

EXHIBIT A - SUPPORT AND SERVICE LEVEL AGREEMENT

Cyara will provide Customer the following support and service levels based on the support services, if any, described in the applicable Order Form and the Master Service Agreement or similar such agreement (the "Agreement"). This Support and Service Level Agreement is incorporated into the Agreement by reference.

1. ISSUE RESOLUTION REPORTING AND TRACKING

Customer will create a Support Ticket for each Error that Customer encounters. For purposes of this Support and Service Level Agreement, "Error" means failure of the Technology Services, in the form provided or modified by Cyara, to substantially conform to the Documentation. The Support Ticket or escalations shall be communicated in accordance with the table below:

Escalation Level	Escalation Time	Contact Name and Title	Contact Information
New ticket	Open Problem Report	Cyara Customer Response	Cyara Service: support@cyara.com https://support.cyara.com Botium Service: support@botium.ai https://support.botium.ai
Escalation	If no response during Response Service Level	Cyara Customer Response Hotline	US +1 855 843 4662 UK +44 808 164 4453 AUS +61 1800 953154

Cyara will assign all Support Tickets one of four Severity Levels, dependent on the problems caused by the Error. Cyara may re-assign a Severity Level assigned by Customer when it submitted the Support Ticket to reflect the Severity Levels set forth below.

The Severity Levels are classified in accordance with the table below:

Severity Level	Impact on End Users	Characteristics
1	Critical	The Technology Services are not available or major functionality of the Technology Services is not available or operable, causing critical impact to business operations, and no Workaround exists
2	High	The Technology Services are available, but access to some material portions is unavailable or there is some degradation of the functionality of the Technology Services, impacting significant aspects of business operations, and no reasonable Workaround exists
3	Medium	Minor issues with the Technology Services with no significant impact to business operations
4	Low/None	Service inquiries or administrative assistance requests

For purposes of the foregoing, "Workaround" means a set of procedures that Customer may follow to circumvent or mitigate the impact of the Error, notwithstanding that the Error still exists.

2. CUSTOMER RESPONSIBILITIES

Customer contacts tasked with contacting Cyara support services are expected to fulfill the following responsibilities:

- A. Have a technical understanding of the technology, and the Technology Services, and are adequately trained to use the Technology Services
- B. Provide timely and accurate responses to Cyara's requests or recommendations
- C. Provide an accurate description of the issue or request, including, but not limited to:
 - 1. A complete problem or question description
 - 2. Details on the operating environment, including any recent changes
 - 3. Gather and validate log files, recordings, network traces, configuration files, and operating system crash files
- D. Provide a type and a Severity Level for each Support Ticket, as well as a detailed business impact for Severity Level 2 or Severity Level 1 Support Tickets
- E. If applicable, provide the time and date at which the Error was encountered
- F. Provide a summary of the initial diagnostic procedures undertaken and the results of such procedures, if any

Cyara will provide Customer with access to a list of all unresolved Support Tickets, including any actions taken by the Cyara support team to resolve such Support Tickets.

3. SUPPORT SERVICES

Cyara will supply the following support services:

- A. Commercially reasonable efforts to respond to and resolve Support Tickets.
- B. Periodic updates of the Technology Services, including corrections to resolve Support Tickets, fixes of minor bugs, and enhancements.
- C. Appropriately skilled and available technical support and resources to solve problems relating to the installation, commissioning and, operations of the Technology Services .
- D. Assist in the recovery of the Technology Services from actual or potential outage conditions, degradation situations, and/or situations where customer service, system maintainability, or system operability have the potential of being adversely affected.

Cyara will use commercially reasonable efforts to address Support Tickets based on the Severity Level set forth in the following table:

Service Level Measure	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response Time	4 hours	6 hours	8 hours	1 business day
Restoration	24 hours	48 hours	4 business days	N/A
Updates	4 hours	Daily	None	None
Working hours	24x7	12x7	8x5	8x5

4. SUPPORT SERVICE EXCEPTIONS

Cyara will not be responsible for Error resolution to the extent that the Error is directly attributable to any:

- A. Use of the Technology Services other than in accordance with the provisions of the Agreement or Documentation
- B. Errors that are a result of Customer actions contrary to or without Cyara's guidance or documentation
- C. Changes to the operating system or environment which adversely affects the Technology Services
- D. Interconnection of the Technology Services with other software not approved or supported by Cyara
- E. Modification of the database structure designed to be used by the Technology Services
- F. Introduction or manipulation of data in the Cyara database by any means other than the use of the Technology Services
- G. Customer not willing to provide the information required to investigate the Error

If Customer purchases the Technology Services from a Reseller, the Reseller (and not Cyara) may have support obligations to Customer.

5. SERVICE LEVEL AGREEMENT

- A. If service outages result in a failure of any production instance of the Technology Services to meet an uptime availability requirement of 99.8% over any given calendar month ("Uptime SLA"), Customer's sole and exclusive remedy shall be a service credit equal to the greater of:
 - (1) Ten percent (10%) of the subscription fees for the Technology Services set forth in the applicable Order Form for that calendar month; or
 - (2) The actual unavailability rate for that calendar month (as an example, if the Technology Services have an uptime availability of 85% during a calendar month, then the service credit shall be fifteen percent (15%) of the applicable subscription fees for that calendar month).
- B. The following events ("Excused Downtime") shall be excluded in calculating the Uptime SLA:
 - (1) Planned maintenance windows, which is the timeframe that Cyara has scheduled to apply infrastructure or service updates to the Technology Services for which Cyara will send a notification to impacted users at least five (5) business days before the start of the maintenance windows.

- (2) Emergency maintenance required to address an exigent situation with the Technology Services that if not addressed on an emergency basis could result in material harm to the Technology Services. Cyara shall provide advance notice of emergency maintenance via the Support Portal to the extent practicable.
- (3) Any unavailability caused by circumstances beyond Cyara's reasonable control, including without limitation, unavailability due to Customer's or its users' acts or omissions, a Force Majeure Event (as defined in the Agreement), Internet service provider failures, or delays, failure, or malfunction of equipment or systems not belonging to or controlled by Cyara.

C. Uptime SLA is calculated as follows:

$\frac{(xx - yy - zz)}{(xx - zz)} \times 100$	<p><i>xx</i> = total number of minutes in a calendar month</p> <p><i>yy</i> = downtime that is not excluded</p> <p><i>zz</i> = Excused Downtime (as defined above)</p>
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D. In order to receive any applicable service credit, Customer must request it in writing to Cyara within thirty (30) days of the end of the month in which the Uptime SLA was not met, including identifying the period Customer's production instance of the Service was not available. Cyara shall apply the service credit during Customer's next billing cycle unless the service credit is reasonably disputed by Cyara, in which case Customer and Cyara shall work together in good faith to resolve such dispute in a timely manner. The total amount of service credit for any month may not exceed the applicable monthly subscription fee for the affected Technology Services and has no cash value (unless a service credit is owed at the termination or expiration of this Agreement without a renewal order, in which case such service credit shall be paid to Customer within ninety (90) days of the end of the then-current Term).