

## DESCRIPTION OF SUPPORT SERVICES

Seerist's Seerist SaaS platform Service Level Agreement ("SLA") will govern the use of the Seerist platform under the terms of the Seerist Terms and Conditions (the "T&Cs") between Seerist UK Ltd. and XXX DESCRIPTION OF SUPPORT SERVICES

Seerist's Seerist SaaS platform Service Level Agreement ("SLA") will govern the use of the Seerist platform under the terms of the Seerist Terms and Conditions (the "T&Cs") between Seerist UK Ltd. and XXX users of the Seerist platform. The SLA applies separately to each account using the Seerist platform. The SLA encompasses the following services.

1. Seerist Platform Monthly Uptime Percentage (MUP)- MUP is calculated by subtracting from 100% the percentage of continuous 5-minute periods during the Service Month in which the Seerist platform was in a state of "Unavailable Time" as identified by the Monitoring Service. Uptime percentage will not be subtracted during pre-communicated outage or maintenance windows. These maintenance windows will be communicated to the XXX POC we have on file, and we will make every available effort to communicate maintenance that will result in downtime at least five (5) business days in advance of the scheduled downtime. We will also make any reasonable accommodation to work with customers schedules.
2. Help Desk Support- Seerist provides 24x7x365 help desk support service for the Seerist platform available through online help, email, and phone support. The help desk provides technical assistance, enables/disables accounts based on completion of XXX training, and communicates issues between users of the system and the technical responsible for its operation. We deliver the below specific product support activities/capabilities:
  - a. Standard Help Desk Support Services- Seerist typically addresses 90% of support cases within fifteen minutes of report. Following submittal of an issue, an automatic response is sent immediately with direct follow-up by human support. Internally, we track help desk tickets in a ticket tracking system using a documented QC process. When the resolution of help desk requires changes to the software, the progress of those changes is reported to the users awaiting a response. Seerist will connect this capability with the XXX service desk, such that Seerist can serve as Tiers II or III support for the Seerist platform, and outage information can be mutually communicated.
  - b. Online Self-Help Capabilities- In addition to a human help desk service, Seerist's website features online help capabilities that enable users to resolve issues on their own and access training materials. Available during working hours and off-hours for emergencies
3. Training- Seerist is committed to providing best-in-class customer service for the Seerist platform, which includes in-person and web-based instructor led training that supplements on-line self-help training materials that come standard with the Platform. The Seerist Customer Success Team has decades of Government, DoD, IC, and commercial experience and uses an established curriculum to ensure users are comfortable with running Seerist as quickly as possible. Our team will leverage Seerist's PAI sources to teach XXX users how to evaluate content and detect emerging events as they are developing, teach XXX users how to create alerts based on user-defined areas and topics of interest, and use Seerist's advanced stability analysis functions. Per XXX requirements, Seerist commits to conducting an initial training session during project implementation and a 6-month new user/refreshers training. Both training sessions are available for the identified users per XXX's requests.

In addition to the required training sessions above, Seerist also offers Monthly Training Webinars for XXX users at no additional cost. These sessions discuss commonly used features and custom workflows and last approximately one hour. We record all monthly webinars and make them available for all users unable to attend or dial-in. For those who attend, the user may obfuscate their identity and ask questions anonymously via chat. Since their start in October 2019, the monthly training webinars have been highly rated for their efficiency/efficacy with attendance by our clients.

4. Account Management Support- The XXX Customer Success Manager manage direct XXX customer engagement to ensure successful implementation, training, operation, and enhancement of the Seerist platform to meet capability and data needs. The XXX Customer Success Manager leads platform implementation, maintains continuous availability during XXX working hours, conducts periodic training/retraining, and meets on a regular cadence with XXX program stakeholders to ensure program and mission success. Throughout the contract term the Customer Success Manager holds regular meetings with XXX stakeholder to improve platform performance, gathers current and emerging XXX capability/data requirements; and holds periodic training for new and existing users. In addition, the Sales Manager continuously monitors platform usage metrics to assess operational value. The Sales Manager oversees implementation, including platform integration, provisioning new users accounts, conducting training, establishing custom XXX filters, documenting UAT defects, and supporting Go-Live. For the list of services above, we provide the following definitions.

"UNAVAILABLE TIME" means the Seerist platform is not available for use according to third party performance and monitoring services contracted by Seerist, Inc. at its sole discretion (the "Monitoring Service"). The Monitoring Service reports of availability will be available <https://status.seerist.com/> provided that service issues or outages relating to any Exclusions shall not be deemed as Unavailable Time.

"SEERIST PLATFORM" refers to the Seerist platform product XXX will subscribe to. Seerist is built using microservices and thus calculates uptime on a per-service basis. This means that features such as Pulse may be unavailable while Hotspots is available.

## SERVICE LEVEL TARGETS

Seerist will use commercially reasonable efforts to make the Seerist platform available 95% of the time. In the event Seerist does not meet the goal of 95% platform availability in a given calendar month ("Monthly Uptime Percentage" - MUP), XXX will be eligible to receive a Service Credit as described below.

## ESCALATION PROCEDURES

We calculate, monitor, and escalate MUP by subtracting from 100% the percentage of continuous 5-minute periods during the

Service Month in which the Seerist platform was in a state of "Unavailable Time" as identified by the Monitoring Service. We deem any unavailable time as a "critical" issue and work continuously and immediately to resolve the issue.

#### SERVICE LEVEL MEASUREMENT, REPORTING, AND REVIEW

To measure "Unavailable Time" we apply independent third-party performance and monitoring services contracted by Seerist, Inc. at its sole discretion (the "Monitoring Service"). The Monitoring Service reports availability for XXX review at <https://status.seerist.com/>.

Notwithstanding anything to the contrary, no Unavailable Time shall be deemed to have occurred with respect to any unavailability, suspension or termination of the Seerist platform, or any other Seerist platform performance issues, that (i) are caused by factors outside of Seerist, Inc.'s reasonable control, including, without limitation, any force majeure event, Internet access or related problems beyond the demarcation point of Seerist, Inc. or its direct hosting subcontractors (i.e. beyond the point in the network where Seerist, Inc. maintains access and control over the Seerist Services); (ii) result from any actions or inactions of Customer or any third party (other than Seerist, Inc.'s direct hosting subcontractor); (iii) result from Applications, equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within Seerist, Inc.'s direct control); or (iv) arise from Seerist, Inc.'s suspension and termination of Customer's right to use the Seerist Services in accordance with the T&Cs, (v) scheduled maintenance; or (vi) problems or issues related to alpha, beta or not otherwise generally available Seerist features or products (collectively, the "Exclusions").

#### SERVICE CREDITS TO BE APPLIED IN CASE SERVICE LEVELS ARE NOT MET

A "Service Credit" is a currency-based credit, calculated as set forth below, that Seerist may credit back to XXX. For a calendar month where the Uptime Monthly Percentage, as identified by Monitoring Service, Seerist at its sole discretion after confirming the nature and accuracy of the Unavailable Time, will credit XXX'S account a percentage of that month's billings, as defined by the table below:

##### Service Credits to Be Applied

##### Monthly Uptime Percentage    Service Credit

<95%      15%

Service Credit will be issued to Customer's Seerist balance for future use only. No refunds or cash value will be provided. Service Credits may not be transferred or applied to any other account. Service Credits shall be XXX'S sole and exclusive remedy for any unavailability or non-performance of the Seerist Services or other failure by us to provide the Seerist Services.

#### INSTRUCTIONS ON HOW TO ACCESS AN ONLINE INCIDENT RESOLUTION PLATFORM

To request incident resolution and apply for a Service Credit, XXX can access our customer portal at <https://seerist.atlassian.net/servicedesk/customer/portal/9> or submit a ticket via email to [support@seerist.com](mailto:support@seerist.com) within 30 days of the month in which the Incident or Unavailable Time occurred. The ticket must include (i) "SLA Claim Seerist platform - PRODUCT" as the subject of the ticket where PRODUCT is the platform product you are requesting credit for (Pulse/Hotspots/etc.); (ii) the dates and times of the Unavailable Time and for which you are requesting credit; and (iii) any applicable information that documents the claimed outage. users of the Seerist platform. The SLA applies separately to each account using the Seerist platform. The SLA encompasses the following services.

1.        Seerist Platform Monthly Uptime Percentage (MUP)- MUP is calculated by subtracting from 100% the percentage of continuous 5-minute periods during the Service Month in which the Seerist platform was in a state of "Unavailable Time" as identified by the Monitoring Service. Uptime percentage will not be subtracted during pre-communicated outage or maintenance windows. These maintenance windows will be communicated to the XXX POC we have on file, and we will make every available effort to communicate maintenance that will result in downtime at least five (5) business days in advance of the scheduled downtime. We will also make any reasonable accommodation to work with customers schedules.
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user/refresher training. Both training sessions are available for the identified users per XXX's requests.

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#### SERVICE LEVEL TARGETS

Seerist will use commercially reasonable efforts to make the Seerist platform available 9% of the time. In the event Seerist does not meet the goal of 95% platform availability in a given calendar month ("Monthly Uptime Percentage" - MUP), XXX will be eligible to receive a Service Credit as described below.

#### ESCALATION PROCEDURES

We calculate, monitor, and escalate MUP by subtracting from 100% the percentage of continuous 5-minute periods during the Service Month in which the Seerist platform was in a state of "Unavailable Time" as identified by the Monitoring Service. We deem any unavailable time as a "critical" issue and work continuously and immediately to resolve the issue.

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month in which the Incident or Unavailable Time occurred. The ticket must include (i) "SLA Claim Seerist platform - PRODUCT" as the subject of the ticket where PRODUCT is the platform product you are requesting credit for (Pulse/Hotspots/etc.); (ii) the dates and times of the Unavailable Time and for which you are requesting credit; and (iii) any applicable information that documents the claimed outage.