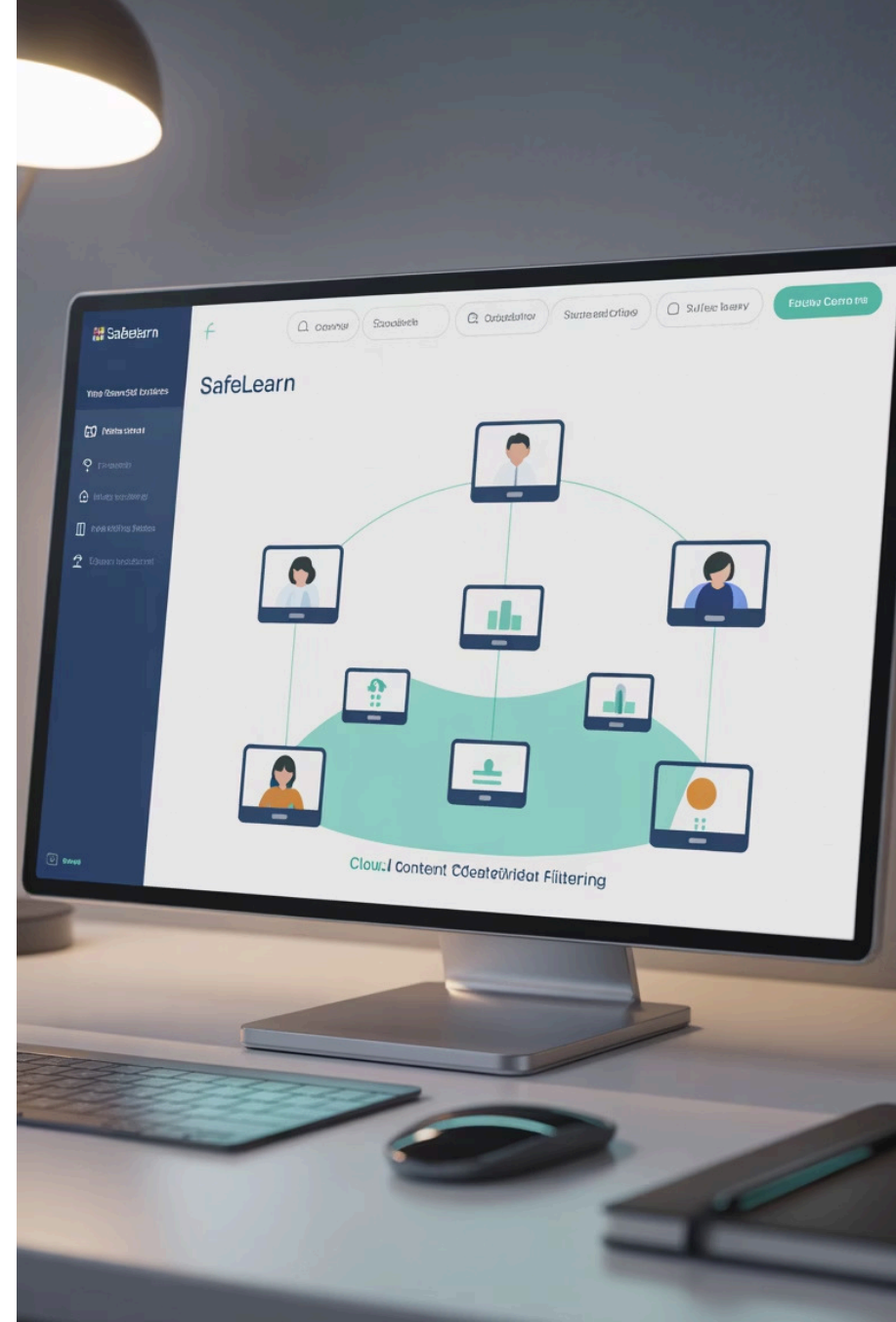
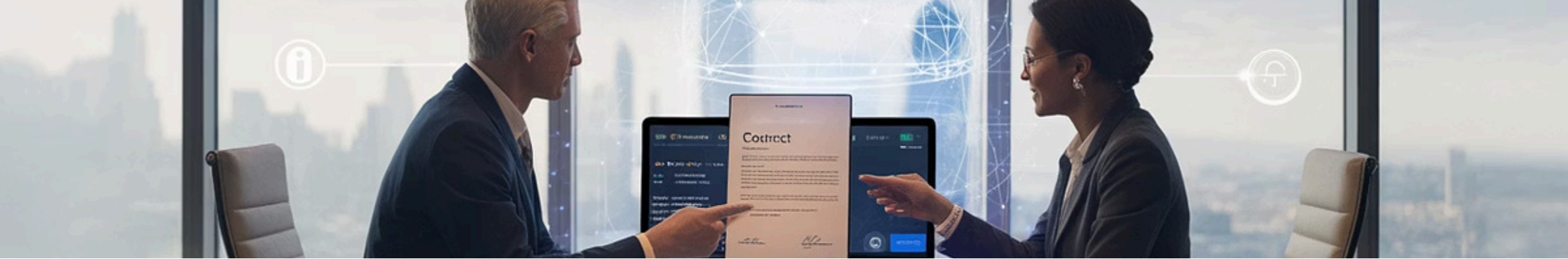


Blocksi Inc. Service Level Agreement

This presentation outlines the Service Level Agreement between Blocksi, Inc. and our clients for our cloud-based content filtering services. We'll cover service guarantees, responsibilities, and support expectations to ensure a clear understanding of our partnership.





Purpose & Scope

Purpose

This SLA establishes the guaranteed levels of availability and support for Blocksí's critical cloud content filtering services. It defines penalties for service failures and aims to enable effective partnership between parties.

Services Covered

1

Cloud-based Content Filtering

Priority Level: 1

Covered for uptime: YES

This is our core service providing content filtering for Windows, ChromeOS, Mac OSX, iPad iOS, and BYOD devices.

2

Dashboard Access

Priority Level: 2

Covered for uptime: YES

Access to Blocksli Admin Dashboard, Delegate Dashboard, and Parent Dashboard while content filtering continues to perform as required.

Blocksli guarantees response times for all listed services and uptime for items marked "YES" in the "Covered for uptime" column.

Service Exclusions

This SLA is written in a spirit of partnership. However, certain exclusions apply:

- Equipment, software, or services not listed in the covered services section
- Software, equipment, or services not purchased via and managed by Blocks, Inc.
- Problems caused by using equipment, software, or services in non-recommended ways
- Unauthorized changes to configuration or setup of affected equipment
- Prevention of required maintenance and update tasks
- Issues caused by unsupported equipment, software, or services
- Circumstances beyond Blocks's control (floods, war, acts of god)
- Client breach of contract (e.g., late payment)

Blocksi Responsibilities

Service Provision

Provide and maintain the SaaS
Content Filtering used by the client

Availability

Ensure relevant software, services, and
equipment are available in line with
guaranteed uptime levels

Support

Respond to support requests within the
specified timescales

Resolution

Take steps to escalate and resolve issues in an appropriate,
timely manner

Communication

Maintain good communication with the client at all times

Client Responsibilities

The client will use Blocksfi's Content Filtering service as intended per the IT support contract. Additionally, the client will:

- Notify Blocksfi of issues or problems in a timely manner
- Provide Blocksfi with access to equipment, software, and services for maintenance, updates, and fault prevention
- Maintain good communication with Blocksfi at all times



Guaranteed Uptime Levels

To enable clients to operate effectively, Blocksfi guarantees specific uptime percentages based on priority levels:

Priority Level	Guaranteed Uptime	Service Examples
1	99.9%	Cloud-based Content Filtering
2	99.9%	Dashboard Access
3	99%	Non-critical services

Response Time Guarantees

Blocksi promises to respond to support issues in a timely fashion based on item priority and issue severity:

Issue Severity → Item Priority ↓	Urgent	High	Normal	Low
1	15 minutes	15 minutes	30 minutes	60 minutes
2	30 minutes	30 minutes	45 minutes	60 minutes
3	60 minutes	60 minutes	75 minutes	90 minutes

Response times apply during standard working hours (6am-5:30pm) unless out-of-hours support is specifically included in the contract.

Issue Severity Definitions

Urgent

Complete degradation — all users and critical functions affected. Item or service completely unavailable.

High

Significant degradation — large number of users or critical functions affected.

Normal

Limited degradation — limited number of users or functions affected. Business processes can continue.

Low

Small degradation — few users or one user affected. Business processes can continue.

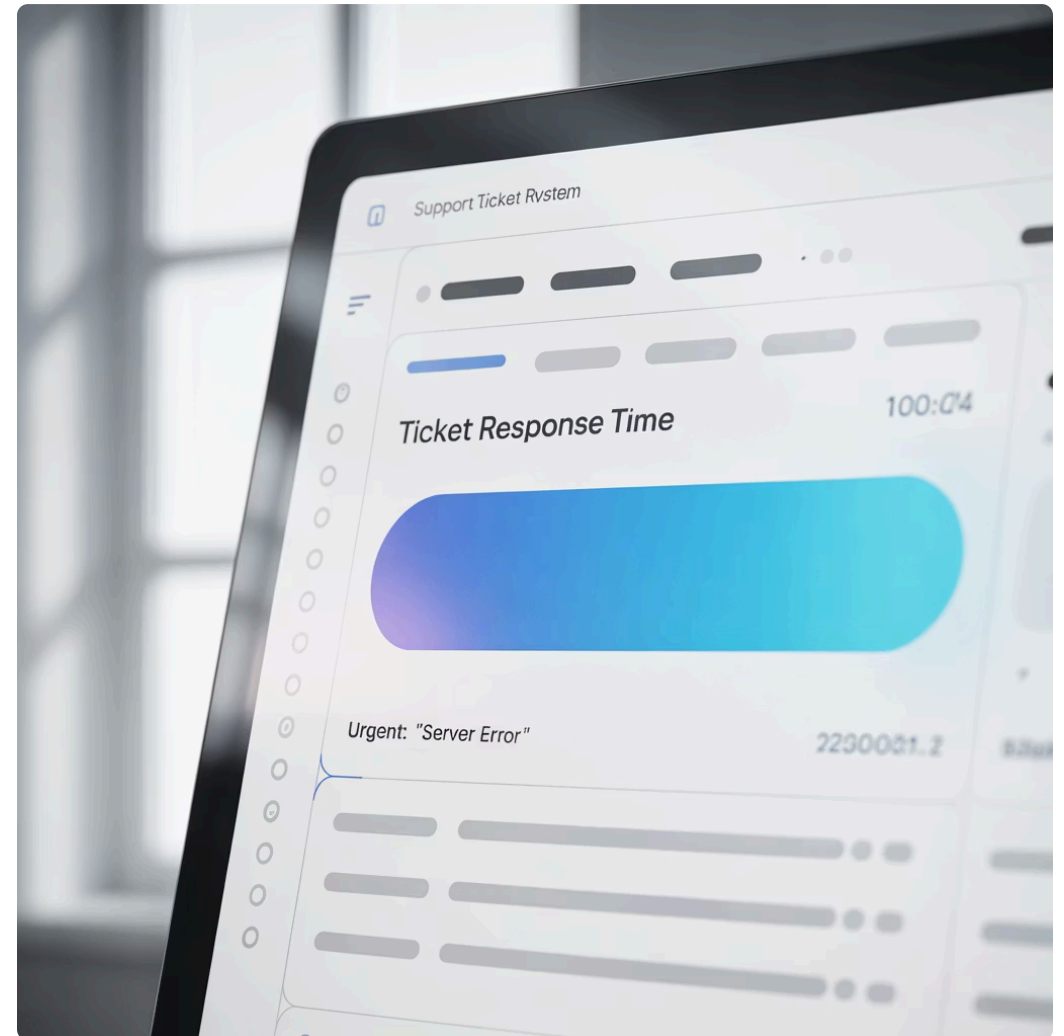


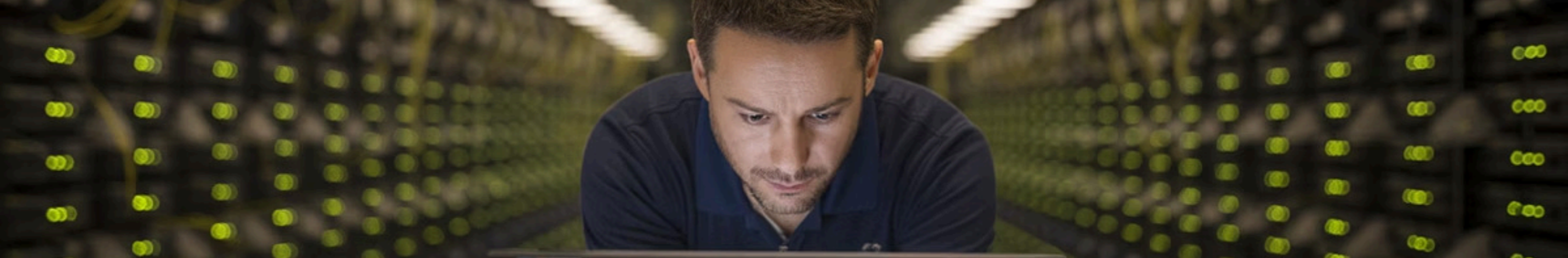
Response Time Measurement

Response times are measured using Blocks*i*'s support ticketing system, which tracks all issues from initial reporting to resolution.

- It is vital that clients raise every issue via this system
- If an issue is not raised through the ticketing system, the guaranteed response time does not apply
- Response times are measured during working hours (6:00am - 8:00pm EST)

Example: If an issue is reported at 7:30pm with a response time of 60 minutes, Blocks*i* has until 6:30am the following day to respond.





Resolution Times

Blocksi will always endeavor to resolve problems as swiftly as possible, recognizing that system downtime can cost money. However, we cannot provide guaranteed resolution times due to the variable nature of technical problems.

 For example, a server issue might be resolved in minutes by restarting, but a hardware fault could take much longer to repair.

In all cases, Blocksi will make its best efforts to resolve problems quickly and provide frequent progress reports to the client.

99.9% Service Assurance Components



Google Cloud SLA

Service contract between Blocksip and Google Cloud ensures 99.99% cloud infrastructure availability



Resilient Architecture

Cloud architecture based on latest virtual containers running on instances hosted in Google Cloud and orchestrated by Kubernetes



Active Monitoring

24x7x365 monitoring of all software components with alerts sent to cloud engineering team when thresholds are reached



Self-Healing

Service is auto-scaling, self-healing and multiple times highly redundant (if a process fails, another takes over)

Recovery Point Objective (RPO)

Data Synchronization

- Student ID and Staff ID are synced every 15 minutes across 3 databases in real-time
- Full database snapshot performed once daily
- User-generated data synced across multiple shards in real-time
- User data backed up in datalake once daily



Blocksi Recovery Point Objective for data loss: Hourly



Contact Information

24/7

Support Availability

Through our multiple support channels

99.9%

Uptime Guarantee

For critical services

15min

Fastest Response

For urgent Priority 1 issues

For support: **650-521-9976** | **support@blocksi.net**

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