ACME CORP Acme Corporation · 600 Alder Street, Suite 400, Seattle, WA 98104

Order Form: Acme Enterprise renewal

Order form KF-2025-118 · between Acme Corporation (“Acme Corp”) and Pinecrest Home Health, Inc. (“Customer”), 2210 NW Raleigh Street, Portland, OR 97210, United States.

PARTIES AND CONTACTS

Business contact	Dana Okafor, VP Operations (dana.okafor@pinecresthh.example)
Technical contact	Raj Patel, IT Manager (raj.patel@pinecresthh.example)
Billing contact	Miguel Serrano, CFO (miguel.serrano@pinecresthh.example)
Acme Corp account manager	Jordan Reyes (jordan.reyes@acme.example)

SUBSCRIPTION

Plan	Acme Enterprise
Seats	420 named technician seats
Price	$42.00 per seat per month
Term	1 January 2026 to 31 December 2026 (12 months)
Annual fees	$211,680.00
Invoicing	Quarterly in advance, $52,920.00 per quarter, net 30

TERMS

1. **Renewal.** This order form renews for a further 12 months unless either party gives written notice at least 60 days before the end of the term.
2. **Renewal price.** Acme Corp may raise the per-seat price at renewal by no more than 7%.
3. **Service levels.** Acme Corp commits to 99.95% monthly uptime for scheduling, the dispatch service and the mobile app. For each 0.1% (or part of it) by which a month falls short, Customer is credited 10% of that month's fees, up to 30%.
4. **Support.** Premium support: a response within 1 hour to urgent tickets, at any hour.
5. **Health data.** The parties' Business Associate Agreement of 12 December 2025 applies. Customer data is stored in the United States only.
6. **Single sign-on.** SAML single sign-on is included. Acme Corp will give Customer at least 14 days' notice of any certificate rotation.
7. **Audit logs.** Acme Corp will make audit logs of user sign-ins and schedule changes available to Customer by 31 December 2026. If it does not, Customer may end this order form on 30 days' notice with a refund of

prepaid fees for the rest of the term.

This order form is governed by Acme Corp's Master Subscription Agreement in force on the effective date. Where they differ, this order form governs.

For Acme Corporation
Elena Vasquez, Chief Revenue Officer
Signed 16 December 2025

For Pinecrest Home Health, Inc.
Miguel Serrano, CFO
Signed 18 December 2025