

EXHIBIT A

Keeper Security

Service Level Agreement for Keeper Software

1. Service Levels and Service Credits

Keeper Security shall at all times during the Term of this Agreement provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion, as defined herein below. Further, Keeper Security acknowledges that any failure to meet a Service Level may have a material adverse impact on the business and operations of the Customer and that it shall entitle the Customer to the rights set out below, including the right to any Service Credits (as defined below).

Keeper Security acknowledges and agrees that any Service Credit is a price adjustment reflecting the value of any lost service caused by failure to meet a Service Level. Both Parties agree that the Service Credits are a reasonable method of price adjustment to reflect poor performance. Other than the Customer's termination rights as set forth in any other contract or terms of service, a Service Credit shall be the Customer's exclusive financial remedy for a failure to meet a Service Level

2. Performance Monitoring

Keeper Security shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and report on Keeper Security's performance of the provision of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.

3. Service Levels

The Service will be available 99.5% of the time as measured on a monthly basis ("Uptime Availability") excluding "Emergency Maintenance" (unscheduled maintenance activities that are necessary to address or prevent critical issues affecting the availability, security, or functionality of the service) and Force Majeure Events. If Keeper Security is not in compliance with this obligation in any 30-day period during the Terms of this Agreement, Customer can request a credit payment ("Service Credit") in the amounts set forth below for the applicable month. Service Credits will be applied at the time of the Customer's next invoice period following the request.

Uptime Availability Amount Credited to Customer

<u>below 99.9% but greater than or equal to 99.5%</u>	<u>2% of the Monthly Fee</u>
<u>below 99.5% but greater than or equal to 99.0%</u>	<u>5% of the Monthly Fee</u>
<u>below 99.0% but greater than or equal to 98.0%</u>	<u>10% of the Monthly Fee</u>
<u>below 98.0%</u>	<u>25% of the Monthly Fee</u>

Uptime Availability only applies to events isolated to Keeper, and not to events resulting from external factors, such as Customer ISP or Single Sign-On issues.

Exhibit B
Keeper Security
Software Support Service Level Agreement

Support Tiers

Keeper provides support to customers who purchase Keeper Business or Keeper Enterprise SKUs in and Order. Every customer is entitled to the Free support tier as part of their purchase. Silver and Platinum support tiers are reserved for customers who purchase corresponding Silver or Platinum support SKUs. Tiers descriptions are available for review at https://www.keepersecurity.com/en_GB/professional-services-business.html.

Communication Channels

Customers can engage with support based on the communication channel associated with their support tier. To initiate support, customers are encouraged to use the following communication channels:

Automated Chat: <https://www.keepersecurity.com/chat-support/>

Live Chat: <https://www.keepersecurity.com/chat-support/>

Web form submission on **<https://keepersecurity.com/support>**

Email to **enterprise.support@keepersecurity.com**

Phone call to +1 (312) 226-4782 (US) or +353 21 229 6019 (IE) - Silver and Platinum Support only

Self-Service Support Tools

Keeper provides comprehensive self-help resources for customers to retrieve information and support themselves.

Self-Service Guide for Administrators: [Enterprise Guide](#)

Training Videos: <https://www.keepersecurity.com/support.html>

Self Service Guide for End Users: [End User Guide](#)

Scope of Customer Support

KSI shall provide customer support, as outlined in this Agreement.

Customers may submit requests for custom services that fall outside the scope of this Agreement. Any out-of-scope requests will be subject to a separate price quotation and Professional Services Agreement (PSA), which will be mutually agreed upon by all Parties before commencing work.

