



## How Subscriptions Work

### Frequently Asked Questions



#### What is a Subscription?

A subscription applies to a single clinician's data set and credentials defined by the requirements established within a "recipe" relevant to the clinician's type (e.g., Medical doctor, registered nurse, etc.).

#### When does a Subscription become active?

Subscriptions become active under two scenarios:

1. When a clinician logs into their Digital Credential wallet in response to an invitation from your organization. This is known as **Engaged Mode**.
2. When upon your organization's request, Axuall acquires data and credentials on a clinician relative to a recipe without the involvement of the clinician. This is known as **Non-Engaged Mode**.

#### What is the lifespan of a Subscription?

Axuall contracts require a quantity of pre-purchased subscriptions that automatically renew on the order form anniversary date regardless of whether they become active.

Subscriptions in addition to pre-purchased subscriptions are activated the day they enter Engaged or Non-Engaged Mode and remain active for 12 months thereafter.

Subscriptions automatically renew on their anniversary date unless canceled by your organization at least 30 days prior. Canceled subscriptions remain active until their anniversary date.

#### How are Subscriptions invoiced?

Pre-purchased subscriptions are invoiced on the day of the corresponding order form effective date. Additional or renewed subscriptions are invoiced the month following their activation.

On the first business day of each month, Axuall will report your total active subscriptions. No additional fees will be assessed if the minimum number of pre-purchased active subscriptions for the period has not been reached. Alternatively, if the number of active subscriptions exceeds the minimum number of prepaid subscriptions, a fee according to the rate described in the executed order form will be assessed and invoiced to your organization.

As an example, if your organization pre-purchased and paid for 1,000 subscriptions earlier in the year and activates 1,100 subscriptions six months later, an invoice will be generated for 100 subscriptions that following month.

#### When do volume discounts apply to new Subscriptions?

If your Order Form contains a provision for graduated discounts at defined quantity thresholds, all new subscriptions above the threshold will be invoiced at the applied discounted rate.