

SERVICE LEVEL AGREEMENT ENROLE

Support Services Telephone and/or email support is available for situations that need immediate assistance and is available during Entrinsik's standard operating hours of Monday to Friday, 8am to 6pm Eastern Time. Additionally, Entrinsik provides a 24/7 online Support and Knowledge Center. The online Support and Knowledge Center includes an online ticketing system to submit a support request or report any Entrinsik Service or Software issue, along with the ability to track the status of such submission. The online Support and Knowledge Center allows Entrinsik's Clients to review how-to guides and other self-help documents.

Response Times Responses to Client requests for assistance ("Customer Assistance Requests") are prioritized by the impact the given issue has on the Client's ability to use the Entrinsik Service. Client will classify each Customer Assistance Request with a priority level as described below when reporting to Entrinsik; provided, however, in the event that Entrinsik reasonably disagrees with such classification, Entrinsik's classification shall control. The following tables define applicable priority levels:

Priority 1 — High Business Impact/Services Unavailable

A system-wide outage preventing the Client and End Users from accessing the Enrole Service.

Response Time Target: Within 1 hour

Resolution Target: Within 4 hours

Priority 2 — Medium Business Impact/Operations Affected

Functional features of at least one but fewer than all the core functions of the Enrole Service are unavailable, and there is no workaround.

Response Time Target: Within 4 hours

Resolution Target: Within 8 hours

Priority 3 — Low Business Impact/Non-Critical

Functional features of at least one but fewer than all the core functions of the Enrole Service are unavailable, but there is a workaround.

Response Time Target: Within 4 business hours

Resolution Target: Next Business Day

Priority 4 — Minimal Business Impact

Client requests information or added features, use of all core functions is available, and no work is being impeded.

Response Time Target: Within the next 2 Business Days

Resolution Target: Next Update; provided that if Client request is for new features, Entrinsik shall have the sole determination of whether to provide such features.

Assistance Client shall perform tasks as reasonably requested by Entrinsik to aid in the resolution of problems and shall implement all reasonable workarounds to problems as directed by Entrinsik, in the interim.

Upgrades The Entrinsik Service will be upgraded by the Entrinsik technical team for no additional charge. Minor upgrades will be performed as needed to maintain the Entrinsik Service. Major upgrades may occur 2-3 times per year. Upgrades may include release notes for bug fixes, and new features or functions not provided in the current product line, providing significant new functionality on the Software platform. For what Entrinsik designates as a significant new module, product, or service, Entrinsik may charge additional fees.

Additional Training Once the initial training has been accomplished, Entrinsik has an online Knowledge Center built into the Entrinsik Service and enables Entrinsik customers to search for how-to guides and other self-help documents. Additionally, Entrinsik University is our catalog of online training courses which includes demos, presentations, and interactive exercises. Additional training online is billed at the Additional Services rates if it extends beyond the scope of the Support & Maintenance Services. Training at your site is billable at the Additional Services rates plus the trainers' travel expenses.

Data Repair In the event of any data corruption by Client, any work completed by Entrinsik because of a request for repair to any such data is billed at the Additional Services rates unless the data repair is the result of a known bug in

the Software, in which case all efforts will be made to correct the corruption at no cost to Client.

Customized Project Work All project work to provide a customized function, including programming, project management, analysis, and implementation services will be billed at the Additional Services rates. Project work will be billed based on time spent working on the activity. If requested, Entrinsik will provide a non-binding estimate for the work prior to its initiation. Optionally, Client can request a fixed charge estimate prior to the work. Fixed charge estimates include extra time for project risk, etc.

Hosting Availability and Backups

Availability Guarantee The Entrinsik Service will be available ninety-nine and nine-tenths percent (99.9%) of the time each month on a 24x7x365 basis, excluding any outages caused by the failure of internet connectivity or the actions of Client, any Authorized User or any third party, and excluding any Scheduled Downtime. Entrinsik shall make reasonable effort to schedule maintenance only between 9:00 pm Eastern time on Friday and 7:00 am Eastern time on Monday ("**Scheduled Downtime**"). Entrinsik will notify Client via email or posting on the Entrinsik Service of any Scheduled Downtime at least 12 hours prior to the Scheduled Downtime.

Out of Business Hours Entrinsik's automated monitoring and intrusion detection software, Zabbix & OSSEC, sends alerts and notifications on the health of the Entrinsik Service and if issues are detected with the Entrinsik Service, for example, downtime, disc space, CPU usage, etc. These automated alerts go to Entrinsik's technical support team 24 hours a day to ensure continuous uptime, or to take appropriate action.

Backups The Entrinsik Service and the Software is housed at Amazon Web Services' secure data centers in separate availability zones in the USA with 24/7 physical security and monitoring. Data in the Entrinsik Service is replicated in real-time to a failover server in a separate region in the USA and is backed up daily offsite with a 30-day retention policy, and on-machine backups occur each night. Sample restorations are performed several times a year.

Security Network traffic is secured in transit at all points; from the internet to the forward-facing interfaces, through to the separate secured databases with the latest strongly encrypted SSL/TLS certificates. Data at rest is secured with the latest key managed cryptographic techniques. The forgot password feature emails a one-time use code which allows Authorized Users to change their password without ever seeing what it was. Configurable password complexity rules may be set which include minimum length, letter required, capital required, number required, special character required. Enrole and the shopping cart uses proprietary security and user group setup, tightly controlled within the department, and more extensively utilized within the Entrinsik Service. Client shall ensure all Authorized Users secure their logins and passwords.

Disaster Recovery Ensuring business continuity with minimum downtime during a disaster situation, Client Data is replicated in real time to a separate datacenter location in the USA for both the UI and database servers. Both the data and application servers will independently failover to redundant servers in separate locations in the USA, to ensure no loss of data. Failover generally takes less than one hour.