

Exhibit A

Service Level Agreement

Availability Objective: Rillet will provide 99.9% Availability (as defined below) for the Rillet Platform within Rillet's Immediate Control. For purposes hereof, "Availability" or "Available" means the Rillet Platform is available for access and use through Rillet's Internet connection.

"**Immediate Control**" means Rillet's network services within the Rillet data center which extends to, includes and terminates at the Internet Service Provider ("ISP") circuit termination point on the router in Rillet's data center (*i.e.*, public Internet connectivity).

Specifically excluded from the definition of "**Immediate Control**" are the following:

- a) Equipment, data, materials, software, hardware, services and/or facilities provided by or on behalf of Customer and Customer's network services which allow Customer to access the Rillet Platform.
- b) Equipment, data, advertisements, materials, software, hardware, services and/or facilities provided by third party vendors or service providers of Customer.
- c) Acts or omissions of Customer, its employees, contractors, agents or representatives, third party vendors or service providers of Customer or anyone gaining access to Rillet's network at the request of Customer.
- d) Issues arising from bugs or other problems in the software, firmware or hardware of third parties.
- e) Delays or failures due to circumstances beyond Rillet's reasonable control that could not be avoided by its exercise of due care.
- f) Any outage, network unavailability or downtime outside the Rillet data center.

Availability Calculation: Availability is based on a number of days in the applicable month x/ 24 hour calculation. The calculation will be as follows: $((a - b) / a) \times 100$, where "a" is the total number of hours in a given calendar month, and "b" is the total number of hours that service is not Available in a given month. Specifically excluded from "b" in the calculation of the Availability measurement are (1) a service interruption caused by a security threat until such time as the security threat has been eliminated; (2) reasons of a Force Majeure Event; (3) issues arising from misuse of the Rillet Platform by Customer or its agents or third party contractors; and/or (4) service interruption caused by scheduled maintenance as described below.

Scheduled Maintenance: Rillet will provide Customer with at least 24 hours advance notice, unless otherwise agreed by Customer, via e-mail of all scheduled maintenance activities. Unless otherwise agreed by Customer in advance, Rillet will perform scheduled maintenance within a maintenance window from Monday through Thursday between the hours of 6:00 p.m. PST to 08:00 a.m. PST.

Remedies: In the event that Rillet is unable to provide the Availability objective noted below in any given calendar month, Customer may receive a credit on their next monthly invoice ("**Service Credits**") equal to the corresponding percentage noted below of one (1) month's fees for the Rillet Platform for the month in which the Availability objective was not obtained.

Services Availability	Credit
Uptime of 99.0% - 100%	No Credit
Uptime of 98.0% - 98.9%	1%
Uptime of 97.0% - 97.9%	2%
Uptime of 96.0% - 96.9%	5%
Uptime of 94.0% - 95.9%	10%
Less than 94.0%	15%

Customer's right to receive credit(s) Service Credits will be Customer's exclusive remedy for Rillet's failure to satisfy this Service Level Agreement. Remedies will not accrue (*i.e.*, no Service Credits will be issued and an outage will not be considered unavailability for purposes of this Service Level Agreement) if Customer is not current in its payment obligations either when the outage occurs or when the credit would otherwise be issued. To

receive Service Credits, Customer must submit a written request, within thirty (30) days after the end of the month in which the Rillet Platform was unavailable, or Customer's right to receive Service Credits with respect to such unavailability will be waived. Notwithstanding the foregoing, Customer may terminate any Order under which Customer is eligible to receive a Service Credit in an amount greater than ten percent (10%) in any three (3) consecutive months or any four (4) months in a twelve (12) month period. Where a Force Majeure Event prevents full Availability for more than twenty (20) consecutive days in any six (6) month period, Customer's sole remedy is to terminate the Agreement on thirty (30) day's written notice to Rillet. In such case, neither party will be liable for penalties or damages arising out of a failure to perform under this Service Level Agreement.

Support: Customer support is available from 8AM PST to 8PM PST, Monday through Friday (excluding government holidays).

Email: support@rillet.com or via Rillet's Slack channel

All issues reported to the Rillet customer support department will be classified and directed to the appropriate team. Issues are classified under three severity levels as shown in the table below. The Rillet support representative will determine the severity level based on the description provided by Customer. Once a case is created, Rillet will acknowledge the issue to Customer, issue a tracking number, provide a response in the timeframe set forth below and use its commercially reasonable efforts to provide a resolution. Rillet's ability to replicate and resolve Customer issues will depend on accurate and detailed information supplied by Customer. Support does not apply with respect to issues caused by Customer's data – or any third party products, services or data.

Error Priority code	Error Priority Definition	Response Time*
Severity 1	Urgent: The most severe type of Service error. It can be described as a complete loss or similar critical failure in overall operational activity of the Service, or where a material feature or function is unusable, affecting access to the Rillet Platform for most users. Problems in this assessment category include an application that is inoperative or seriously degraded for and where a short-term workaround is not available.	1 hour Monday to Friday, and 3 hours on weekends
Severity 2	High: This is the second most severe type of Service error. These problems are considered high impact issues where a material feature or function is difficult to use, or substantially malfunctioning or degraded, but where a short-term workaround is available.	12 hours
Severity 3	Low. This is the least severe type of Service Error. It is a non-critical issue that causes minor inconvenience or affects non-essential features. The software remains functional, and business operations are not significantly impacted.	In accordance with Rillet's standard practices and procedures

* Only applicable the support hours listed above. "Problem Response Time" is the time it takes Rillet to provide an initial response to the situation once a request has been sent to support@rillet.com. "Problem Response Time" is not a commitment on the time to resolve the problem.

Rillet will respond to Customer *via* phone and email in the event of "urgent" and "high" priority support requests and *via* email for all other support requests.