privacy and provide for the security of Protected Health Information disclosed to Business Associate pursuant to the terms of this Agreement, HIPAA and other applicable laws.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein and the continued provision of PHI by Covered Entity to Business Associate under the Agreement in reliance on this BAA, the Parties agree as follows:

- **1. Definitions.** For purposes of this BAA, the Parties give the following meaning to each of the terms in this <u>Section 1</u> below. Any capitalized term used in this BAA, but not otherwise defined, has the meaning given to that term in the Privacy Rule or pertinent law.
 - (a) "Affiliate" means a subsidiary or affiliate of Covered Entity that is, or has been, considered a covered entity, as defined by HIPAA.
 - (b) "<u>Breach</u>" means the acquisition, access, use, or disclosure of PHI in a manner not permitted under the Privacy Rule which compromises the security or privacy of the PHI, as defined in 45 CFR §164.402.
 - (c) "Breach Notification Rule" means the portion of HIPAA set forth in Subpart D of 45 CFR Part 164.
 - (d) "<u>Data Aggregation</u>" means, with respect to PHI created or received by Business Associate in its capacity as the "business associate" under HIPAA of Covered Entity, the combining of such PHI by



Business Associate with the PHI received by Business Associate in its capacity as a business associate of one or more other "covered entity" under HIPAA, to permit data analyses that relate to the Health Care Operations (defined below) of the respective covered entities. The meaning of "data aggregation" in this BAA shall be consistent with the meaning given to that term in the Privacy Rule.

- (e) "<u>Designated Record Set</u>" has the meaning given to such term under the Privacy Rule, including 45 CFR §164.501.B.
- (f) "De-Identify" means to alter the PHI such that the resulting information meets the requirements described in 45 CFR §§164.514(a) and (b).
- (g) "Electronic PHI" means any PHI maintained in or transmitted by electronic media as defined in 45 CFR §160.103.
- (h) "Health Care Operations" has the meaning given to that term in 45 CFR §164.501.
- (i) "HHS" means the U.S. Department of Health and Human Services.
- (j) "<u>HITECH Act</u>" means the Health Information Technology for Economic and Clinical Health Act, enacted as part of the American Recovery and Reinvestment Act of 2009, Public Law 111-005.
- (k) "<u>Individual</u>" has the same meaning given to that term i in 45 CFR §§164.501 and 160.130 and includes a person who qualifies as a personal representative in accordance with 45 CFR §164.502(g).
- (l) "Privacy Rule" means that portion of HIPAA set forth in 45 CFR Part 160 and Part 164, Subparts A and E.
- (m) "Protected Health Information" or "PHI" has the meaning given to the term "protected health information" in 45 CFR §§164.501 and 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- (n) "<u>Security Incident</u>" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- (o) "Security Rule" means the Security Standards for the Protection of Electronic Health Information provided in 45 CFR Part 160 & Part 164, Subparts A and C.
- (p) "<u>Unsecured Protected Health Information</u>" or "<u>Unsecured PHI</u>" means any "protected health information" as defined in 45 CFR §§164.501 and 160.103 that is not rendered unusable, unreadable or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the HHS Secretary in the guidance issued pursuant to the HITECH Act and codified at 42 USC §17932(h).

2. Use and Disclosure of PHI.

- (a) Except as otherwise provided in this BAA, Business Associate may use or disclose PHI as reasonably necessary to provide the services described in the Agreement to Covered Entity, and to undertake other activities of Business Associate permitted or required of Business Associate by this BAA or as required by law.
- (b) Except as otherwise limited by this BAA or federal or state law, Covered Entity authorizes Business Associate to use the PHI in its possession for the proper management and administration of



Business Associate's business and to carry out its legal responsibilities. Business Associate may disclose PHI for its proper management and administration, provided that (i) the disclosures are required by law; or (ii) Business Associate obtains, in writing, prior to making any disclosure to a third party (a) reasonable assurances from this third party that the PHI will be held confidential as provided under this BAA and used or further disclosed only as required by law or for the purpose for which it was disclosed to this third party and (b) an agreement from this third party to notify Business Associate immediately of any breaches of the confidentiality of the PHI, to the extent it has knowledge of the breach.

- (c) In connection with the performance of the services described in the Agreement to Covered Entity, Business Associate may disclose information, including PHI, to other business associates of Covered Entity. Likewise, Business Associate may use and disclose information, including PHI, received from other business associates of Covered Entity, as if this information was received from, or originated with, Covered Entity.
- (d) Business Associate may De-Identify PHI and use or disclose the resulting information as permitted under HIPAA.
- (e) Business Associate will not use or disclose PHI in a manner other than as provided in this BAA, as permitted under the Privacy Rule, or as required by law. Business Associate will use or disclose PHI, to the extent practicable, as a limited data set or limited to the minimum necessary amount of PHI to carry out the intended purpose of the use or disclosure, in accordance with Section 13405(b) of the HITECH Act (codified at 42 USC §17935(b)) and any of the act's implementing regulations adopted by HHS, for each use or disclosure of PHI.
- (f) Upon request, Business Associate will make available to Covered Entity any of Covered Entity's PHI that Business Associate or any of its agents or subcontractors have in their possession.
- (g) Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR §164.502(j)(1).
- 3. Safeguards Against Misuse of PHI. Business Associate will use appropriate safeguards to prevent the use or disclosure of PHI other than as provided by the Agreement or this BAA and Business Associate agrees to implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Electronic PHI that it creates, receives, maintains or transmits on behalf of Covered Entity. Business Associate agrees to take reasonable steps, including providing adequate training to its employees to ensure compliance with this BAA and to ensure that the actions or omissions of its employees or agents do not cause Business Associate to breach the terms of this BAA.
- 4. Reporting Disclosures of PHI and Security Incidents. Business Associate will report to Covered Entity in writing (a) any use or disclosure of PHI not provided for by this BAA of which it becomes aware, including Breaches of Unsecured PHI as required by 45 C.F.R. § 164.410, and (b) any Security Incident of which it becomes aware. Business Associate agrees to report any such event within five business days of becoming aware of the event. Notwithstanding the foregoing, Covered Entity is hereby notified, and Business Associate shall have no further obligation to report to Covered Entity, of the occurrence of the following types of Security Incidents: (x) unsuccessful attempts to penetrate computer networks or servers maintained by Business Associate; and (y) immaterial incidents of a routine nature, such as general "pinging" or "denial of service" attacks.
- **5. Breaches of Unsecured PHI**. Business Associate will cooperate with Covered Entity in investigating and determining whether any unauthorized use or disclosure of PHI or Security Incident constitutes a Breach of Unsecured PHI and, if applicable, in preparing appropriate and timely notifications of such Breach as required by Subpart D of 45 CFR §164. Business Associate will reimburse Covered Entity for any costs incurred by it in complying with such requirements as a result of a Breach committed by Business Associate.



- **6. Mitigation of Disclosures of PHI**. Business Associate will take reasonable measures to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of any use or disclosure of PHI by Business Associate or its agents or subcontractors in violation of the requirements of this BAA.
- **7.** Agreements with Agents or Subcontractors. Business Associate will ensure that any of its agents or subcontractors that have access to, or to which Business Associate provides, PHI agree in writing to the restrictions and conditions concerning uses and disclosures of PHI contained in this BAA and agree to implement reasonable and appropriate safeguards to protect any Electronic PHI that it creates, receives, maintains or transmits on behalf of Business Associate or, through the Business Associate, Covered Entity. Business Associate shall ensure that all subcontracts and agreements provide the same level of privacy and security as this BAA.
- **8. Audit Report.** Upon request, Business Associate will provide Covered Entity, or upstream Business Associate, with a copy of its most recent independent HIPAA compliance report (AT-C 315), HITRUST certification or other mutually agreed upon independent standards based third party audit report. Covered entity agrees not to re-disclose Business Associate's audit report.

9. Access to PHI by Individuals.

- (a) Upon request, Business Associate agrees to furnish Covered Entity with copies of the PHI maintained by Business Associate in a Designated Record Set in the time and manner designated by Covered Entity to enable Covered Entity to respond to an Individual's request for access to PHI under 45 CFR §164.524.
- (b) In the event any Individual or personal representative requests access to the Individual's PHI directly from Business Associate, Business Associate within ten business days, will forward that request to Covered Entity. Any disclosure of, or decision not to disclose, the PHI requested by an Individual or a personal representative and compliance with the requirements applicable to an Individual's right to obtain access to PHI shall be the sole responsibility of Covered Entity.

10. Amendment of PHI.

- (a) Upon request and instruction from Covered Entity, Business Associate will amend PHI or a record about an Individual in a Designated Record Set that is maintained by, or otherwise within the possession of, Business Associate as directed by Covered Entity in accordance with procedures established by 45 CFR §164.526. Any request by Covered Entity to amend such information will be completed by Business Associate within 15 business days of Covered Entity's request.
- (b) In the event that any Individual requests that Business Associate amend such Individual's PHI or record in a Designated Record Set, Business Associate within ten business days will forward this request to Covered Entity. Any amendment of, or decision not to amend, the PHI or record as requested by an Individual and compliance with the requirements applicable to an Individual's right to request an amendment of PHI will be the sole responsibility of Covered Entity.

11. Accounting of Disclosures.

(a) Business Associate will document any disclosures of PHI made by it to account for such disclosures as required by 45 CFR §164.528(a). Business Associate also will make available information related to such disclosures as would be required for Covered Entity to respond to a request for an accounting of disclosures in accordance with 45 CFR §164.528. At a minimum, Business Associate will furnish Covered Entity the following with respect to any covered disclosures by Business Associate: (i) the date of disclosure of PHI; (ii) the name of the entity or person who received



PHI, and, if known, the address of such entity or person; (iii) a brief description of the PHI disclosed; and (iv) a brief statement of the purpose of the disclosure which includes the basis for such disclosure.

- (b) Business Associate will furnish to Covered Entity information collected in accordance with this Section 11, within ten business days after written request by Covered Entity, to permit Covered Entity to make an accounting of disclosures as required by 45 CFR §164.528, or in the event that Covered Entity elects to provide an Individual with a list of its business associates, Business Associate will provide an accounting of its disclosures of PHI upon request of the Individual, if and to the extent that such accounting is required under the HITECH Act or under HHS regulations adopted in connection with the HITECH Act.
- (c) In the event an Individual delivers the initial request for an accounting directly to Business Associate, Business Associate will within ten business days forward such request to Covered Entity.
- 12. Availability of Books and Records. Business Associate will make available its internal practices, books, agreements, records, and policies and procedures relating to the use and disclosure of PHI, upon request, to the Secretary of HHS for purposes of determining Covered Entity's and Business Associate's compliance with HIPAA, and this BAA.
- **13. Responsibilities of Covered Entity**. With regard to the use and/or disclosure of Protected Health Information by Business Associate, Covered Entity agrees to:
 - (a) Notify Business Associate of any limitation(s) in its notice of privacy practices in accordance with 45 CFR §164.520, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
 - (b) Notify Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose Protected Health Information, to the extent that such changes may affect Business Associate's use or disclosure of PHI.
 - (c) Notify Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR §164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
 - (d) Except for data aggregation or management and administrative activities of Business Associate, Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA if done by Covered Entity.
- **14. Data Ownership.** Business Associate's data stewardship does not confer ownership rights on Business Associate with respect to any PHI created, received, maintained or transmitted by it under the Agreement.

15. Term and Termination.

- (a) This BAA will become effective on the date first written above and will continue in effect until all obligations of the Parties have been met under the Agreement and under this BAA.
- (b) Covered Entity may terminate immediately this BAA, the Agreement, and any other related agreements if Covered Entity makes a determination that Business Associate has breached a material term of this BAA and Business Associate has failed to cure that material breach, to Covered Entity's reasonable satisfaction, within 30 days after written notice from Covered Entity. Covered Entity may report the problem to the Secretary of HHS if termination is not feasible.
- (c) If Business Associate determines that Covered Entity has breached a material term of this



BAA, then Business Associate will provide Covered Entity with written notice of the existence of the breach and shall provide Covered Entity with 30 days to cure the breach. Covered Entity's failure to cure the breach within the 30-day period will be grounds for immediate termination of the Agreement and this BAA by Business Associate. Business Associate may report the breach to HHS.

(d) Upon termination of the Agreement or this BAA for any reason, all PHI maintained by Business Associate will be returned to Covered Entity or destroyed by Business Associate. Business Associate will not retain any copies of such information. This provision will apply to PHI in the possession of Business Associate's agents and subcontractors. If such return or destruction of the PHI is not feasible, in Business Associate's reasonable judgment, Business Associate will extend the protections of this BAA to such information for as long as Business Associate retains such information and will limit further uses and disclosures to those purposes that make the return or destruction of the information not feasible. The Parties understand that this Section 15.(d) will survive any termination of this BAA.

16. Effect of BAA.

- (a) This BAA is a part of and subject to the terms of the Agreement. In the event of any inconsistency between the provisions of this BAA and the Agreement, the provisions of the Agreement shall control unless it would result in a violation of HIPAA, in which case this BAA shall control. In the event of inconsistency between the provisions of this BAA and mandatory provisions of the Privacy Rule, the Security Rule or the HITECH Act, as amended, or their interpretation by any court or regulatory agency with authority over Business Associate or Covered Entity, such interpretation shall control. Where provisions of this BAA are different from those mandated in the Privacy Rule, the Security Rule, or the HITECH Act, but are nonetheless permitted by such rules as interpreted by courts or agencies, the provisions of this BAA shall control.
- (b) Except as expressly stated in this BAA or as provided by law, this BAA will not create any rights in favor of any third party.
- **17. Regulatory References.** A reference in this BAA to a section in HIPAA means the section as in effect or as amended at the time.
- **18. Notices**. All notices, requests and demands or other communications to be given to a Party under this BAA shall be provided in writing to such Party's address set forth in the signature block below, or to such other address as may be designated by such Party by notice to the other Party, and shall reference this BAA.
- 19. Amendments and Waiver. Upon the effective date of any federal statute or regulation amending or expanding HIPAA that is applicable to this BAA, this BAA shall be deemed automatically amended to the extent necessary for the obligations imposed on Covered Entity and Business Associate herein to remain in compliance with HIPAA, as so amended or expanded. Except as provided in the preceding sentence, this BAA may not be modified, nor will any provision be waived or amended, except in writing duly signed by authorized representatives of the Parties. A waiver with respect to one event shall not be construed as continuing, or as a bar to or waiver of any right or remedy as to subsequent events.

IN WITNESS WHEREOF, Covered Entity and Business Associate execute this BAA effective as of the date first written above.



The terms of this form and the services provided hereunder shall be governed by the Software-as-a-Service Agreement ("the Agreement") to which this Order is attached.

Payment type:	
Credit Card Information:	Bank Information:
Name:	Account Name:
Card Number:	Account Number:
Expiration Month & Year:	Routing Number:
Billing Email:	Same as billing address:
Billing Address:	Shipping Address:
Street:	Street:
City:	City:
State:	State:
Zip Code:	Zip Code:
Country:	Country:
Planet DDS:	Client:
By: Much Zill-	By:
Print Name: Mike Huffaker	Print Name:
Its: Chief Revenue Officer	Its:
Date: 10/6/2025	Date: