

Exhibit A
Service Level Agreement (“SLA”)

1. Definitions

“Support Services” means an action that aids an individual or a group of individuals or an organization by meeting the needs through information, action, or technology.

“Deliverable” means the Service (as defined in this Agreement) and/or the Support Services (as defined herein) that contains the necessary features to meet the needs of the end user and providing solutions to a defined issue.

“Severity level”: The severity level is defined by the extent of impact the issue has on the overall performance of the Service.

“Tier”: The level of support required to address an end-user’s issue.

2. Purpose

The purpose of this SLA is to specify the various responsibilities and services that eCare Vault (the “Company”) shall provide to _____

(the “Customer”), at specific levels of support, and at an agreed-upon cost.

3. Scope of SLA

This SLA describes the standard level of Support Services that shall be provided by the Company within the framework of security, including performance criteria, availability of services, action to be taken in cases of failure of the Service and response times.

The Company retains the right to change, update, or modify this SLA at any time. Such updates will be provided to the Customer. Tier 1 Support Services will be provided by Customer. Higher-tier Support Services will be provided by Company.

4. Support Services Offered

The Company agrees to provide and perform the Support Services (detailed below) for the Customer in a timely, efficient, and professional manner:

Service Type	Description
Data Hosting	SaaS solutions stores and provides access to Customer’s client data
Monitoring	Record and closely monitor any issues in the cloud environment
Support	Record and closely monitor the problems, queries, and concerns of the Customer.
Consultation	Offer new solutions to meet Customer needs
Maintenance	Continuous release schedule and updates to infrastructure

Analysis	Analysis of the root causes of problems.
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5. Problems, Severity Level and Response Time

Severity Level	Problem Description	Response Time <i>Business Hours: M-F 7 am – 7pm (EST)</i>	Response Time <i>Outside Business Hours</i>
aS1	System unavailable	1 hour	1 ½ hours
S2	Parts of system unavailable impacting end user	1 hour	1.5 hours
S2	Issue identified with severe impact on end users	1 hour	2 hours
S2	End-user impact initiated	1 hour	4 hours
S3	Fixing of bugs and vulnerabilities which for not have major impacts on end-user	2 hours	1 business day
S3	Issue addressed but potentially impactful in the future	2 hours	1 business day
S4	Inquiry for Information	1 business day	2 business days

6. Support Tiers

Tier	Description
T1	All incoming requests: Severity of issue determined, and issue is solved directly or escalation to Tier 2 based on description, severity of impact on end user, and number of end users experiencing the issue.
T2	Escalated from T1 after failure to resolve, assuming required details gathered. T2 Representative works with T1 representative to troubleshoot and resolve the issue. Upon failure to resolve escalation to T3.
T3	Escalated from T2 after failure to resolve, assuming required details gathered. T3 Representative works with required Company resources to resolve the issue.

7. Availability and Uptime

- A. Availability and Down Time During Business Hours.
 - The Service will remain available for at least 99.95% of the time during Business Hours
- B. Availability and Down Time During Non-Business Hours
 - The Service will remain available for at least 98.00% of the time during non-Business Hours excluding maintenance windows planned at least 24 hours ahead of time.

8. Company's Responsibilities

The Company shall inform the Customer regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions, or as otherwise necessary.

9. Exclusions

The parties agree that the Company shall not be liable to the Customer for failure to meet the SLA to the extent caused by:

- A. Any negligent or willful action on a production or test system taken by the Customer.
- B. Anything not covered by the Agreement or this SLA.
- C. Force Majeure, i.e. (i) any act of God or act of nature, fire, flood, storm, explosion, sabotage, riot, act of war, whether declared or not, or cable cut; (ii) any strike, lockout, work stoppage, or other industrial action; (iii) any failure or delay, or other act or omission of the customer or any third party (including third party carriers and carriage service providers), including cable cuts and failures to provide goods or services or access to premises; (iv) legislative or governmental prohibitions, restrictions, or delays in the granting of approvals, consents, permits licenses or authorities; (v) emergency maintenance requirements; or (vi) any other event beyond the reasonable control of Company.

10. Maintenance

- A. The Company shall provide the Customer with generally available modifications to the Service.
- B. The Company shall inform the Customer from time to time about the latest updates of new services available and also let the Customer know the scope of improvement on existing Deliverables/Service.
- C. If the maintenance request is beyond the scope of this Agreement, the Customer shall be charged an additional maintenance fee, as a change order.