Service Level Agreement

AREA 1 SECURITY
Enterprise Service Level Agreement

This Service Level Agreement ("SLA") is subject to the terms of the Area 1 Security Master Service Agreement ("MSA") between Area 1 Security, Inc. ("Area 1") and each Customer of Area 1 Services, as defined in the MSA. Capitalized terms used but not defined herein have the meanings specified in the MSA. Area 1 reserves the right to modify the terms and conditions of this SLA in accordance with the terms and conditions of the MSA.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>WHAT IT IS</th>
<th>TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area 1 Security Portal &amp; API Availability</td>
<td>Percent of hours in a year that a customer can access the service through the portal and/or the API</td>
<td>99.95%</td>
</tr>
<tr>
<td>Area 1 Security Service Availability</td>
<td>Percent of hours in a year the security service is operational</td>
<td>99.99%</td>
</tr>
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</table>
# Area 1 Security Support SLAs

If Customer pays for Area 1 Enterprise Support in connection with the Services, Area 1 shall use commercially reasonable efforts to ensure response time for standard support for the Services according to issue severity as set forth in the Support table below, provided that Customer satisfies the corresponding expected Customer response set forth in the Support table and subject to the other terms and conditions set forth herein. An issue will be deemed resolved when a fix, or reasonable work around, has been provided to Customer.

<table>
<thead>
<tr>
<th>IMPACT</th>
<th>DEFINITION</th>
<th>AVAILABILITY</th>
<th>PREMIUM PLUS SUPPORT</th>
<th>PREMIUM SUPPORT</th>
</tr>
</thead>
</table>
| Critical Business Impact: Priority 1 Events (must be logged by phone) | Customer’s business has significant degradation of critical production services; requires immediate attention | Phone: 24/7/365 days  
Email & Web: 24/7/365 days | 2 hours or less for engagement with Area 1 Support Engineer; sustained effort by all necessary resources until problem resolved or work around provided | 4 hours or less for engagement with Area 1 Support Engineer; sustained effort by all necessary resources until problem resolved or work around provided |
| High Business Impact: Priority 2 Events | Customer’s business has significant but isolated degradation of production services | Phone: 6 AM to 6 PM PST  
Email & Web: 24/7/365 days | 4 hours or less for engagement with Area 1 Support Engineer; sustained effort by all necessary resources until problem resolved or work around provided | 8 hours or less for engagement with Area 1 Support Engineer; sustained effort by all necessary resources until problem resolved or work around provided |
| Minimal to No Business Impact: Priority 3 Events | Customer’s business is substantially functioning with minor or no problems; general production or development question | Phone: 6 AM to 6 PM PST  
Email & Web: 24/7/365 days | 8 hours or less for engagement with Area 1 Support Engineer | 16 hours or less for engagement with Area 1 Support Engineer |
| Additional services | Customer’s business is substantially functioning. General best practices, feature capabilities and feature requests questions | As scheduled | Half-yearly service assessment, installation, configuration health checks, shared best practices; additional access to A1S Product team for priority feature requests and enhancements  
- Priority & early access to new features  
- Half-yearly roadmap review with A1S product management | Service assessment as requested, shared best practices |
CREDITS

Credits will be calculated as below:

• “Credit” or “Service Level Credit” means a dollar amount that Area 1 may credit following a failure to achieve a Service Level (a “Service Level Event”).
• 1 Service Level Credit is defined as 1/365th of Annualized Subscription Fees, calculated based on actual subscription fees paid by the customer for the given term.
• Area 1 will credit back 1 Service Level Credit for every 24 hours of service unavailability in the form of added service time to the current subscription.
• Service Level Credits may not be exchanged for, or converted to, monetary amounts.

To receive a Credit under this Section

• Customer must submit a Credit request to support@area1security.com within 7 days of the end of the calendar month in which Area 1 Security fails to meet the standards provided in this Section.
• Said Credit request needs to include details and dates of the relevant anomalies and Customer must cooperate with Area 1’s investigation of the Credit request as may be necessary and reasonably requested by Area 1.
• Subject to verification by Area 1, Area 1 will apply the appropriate Credit and notify the Customer accordingly. In any event, Area 1’s maximum cumulative liability to Customer under this Agreement in any calendar month shall be no more than 5% of the fees paid by Customer for the applicable month.
• Customer must accrue a minimum amount of one (1) Credit before Area 1 will credit back any amounts.
EXCLUSIONS

- During any trial periods, periods of planned maintenance, scheduled upgrades, updates, periods of non-availability due to a force majeure event, or periods of suspension of Service by Area 1 Security in accordance with this Agreement.

- For features and capabilities that are classified as Beta, Early Access, Preview or Early Release.

- Force Majeure events defined as:
  - Circumstances beyond Area 1’s reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications, Internet or DNS issues or outages, virus attacks or hackers, or failure of Customer's or a third party's hardware or software;

- Customer is not using the Services in accordance with the Documentation (including the best practice implementation policies therein)

- Customer is delinquent on any payment obligation under the MSA;

- Customer is in material breach of the terms of the MSA; or has not met its applicable obligations under this SLA.

AREA 1 SECURITY SUPPORT CONTACTS

Email: support@area1security.com
Web: https://area1security.zendesk.com
Phone: +1.650.293.0101