

Exhibit "F"
To Piggyback Agreement

services. Ticket tracking further enhances the efforts of Support Desk personnel by allowing ImageTrend to identify patterns which can then be utilized for improvements in production, documentation, education and frequently asked questions to populate the knowledgebase. The support ticket tracking system ensures efficient workflow for the support desk specialists while keeping users informed of their incident's status. Support patterns can be referenced to populate additional knowledgebase articles.

Incident Reporting Malfunctions

ImageTrend takes all efforts to correct malfunctions that are documented and reported by the Client. ImageTrend acknowledges receipt of a malfunction report from a Client and acknowledges the disposition and possible resolution thereof according to the chart below.

Severity Level	Example	Acknowledgement of Error Notice	Goal timeline to respond with resolution plan
High/Site Down	<ul style="list-style-type: none"> - Complete shutdown or partial shutdown of one or more Software functions - Access to one or more Software functions not available - Major subset of Software application impacted that is necessary for usage of the software 	Within one (1) hour of initial notification during business hours or via support.imagetrend.com	Six hours
Medium	<ul style="list-style-type: none"> - Minor subsystem failure -Data entry or access impaired on a limited basis. 	Within four (4) hours of initial notification	24 Business hours
Low	<ul style="list-style-type: none"> - User error (i.e. training) or forgotten passwords - Issue can or must be delegated to local Client contact as a first level of response for resolution 	Same day or next business day of initial notification	As appropriate depending on nature of issue and party responsible for resolution

Service Requests (enhancements)

ImageTrend maintains a UserVoice page for its products. UserVoice is a voting platform that allows customers to suggest and vote on enhancement ideas. UserVoice helps ImageTrend prioritize the most important product enhancements across all ImageTrend users. That portal is available at <https://imagetrend.uservoice.com> (requires valid ImageTrend credentials). If an enhancement request is specific to one Client and deemed to be outside of the original scope of the product, then the enhancement will be evaluated by the product management team. After this, ImageTrend may present a High Level Estimate of the work effort involved with developing the feature. If that high level estimate is approved by the Client, a Statement of Work is written and presented to the Client. These requests are subject to our standard rates and mutual agreement. Clients review and approve the scope, specification and cost before work is started to ensure goals are properly communicated.