

SERVICE LEVEL AGREEMENT (SLA)

Wonderschool, Inc. – Software-as-a-Service (SaaS) Platform

Effective Date: [Insert Date]

This Service Level Agreement ("SLA") is a part of the Agreement between [**Customer Name**] ("Customer") and **Wonderschool, Inc.** ("Wonderschool") for the use of the [**Product Name**] platform ("Service").

1. Service Availability

Wonderschool will use commercially reasonable efforts to make the Service available **99.9% of the time**, measured monthly, excluding the following events:

- Scheduled maintenance (with at least 48 hours' prior notice)
- Emergency maintenance (Provider will use reasonable efforts to notify Customer)
- Force majeure events (e.g., natural disasters, Internet outages, etc.)
- Downtime caused by third-party services

Service Availability percentage (SA) is calculated as follows:

$$SA = (\text{Total time} - \text{Unplanned Outage} - \text{Excluded Events}) / (\text{Total time} - \text{Excluded Events}) \times 100$$

Where:

- Total time = total minutes in a given month
- Unplanned Outage = total minutes in a given month that the Service is not available in the month outside of the Excluded Events
- Excluded Events = total minutes in a given month due to Scheduled Maintenance, Emergency Maintenance, Force Majeure events and 3rd party services.

2. Help Desk & Support

Wonderschool provides a help desk function that serves to intake and drive resolution of any technical issues with the Wonderschool platform or related partner services. Wonderschool provides support 24 hours a day, 7 days a week for resolution of any Severity 1 issue and will remain engaged from the time a Severity 1 issue is reported and confirmed until the issue is resolved. Wonderschool provides customer support, Monday through Friday in the hours listed below, for addressing all other severity level issues.

To ensure orderly reporting of technical platform issues, the customer will identify a group of no more than ten designated agents in their organization that are authorized to report operational issues. These individuals will have access to report operational issues via phone, text, email or web portal. In addition, through our family- and provider-facing call center, we will enable a set of designated agents who are authorized to intake provider- and family-reported issues during normal call center operating hours, triage and escalate technical and operational issues to our help desk for resolution.

Wonderschool will offer technical support as follows:

- **Support Hours:**
 - Severity 1 Issues: 7 Days / week, 24 hours / day
 - Other Issues: Monday–Friday, 9:00am to 5:00pm Central Time

- **Support Channels:**
 - Phone, text, email and web portal

Response Times:

Severity	Definition	Initial Response Time
1 - Critical	The Service is unavailable for all users, no workaround exists.	2 hours
2- High	Major functionality impaired. An issue with the Service that prevents all users from completing one or more critical processes with a significant impact. No workaround exists.	4 hours
3 - Medium	Partial impact, workaround available	1 business day
4 - Low	Minor impact; reported issues may not be reproducible by Wonderschool or may not be functional defects.	5 business days

3. Disaster Recovery.

Wonderschool provides disaster recovery service for the availability of the solution.

- RPO (Recovery Point Objective) is the maximum acceptable age of data (i.e., how much data loss is tolerable) since the last good backup. Our RPO is a maximum of 4 hours.
- RTO (Recovery Time Objective) is the maximum acceptable time to restore service after an outage. Our RTO is a maximum of 12 hours.

Wonderschool’s workloads are deployed via clusters that span multiple availability zones within each region. This ensures continuity in the event of a zone-level failure. Our nodes are automatically rescheduled across healthy zones to maintain uptime and reduce disruption. We maintain multi-region replicas for key data stores to support resiliency and read throughput. Automated daily backups and regular snapshots are enabled and verified regularly to support our RPO target in recovery scenarios. We have the capability to replicate data across regions in near real-time, which we can enable during higher-risk windows or to support optional, higher RPO service levels.

4. Exclusions

This SLA does not apply to:

- Beta or trial features
- Issues caused by Customer's systems or misuse
- Scheduled downtime
- Third-party services beyond Wonderschool’s control

5. Modifications

Wonderschool may modify this SLA with at least 30 days' written notice. Continued use of the Service after changes become effective constitutes acceptance.

6. Entire Agreement

This SLA is part of and governed by the main Agreement between Customer and Wonderschool. In the event of a conflict, the terms of the main Agreement will prevail.