

SERVICE LEVEL AGREEMENT (SLA)

Trustmi Network Ltd. ("**Trustmi**") reserves the right to change the terms of this SLA by providing Customers

with at least thirty (30) days prior written notice.

During the term of the Agreement, Trustmi will use commercially reasonable efforts to make the Service available with

an Annually Uptime Percentage (defined below) of at least 99.5% during the annually billing cycle (the "Service

Commitment"). In the event that Trustmi does not meet the Service Commitment, the Customer will be eligible to receive

a Service Credit (defined below) as described below.

The following definitions apply to this SLA:

- "**Trustmi Service(s)**" or "**Service(s)**" means the services specified in the Agreement.
- "**Downtime**" or "**Downtime Incident**" means the time in which Trustmi Service is unavailable to the Customer as measured and determined solely by Trustmi based on its servers. Downtime Incidents shall exclude planned downtime incidents announced in-advance by Trustmi, including without limitation, for periodic upgrade and maintenance; and/or any time where Trustmi is awaiting information from the Customer or awaiting Customer confirmation that the Service has been restored.
- "**Downtime Period**" means the number of minutes in a calendar month during which Trustmi Service is unavailable to the Customer due to Downtime Incident(s).
- "**Annually Uptime Percentage**" means the total number of minutes in a calendar year, minus the Downtime Period, divided by the total number of minutes in a calendar year.
- "**Service Credit**" means credit notes due to the Customer as a result of Downtime Period as detailed in the following table:

Annually Uptime Percentage	Percentage of annually service license for Service which does not meet SLA that will be credited to future billing cycle for the Customer (in accordance with the subscription period applicable to each Customer)
Less than 99.5%	5%

Service Credit Eligibility

If the Annually Uptime Percentage is less than 99.5%, then the Customer will be eligible to receive Service Credits as detailed in the table above.

In order to receive any of the Service Credits described above, the Customer must (i) notify Trustmi's technical support team within thirty (30) days from the time on which the

Customer becomes eligible to receive Service Credits; and (ii) submit Trustmi's technical support team all information necessary for Trustmi to validate the Customer's claim, including but not limited to: (a) a detailed description of the Downtime Incident; (b) information regarding the time and duration of the Downtime Incident. Failure to comply with these requirements will forfeit such Customer's right to receive Service Credits. In addition, the Customer must be in compliance with the Agreement in order to be eligible for a Service Credit.

Maximum Service Credits

The aggregate maximum number of Service Credits to be issued by Trustmi to the Customer for all Downtime Periods that occur in a single subscription period shall not exceed 20% of the amount due by Customer for the Trustmi Services provided to it during the applicable subscription period.

The Service Credits will be applied to future use of the Trustmi Services and will be deducted from the Customer's next billing cycle/invoice. The Service Credits will not entitle the Customer to any refund or other payment from Trustmi.

If the Customer purchased a Service from a reseller or distributor, the Customer will receive a Service Credit directly from its reseller or distributor and the reseller or distributor will receive a Service Credit directly from Trustmi. The Service Credit will be based on the estimated retail price for the applicable Service, as determined by Trustmi in its reasonable discretion.

THE CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT ITS RIGHT TO RECEIVE SERVICE CREDITS AS SPECIFIED ABOVE CONSTITUTES ITS SOLE AND EXCLUSIVE REMEDY FOR ANY DOWNTIME INCIDENTS, UNAVAILABILITY OR NON-PERFORMANCE.

1. Other SLA Exclusions

The SLA does not apply to any: (a) features or services excluded from the Agreement; or (b) Downtime Incidents that: (i) are explicitly excluded under this SLA; (ii) are caused by factors beyond Trustmi's reasonable control (e.g. any force majeure event, Internet access or related problems beyond Trustmi's reasonable control etc.); (iii) results or outcomes attributable to repair, maintenance or modification of Trustmi's software by persons other than Trustmi's authorized third parties; (iv) resulted from accident, negligence, abnormal physical or electrical stress, abnormal environmental conditions, abuse or misuse of the Trustmi's software; (v) resulted from use of the Trustmi's software other than in accordance with its manuals, specifications or documentation, if provided, or in violation of the Agreement; (vi) resulted from Customer's equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within Trustmi's direct control); and/or (vii) resulted from the combination of the Trustmi's software with equipment or software not provided by Trustmi.

Trustmi offers service level objectives for the initial response to Customer support tickets based on the severity of the Customer impact.

The ticket priority is based on the business impact as described in the table below.

Severity	Details	Respond Time	Action
High	Service outage or a performance issue prevent using the product from all users.	Initial response in 4 Business Hours	Work continuously until the issue is fixed
Medium	Service or a performance issue prevent using the product with a limited number of users	Initial response in 72 Business Hours	Work through the normal business day
Low	No-impact on users	Initial response in 5 Business Days	Reasonable – as resources are available

* In order for the service level objective to be achieved, the requestor is required to contact Trustmi support via email at support@trustmi.ai. Trustmi may, at any time update the communication methods to be used in order to submit the issue to Trustmi' support team. and requestor must provide Trustmi with all information, documentation, assistance, and access as Trustmi might reasonably require, including, without limitation:

- Application knowledge
- Listing of any output
- Detailed steps required to enable Trustmi to replicate the problem and exact wording of error messages.

Exclusions

2. The technical support described above will only be provided with respect to Service version which is under support, and Trustmi shall not be required to correct any error that in Trustmi' reasonable discretion resulting from:

- a. Any modifications of the Service that have not been approved by Trustmi in writing.
- b. Customer's instructions, or installation or set up adjustments.
- c. Use of the Service other than as permitted in the software license agreement.
- d. Any fault in any equipment or programs used in conjunction with the Service, or other causes beyond the control of Trustmi; and/or customer's negligence or willful misconduct.

Customer Responsibilities

3. Trustmi' obligations hereunder are subject to the following:

- a. Customer agrees to receive from Trustmi communications via e-mail, telephone, and other formats.
- b. Customer's technical support contact shall cooperate with Trustmi at all time during the provision of technical support and maintenance services hereunder and customer shall report to Trustmi all problems with the Service and shall implement any corrective procedures provided by Trustmi reasonably promptly after receipt.