

EXHIBIT A – SERVICE LEVEL AGREEMENT

1. Service Level

Company warrants that the Services will perform substantially in accordance with its existing user guides with a minimum of 99% System Availability.

System Availability is defined by the measurement criteria listed below which will be measured each Coverage Period. The Coverage Period is equal to a calendar month. The System Availability measurement excludes regularly-scheduled and emergency maintenance as well as inaccessibility of Services due to causes beyond the reasonable control of Company or causes which are not reasonably foreseeable by Company, including, without limitation, interruption or failure of Customer or non-Company telecommunication or digital transmission links and Internet failures.

- System Availability = Total Hours Available / Total Eligible Hours
- Total Eligible Hours = Total Hours in Calendar Month – Total Hours of Scheduled Maintenance – Total Hours of Emergency Maintenance

2. Response Time

Company shall exercise commercially reasonable efforts to correct any Error reported by Customer in accordance with the priority level reasonably assigned to such Error by Company. Company's response and issue resolution requirements are as set forth below. Unless otherwise noted, all response times shall occur during Company's normal business hours, which are 9:00 am – 5:00 pm US ET, except for major US holidays.

Priority	Description	Initial Response Time	Resolution Time
Priority 1 Error	An Error which (i) renders the Service inoperative or intermittently operative; or (ii) substantially degrades performance; or (iii) causes any major feature to be unavailable or substantially impaired; or (iv) causes a complete failure of the Service.	Commercially-reasonable efforts to respond immediately	Initial resolution or workaround within 24 hours. Permanent resolution within 30 days.
Priority 2 Error	An Error which degrades the performance of Service or restricts Customer's use of the Service.	4 hours	Initial resolution or workaround within 48 hours. Permanent resolution within 45 days.
Priority 3 Error	An Error which causes only a minor impact on the Customer's use of Service.	48 hours	Permanent resolution or workaround within 90 days.

In order for an Error report to be considered a Priority 1 Error, Customer must report the Error through AchieveIt's telephone Help Desk at 866-438-8993.