

Service Level Agreement

Reference Number

123456789

This document constitutes a formal contract between:

Cactus Corporation

(Provider)

And

Owensboro Health

(Customer)

Implementation Date – 10/01/2019

Review Date – 10/01/2019

Providers Location – Kansas City, Kansas

Providers Coordinator – Kayla Morris

Customer's Location – Owensboro, Kentucky

Customers Coordinator – Angela McPherson

Description of Service – Credentialing and Billing Software

Volume – 300 physicians

Timeliness – within 3 months to be at full capacity by 10/01/2019

Availability – 10/01/2019 with support services, 99.5 percent availability required between the hours of 7 a.m. and 7 p.m., seven days a week.

Reliability – Web based services with technical support services between the hours of from 7 a.m. and 7 p.m., seven days a week.

Compensation – \$10,000 annually

Measurement – All Services to be provided by 10/01/2019

Provider Approval Date -

Customer Approval Date – 10/01/2019