

NovaLink Cloud Solutions, Inc. Support & Maintenance Agreement StellarMed Diagnostics

Support & Maintenance Agreement This Support & Maintenance Agreement ("Agreement") is effective as of January 1, 2025 between **NovaLink Cloud Solutions, Inc.** and **StellarMed Diagnostics**, a medical diagnostics laboratory based in Singapore. **1. Services Provided.**

NovaLink shall provide comprehensive Gold■Level support for Customer's deployed NovaLink applications, including bug remediation, quarterly health checks, and continuous security patching. **2. Priority Response.**

NovaLink shall provide a four■hour (4h) initial response for Priority 1 incidents and will use commercially reasonable efforts to achieve resolution within forty■eight (48) hours. **3. Fees.**

Customer shall pay an annual maintenance fee of **\$27,000 USD**, payable on Net■15 terms. **4. Special Conditions.**

Customer shall be entitled to one hundred (100) hours of emergency engineering time and may participate in NovaLink's confidential beta■feature program subject to NDA. The parties acknowledge that this Agreement is a binding commitment and constitutes the full understanding between them.