

Revised Schedule 2

The Contractor shall meet the Service Level Requirements (each a "SLR") on the attached chart. The Exchange shall review each SLR for consistency with industry standards on an annual basis, and the parties will negotiate in good faith to make modifications consistent with industry standards. Each month, or as indicated otherwise, the Contractor shall measure its performance against the SLRs and submit a detailed report regarding the same to the Exchange. The Contractor shall issue a credit on its invoice to the Exchange equal to the total SLR penalties accrued due to missed SLRs during such month.

If there is a material change in the HIX System which materially affects Contractor's operations and reasonably prevents the Contractor from meeting one (1) or more SLR(s), the Contractor shall provide written notice of such to the Exchange. The penalties for violations of such SLR(s) shall be suspended for a period of thirty (30) days following the date of the Contractor's notice to allow the Contractor to take the necessary steps to come back into compliance with such SLR(s).

With the exception of SLR-0, which is effective upon execution of this Amendment, the remaining SLRs shall be effective September 3, 2013.

Revised Schedule 2 - Chart

| Type | New SLR # | Definition | Penalties | Frequency of Evaluation | Method of Measurement |
|--|-----------|--|---|---|--|
| Start-Up and Transition Activities | SLR-0 | Meet the requirements agreed upon in the Revised Work Plan. | \$10,000 for each Business Day that the vendor does not meet a Start-up or Transition requirement. | Each business day until all start-up and transition requirements are met. | Contractor Start-Up and Transition Reporting |
| Hours of Operation | SLR-1 | The Call Center will be available 8am to 8pm ET Monday through Friday, and Saturday hours as specified in the amended agreement between the parties, except at Exchange approved times for system maintenance or Exchange-approved closures. | \$5,000 per day for unauthorized closure. | Monthly | Calls Report |
| Answer Delay/Standard | SLR-2 | The Call Center shall answer calls with an average delay of no more than 60 seconds on a monthly basis. | \$3,000 when average monthly delay exceeds 60 seconds per call. \$5,000 when weekly average delay exceeds 120 seconds per call. | Monthly | Automated Call Distribution Reports |
| Call Abandonment Rate | SLR-3 | The Call Center shall assure that no more than 5% of callers abandon from the ACD queue before speaking with a CSR, excluding callers who hang up before being on hold at least 20 seconds. | \$3,000 for monthly average abandoned call rates exceeding 5%. \$5,000 for monthly average abandoned call rates exceeding 7%. | Monthly | Automated Call Distribution Reports |
| First Call Resolution | SLR-4 | The Call Center shall incorporate standards for first call resolution (resolvable calls) 85%. The standard shall not include calls that are transferred to other call centers according to Exchange-approved policy. | \$2,500 when monthly average first call resolution rate for resolvable calls falls below 85%. \$5,000 when monthly first call resolution falls below 65%. | Monthly | Post Call IVR Survey |
| Service Resolution, Escalation, and Monitoring | SLR-5 | The Call Center shall establish a 90% consumer satisfaction goal or better. | \$2,500 when quarterly average overall Customer satisfaction scores are less than 90%. \$5,000 when quarterly average overall Customer satisfaction scores are less than 80%. | Quarterly | Post Call IVR Survey |
| Call Center Personnel | SLR-6 | The Call Center will ensure that the weekly average number of incoming calls that are blocked (calls receiving a busy signal) will be no more than 1%. | \$10,000 when weekly average number of incoming calls that are blocked is more than 1%. | Monthly | Reports from Telco Carrier and IVR Vendor |
| Reporting Timeliness | SLR-7 | Meet the following service levels for Reports: <ul style="list-style-type: none"> Daily reports are due to the Exchange by 12pm the following Business Day. Weekly reports are due to the Exchange by the second (2nd) Business Day following the end of the reporting period. Monthly reports are due to the Exchange by tenth (10th) Business Day following the end of the reporting period. Quarterly reports are due by the fifteenth (15th) Business Day following the end of the reporting period. Semi-annual reports are due by the twentieth (20th) Business Day of the end of the reporting period. Annual reports are due by the twenty-fifth (25th) Business Day following the end of the reporting period. | \$200 for each Business Day beyond the due dates for each listed report. | Monthly | Exchange Audit |

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|---------------------|-----------|---|---|-------------------------|-----------------------|
| Reporting Accuracy | SLR-8 | Provide accurate reports. If the Exchange identifies a substantive problem with the content of any report delivered by the Contractor resulting in the report needing to be regenerated, the Contractor produces a corrected report within one (1) Business Day. | \$100 for each additional Business Day if the corrected report is not delivered within one Business Day. | Monthly | Exchange Audit |
| Incident Reporting | SLR-9 | Meet the following service levels for incident and management reporting: <ul style="list-style-type: none"> Provide incident and management reports no later than 5:00 p.m. of the day on which the Contractor discovers any problem which may jeopardize the success or timely completion of any of its responsibilities under the Agreement (including, without limitation, complaints or other unusual calls or incidents). If the incident is identified prior to 4:30 p.m. on any Business Day, and no later than 9:30 a.m. on the next Business Day if the incident is identified after 4:30 p.m. Any suicide threats, threats to the Exchange, or similar occurrences that could jeopardize the health or safety of employees, callers or others should be reported immediately to the Exchange. All incidents that are not fully resolved in one (1) Business Day are supplemented with email updates every Business Day by 5:00 p.m. during incident remediation. Provide the final incident report to the Exchange within two (2) Business Days of resolving the issue that caused the incident. Provide written management reports in response to particular issues within two (2) Business Days of the Exchange's request. | \$100 for each instance of violating incident report timing parameters. If in the course of investigating the incident, it is determined that the Contractor did not inform the Exchange in a timely manner of progress updates, the Contractor shall incur an additional penalty of \$500 per incident. | Monthly | Incident Report |
| Call Center Brokers | SLR-10 | Brokers must maintain a call-to-conversion ratio above 90% (9 out of 10 calls referred to a broker must result in a submitted application for insurance coverage). | \$1,000 for each month not met. | Monthly | Exchange Audit |