EXHIBIT I – SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLAs)

The following Service Level tables identify the performance standards, measurement, measurement period and remedy for Contract VA-190906-STVN. These SLAs contain measurable performance standards, specific levels of achieving those standards and remedies for missing them. Enhanced Service Levels required by any other Authorized User shall be defined by the Authorized User in the applicable Statement of Work.

This Service Level Agreement (the "Agreement") governs the use of all products and services (collectively, the "Services") offered by SiteVision, Inc. (the "Company") to its customers ("you" or "Customer"). Customer must read, agree with, and accept all of the terms and conditions contained in this Agreement. The Company may amend this Agreement at any time by posting a revised version on its website.

1. **Definitions**

   Claimed Outage: The period (measured in minutes) during which Customer claims a Loss of Service during a Measurement Period.

   Excluded Minutes: The portion of any outage attributed to one or more exclusions listed in Section 3.

   Loss of Service: Customer's inability to access Customer Services in the SiteVision, Inc. data centers providing those Services.

   Measurement Period: Measurements will be per month, based on 24-hour days for the number of days in the subject month. Reports are available upon client request.

   Qualifying Outage Minutes: The aggregate of all Claimed Outage minutes during a Measurement Period verified by the Company, less any Excluded Minutes.

   Service Availability: The percentage of a Measurement Period that the content of the Customer's service is available for access by third parties via HTTP, HTTPS, and/or Ping, as measured by the Company.

   Working Hours: 8:00 AM – 5:00 PM Eastern, Monday-Friday excluding Holidays.

2. **Service Level Commitments and Remedy**

   SiteVision, Inc.'s goal is to achieve 100% Service Availability for all customers.

   Subject to Sections 3 and 4 below, if the Service Availability of Customer service is less than 99.8%, SiteVision, Inc. will issue a credit to a customer in accordance with the following schedule, with the credit being calculated on the basis of the monthly service charge for the affected Services:

Service Availability	Credit Percentage
99.8% to 100%	0%
98% to 99.7%	5%
95% to 97.9%	10%
90% to 94.9%	25%
89.9% or below	50%

3. **Exceptions**

Customer shall not receive any credits under this Agreement in connection with any failure of deficiency of Service Availability caused by or associated with:

a. Circumstances beyond SiteVision, Inc.'s reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay of outlying ISP and or regional network and telecommunications services not provided by SiteVision Inc., failure of third party software such as off-the-shelf e-commerce software, payment gateways or third party API's that are not provided by SiteVision Inc., or inability to obtain raw materials, supplies, or power used in equipment needed for provision of this Agreement;

b. Failure of access circuits to the SiteVision, Inc. network, unless such failure is caused solely by SiteVision, Inc.;

c. Scheduled maintenance and emergency maintenance and upgrades;

d. DNS issues outside of the direct control of SiteVision, Inc.;

e. Issues with FTP, POP, IMAP, or SMTP Customer access;

f. False SLA breaches reported by a client that are not a result of outages or errors of any SiteVision, Inc. or third-party systems provided by SiteVision, Inc. such as:

 1. Regional and/or Local Client ISP and telecommunication services not provided by SiteVision Inc.

 2. Regional network saturation causing slowness and or inoperability of services not provided by SiteVision Inc.

 3. Regional and or Local DNS outages not provided by SiteVision Inc.

g. Customer's acts or omissions (or acts or omissions of others engaged or authorized by Customer), including, without limitation, custom script or coding (e.g. CGI, Perl, HTML, PHP, ASP, etc.), any negligence, willful misconduct, or use of Services in breach of SiteVision, Inc.'s Terms and Conditions and Acceptable Use Policy;

h. Email or Webmail delivery and transmission;

i. DNS Propagation;

j. Problems arising from Customer or third party provided hardware, software, applications, or Customer's content;

k. Outages elsewhere on the Internet that hinder access to Customer's Services. SiteVision, Inc. is not responsible for browser or DNS caching that may make Customer's Services inaccessible when others can still access it. SiteVision, Inc. will only guarantee those areas considered under the control of SiteVision, Inc.: SiteVision, Inc. server links to the Internet, SiteVision, Inc.'s routers, SiteVision, Inc.'s firewalls, and SiteVision, Inc.'s servers.

4. Credit Request and Payment Procedures

To receive a credit, the Customer's identified contact must report a Claimed Outage by sending an email message to support@sitevision.com. The email message MUST include the domain name of the Customer's account in the "Subject" line.

Each request in connection with this Agreement must include the Customer's account number (per SiteVision, Inc.'s invoice) and the dates and times of the Claimed Outage. The request must be received by SiteVision, Inc. within ten (10) business days after the Customer's service was not available.

If the unavailability is confirmed by SiteVision, Inc., credits will be applied within two billing cycles after SiteVision, Inc.'s receipt of the Customer's credit request. Credits are not refundable and may only be used towards future billing charges.

Notwithstanding anything to the contrary herein, the total amount credited to Customer in a particular month under this Agreement shall not exceed the total fee paid by Customer for such month for the affected Services.

Credits are exclusive of any applicable taxes charged to Customer or collected by SiteVision, Inc. and are Customer's sole and exclusive remedy with respect to any failure or deficiency in the Service Availability of Customer service.

Note: Credits are not refundable and can only be used towards future billing charges.

5. Technical Support

Technical support, unless otherwise noted in a supplementary service level agreement, is provided by SiteVision, Inc. on a first-come, first-served "best effort" basis. SiteVision, Inc. aims to at least acknowledge, if not fully answer, all support tickets within the following time frames:

Description	Response Time
Level 1: Critical problems rendering software application and/or server substantially inoperable.	Response within 1 hour Resolution no longer than 6 Hours
Level 2: Problems significantly affecting operability, but which do not render application and/or server inoperable.	Response within 1 hour Resolution within 24 Hours
Level 3: Problems preventing the application from functioning as designed, but which do not significantly affect operability or render application and/or server substantially inoperable.	Response within 1 hour Resolution within 3 business days
Level 4: System Enhancements / Requests	Response within 1 Business Day Resolution within SOW/Change Order

The Company aims to answer phone calls and support tickets during Working Hours, but under times of high demands, outages and or outages may defer to an IVR/Answering service where we will return all messages as soon as possible.

Remote assistance will be provided in line with the above timescales dependent on the priority of the support request.

6. Backups

SiteVision, Inc. takes regular backups as outlined:

Backup Type	Frequency
Full Backups	Friday and Saturday Evenings
Incremental Backups	Monday through Thursday Evenings
Synthetic Differential Backups	Compiled from Incremental Backups

All backups are retained for a minimum of 14 days. Backups older than 14 days are overwritten as needed. Data to be included in backups will be determined between SiteVision, Inc. and the Customer.

7. Monitoring

SiteVision, Inc. monitors all services on a 24x7 basis using a multitude of internal and external tools and services to measure outages and service performance.

8. Additional SLA Details

Additional Service Level Agreements for this Contract				
Performance Standard	**Measurement**	**Measurement period**	**% Level**	**Remedy**
Vulnerabilities, whether identified by the Supplier, VITA or the Authorized User, shall be timely remediated.	The Supplier shall remediate legitimate vulnerabilities within thirty (30) days in accordance with SEC 525 Hosted Environment Information Security Standard RA-5 VULNERABILITY SCANNING, unless VITA Enterprise Services provides a written extension prior to expiration of the thirty (30) day period.	Monthly	100%	In the event that VITA or the Authorized User determines that the Service Commitment has not been met, VITA will require that the Supplier immediately remediate the vulnerability. **Failure to timely remediate vulnerabilities may result in the imposition of the additional remedies outlined below.
Statements of Work (SOWs) and Change Orders shall be transparent, in accordance with the requirements of section 17.G of the Contract, with pricing components that visibly correlate with the Exhibit B Options/ Pricing line item fee level.	SOWs and Change Orders will be of a fixed price type, with payment tied to defined deliverables, and include (a) a detailed description of each product or service proposed, including any applicable components, at the Exhibit B line item fee level; (b) the quantity of each line item; (c) the total contract price; (d) any additional percentage discount offered; (e) an extended price; (f) any optional or alternate pricing; (g) any pricing assumptions; and (h) this Contract number. SOWs and Change Orders may be subject to VITA review during the ordering process.	Continuous	100%	In the event that VITA determines that an individual SOW or Change Order does not meet the transparency requirements defined by section 17.G of the Contract, VITA will require that the SOW/Change Order be revised to align with the requirements prior to order approval and fulfillment. **Repeated failure (on more than three (3) occasions) to meet SOW/Change Order requirements may result in the imposition of additional remedies as outlined below.

Realized Sales, to include all monthly transaction-type fees charged by the Supplier but to exclude merchant interchange fees (credit card and ACH fees imposed by the payment processor), whether paid or absorbed by the Authorized User or charged to the citizen at transaction, shall be fully and timely reported each month to VITA SCM as required by section 18.A of the Contract.	Each month, the Supplier shall follow the reporting procedures described in section 18.A of the Contract to report all paid sales through this Contract.	Monthly	100%	Supplier-reported Realized Sales are randomly and periodically audited by VITA Supply Chain Management. In the event that VITA determines the Supplier has not fully and/or timely reported Realized Sales in accordance with all requirements of Section 18.A of the Contract, VITA may require the Supplier to provide additional documentation supporting reported Realized Sales. Should VITA determine that Realized Sales have been under-reported, discrepancies shall be corrected by the Supplier immediately. **Failure to fully and timely report Realized Sales may also result in the imposition of additional remedies as outlined below. In addition, Supplier's failure to comply with all requirements of section 18 of this Contract may be deemed by VITA, in its sole discretion, to be a breach of the Contract.
**Additional remedies for failure to meet contractual or service level obligations.	In addition to the fee credit provisions and other remedies set forth above, VITA may elect at its sole discretion to suspend Supplier's right to take new orders from any Authorized Users for a period up to sixty (60) calendar days. VITA will notify Supplier in writing no less than ten (10) calendar days prior to the start of any suspension period that the suspension period will begin and the length of the suspension period. During a suspension period, Supplier may, at VITA's election, be required to attend a contract performance review meeting, along with the VITA contract manager/administrator, Authorized User project manager(s) or authorized representative(s), and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review Supplier's performance and to discuss ways to ensure compliance with the performance criteria set forth in the Contract. VITA will document all instances of Supplier's failure to meet its contractual obligations in the contract file as Supplier non-compliance. In addition to any specific remedy set forth herein, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.			