

Exhibit "F"  
To Piggyback Agreement

Product release management is handled by ImageTrend using standard development tools and methodologies. Work items including, tasks, issues, and scenarios are all captured within the system. Releases are based on one or more iterations during a schedule development phase. This includes by not limited to: development, architecture, testing, documentation, builds, test and use cases. Submissions of issues or requests are documented within our Product Management system and from there workflow is created to track the path from initial request to resolution.

***Out of Scope***

Client may contract with ImageTrend for Out of Scope services. This will require a separate Statement of Work and will be billed at ImageTrend's standard hourly rate.

***Maintenance and Upgrades***

System/product maintenance and upgrades, if applicable, are included in the ongoing support and warranty as contracted. These ensure continued attention to product performance and general maintenance. Scheduled product upgrades include enhancements and minor and major product changes. Customers are notified in advance of scheduled maintenance. It is the Client's responsibility to accept all offered updates and upgrades to the system. ImageTrend Elite customers have the option of enrolling in one of the release rounds as detailed below to provide greater control over the update schedule. To choose a release round, please inform your Implementation Coordinator, or ImageTrend Support if you wish to change your original selection. If the Client does not accept these updates, Client is advised that ImageTrend, at its discretion, reserves the right to limit support offered for previous versions. All code releases maintain the integrity of any client specific configurations (i.e. templates, addresses, staff information, active protocols, etc.).

***Release Groups***

ImageTrend Elite Release Rounds	
<b>Release Group 1</b>	Updates occur every 2 weeks, and includes the demo site and sites which are still in implementation (not yet live). It occurs between Wednesday and Monday, depending on the specific release.
<b>Release Group 2 (default)</b>	This round includes the majority of current sites. Clients are sent a notification email approximately one week ahead of time with the date/time of the update, and the highlights of the release. Release notes are also made available. These updates occur every two weeks, approximately one week after Release Group 1. This update always occurs on a Wednesday, between 8am and 1pm Central Time.
<b>Release Group 3</b>	This group of sites receives updates once a month. Clients are sent a notification email approximately one week ahead of time with the date/time of the update, and the highlights of the release. This update always occurs on the first Tuesday of every month between 8am and 9am Central Time. This version is the latest Stable release (e.g. not the latest release from Round 1 or 2, instead a trailing release)

***Escalation***

Our support staff is committed to resolving your issues as fast as possible. If they cannot resolve your issue, they will identify the course of action that they will be taking and indicate when an answer will be available. They in turn will seek assistance from the designated developer. The