

## Exhibit A

### Service Level Agreement

This Service Level Agreement (this “SLA”) describes the service levels applicable to the SaaS Services (as defined below, the “Service”). Capitalized terms used but not defined herein shall have the meanings ascribed to them in the Agreement.

#### SERVICE LEVELS

While XXXX (“Customer”) is receiving Service under the Agreement, Odaseva shall provide the Service in accordance with the Service Availability Goal stated below. If the Service does not meet or exceed the service levels specified in that section, and provided that Customer satisfies the conditions and otherwise meets its obligations under this SLA, Customer will be entitled to the remedies as described in the table below. This SLA states Customer’s sole and exclusive remedy for any failure by Odaseva to meet the service levels stated in this SLA.

#### SERVICE AVAILABILITY GOAL

Odaseva will provide the Service with a Monthly Uptime Percentage of at least 99.0% during the term of a subscription (the “Service Availability Goal”). The Monthly Uptime Percentage for each month shall be calculated as follows:

$$\frac{(\text{total number of minutes in month} - \text{total number of minutes of Downtime in month})}{\text{total number of minutes in month}}$$

For purposes of calculating the Monthly Uptime Percentage, the following terms shall have the following meanings:

- “Service” means the products and services that are ordered by Customer under a SaaS Schedule and made available online by Odaseva through the portal, (currently <https://platform.odaseva.com/CBR>)
- “Downtime” means the Service portal is inaccessible to Customer, excluding Permitted Downtime.
- “Permitted Downtime” means any planned downtime of which Odaseva notifies Customer at least seventy-two (72) hours in advance via Odaseva’s website (<https://www.odaseva.com/trust/>) or via email. Permitted Downtime will not exceed eight (8) hours per month.

If Odaseva does not meet the Service Availability Goal for a given month during the term of a subscription and Customer meets its obligations under this SLA, Customer will be entitled to the remedies stated in the table below.

Availability per month	Unavailability per month	Remedy
>=99.0%	<=432 min	N/A
>=90.0% and <99.0%	>432 min and <=4,320 min	Escalation--see below
<90.0%	>4,320 min	Termination--see below

#### ESCALATION

If the Service Availability Goal is not met in any month period during the term of a subscription, Customer shall have the right to escalate the issue to senior management of Odaseva.

## TERMINATION

If the Service Availability Goal is not met in any two consecutive months during the term of a subscription, Customer shall have the right to terminate the Agreement for cause under Section YYYY of the Agreement.

## CUSTOMER'S OBLIGATIONS

In order to be eligible for any of the remedies described above, Customer must be current in all payment obligations and be in full compliance with the terms and conditions of the Agreement and this SLA. Additionally, in order to be entitled to any of the above remedies, Customer must notify Odaseva in writing within thirty days from the time Customer becomes eligible for the remedy. Failure to comply with this requirement will forfeit Customer's right to the remedy.

## SLA EXCLUSIONS

The SLA does not apply to any Service that expressly excludes this SLA (as stated in the documentation for such Service) or any performance issues:

- (i) caused by force majeure events, events arising out of Customer's right to use Bring Your Own Storage (BYOS), if applicable, or other circumstances beyond Odaseva's reasonable control; or
- (ii) that resulted from Customer's or any third party's equipment or services, including, but not limited to, any Amazon, Microsoft, Salesforce or Google service; or
- (iii) that are attributable to or caused by any failure of the Internet or other telecommunications systems; or
- (iv) Odaseva's Permitted Downtime.