

**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-AISN. 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.

At AIS Network, (“AISN”), our Service Quality Guarantee provides unmatched customer service and support and offers better guarantees of reliability, scalability and performance over the Internet by combining a premium Service Level Agreement (SLA) with Service Quality Management.

That's the power of AISN. We can guarantee these levels of reliability and performance because we connect redundantly to and leverage major Internet backbone connections and use intelligent, performance-based routing technology to select a superior path to deliver your traffic.

<b>Performance Standard</b>	<b>Measurement</b>	<b>Measurement period</b>	<b>% Level</b>	<b>Remedy</b>
Response Time	AISN guarantees a response in 15 minutes or less to any network server alert that may occur. With 24x7x365 onsite network engineers, you are assured of a superior and immediate around the clock response to your mission critical web sites or applications.	Monthly	100%	Should a response take longer than 15 minutes, you will be eligible for a credit of 5% of your regular monthly fees for that month.*
Latency & Packet Loss	While AISN proactively monitors latency and packet loss within its own network, we do not proactively do this for	Monthly	99%	If average packet loss is more than 1% over a one-month period, and the problem is on AISN’s LAN or WAN, customers will be eligible for a credit

	individual customers. If AISN becomes aware, through its own monitoring or by being alerted by a customer, that transmission latency in excess of 55 milliseconds (“Latency”) or packet loss in excess of one percent (1%) (“Excess Packet Loss”) is occurring between any two routers in the continental US, AISN will use reasonable efforts to determine and correct the cause of the excess latency and packet loss.			equal to one day on their monthly bill. Packet loss over the Internet will be calculated by averaging measurements between various points located in various represented geographies during a one-month period. If average latency exceeds 55 milliseconds over a one month period, and the problem is on AISN’s LAN or WAN, effected customers will be eligible for a credit equal to one day on their monthly bill. *
Network Uptime	AISN guarantees that our network will be available 100% of the time in a given month, excluding maintenance windows which are scheduled with the customer. Customers will be able to receive and transmit information from other portions of the internet to the AISN network without “Downtime” which is defined as a customer experiencing sustained packet loss of more than 50%.	Monthly	100%	Customers who experience network Downtime will be eligible for a credit of 5% of their monthly fees for each 30 minutes of downtime.*
Power and HVAC	AISN guarantees that power and HVAC in our data centers will be functioning 100% of the time in any given monthly billing period, excluding scheduled maintenance.	Monthly	100%	Customers who experience Downtime due to power or HVAC failures will be eligible for a credit of 5% of their monthly fees for each 30 minutes of downtime.*

Virtual Servers	AISN guarantees that all virtual servers including CPU, storage, and virtualization layer, will be functional. Should a virtual server fail, AISN guarantees that restoration or repair will be complete within one hour of problem identification.	Monthly	100%	Should a virtual server not be restored to functionality within one hour, the effected customer will be eligible for a credit of 5% of their monthly fees for each hour of downtime in excess of the first hour.*
Hardware	AISN guarantees that all server hardware components (including processor(s), RAM, hard drives, motherboards, NIC cards and related hardware) will be functional, and will be replaced at no cost to you should they fail. Hardware replacement will be completed within one hour once AISN identifies the cause of the problem.	Monthly	100%	Should a hardware failure take more than one hour from the time of problem identification, the effected customer will be eligible for a credit of 5% per additional hour of downtime.*
Compute Cloud	AISN will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage of at least 99.99%, in each case during any monthly billing cycle.	Monthly	99.99%	In the event any of the Included Products and Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*
Storage Cloud	AISN will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage of at least 99.99%, in each case during any monthly billing cycle.	Monthly	99.99%	In the event any of the Included Products and Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*

Backup Service	AISN will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage of at least 99.99%, in each case during any monthly billing cycle.	Monthly	99.99%	In the event any of the Included Products and Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*
Disaster Recovery Cloud	AISN will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage of at least 99.99%, in each case during any monthly billing cycle.	Monthly	99.99%	In the event any of the Included Products and Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*
Application Interruption Severity Level 1 – The Application is not accessible	AISN will respond within 1 hour, fix or work-around within 6 hours. Subject to specific SOW requirements.	Monthly	99%	In the event the Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*
Application Interruption Severity Level 2- Certain processing interrupted or malfunctioning, but the Application can process	AISN will respond within 1 hour, fix or work-around within 24 hours. Subject to specific SOW requirements.	Monthly	99%	In the event the Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*
Application Interruption Severity Level 3 – Minor intermittent malfunctioning, Application can process data	AISN will respond within 1 hour, fix or work-around within 3 days. Subject to specific SOW requirements.	Monthly	99%	In the event the Services do not meet the Service Commitment, you will be eligible for a credit of 5% of your monthly fees for each hour of downtime.*

**\*AIS Network Conditions:**

- Notwithstanding anything above, customers who are in default or in breach of their agreement with AISN are not eligible to receive a credit in the above circumstances.
- Further, the total of credits in a particular month cannot exceed the actual billing for that month.
- Credits will be calculated only for the servers actually affected by an incident.
- To receive a credit, request it through [noc@aisn.net](mailto:noc@aisn.net) within 30 days of the precipitating incident.
- Issues caused by customer errors, customer failure to implement recommendations of AISN, acts of war, terrorism, and natural disasters shall not be deemed to be a failure by AISN to provide adequate service under this agreement.

<b>Additional Service Level Agreements for this Contract</b>				
<b>Performance Standard</b>	<b>Measurement</b>	<b>Measurement period</b>	<b>% Level</b>	<b>Remedy</b>
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 <a href="#">SEC 525 Hosted Environment Information Security Standard RA-5 VULNERABILITY SCANNING</a> , unless VITA Enterprise Services provides a written extension prior to expiration of the thirty (30)	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	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 <a href="#">Exhibit B</a>	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

<p>components that visibly correlate with the <u>Exhibit B Options/ Pricing</u> line item fee level.</p>	<p>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.</p>			<p>requirements prior to order approval and fulfillment.</p> <p><b>**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.</b></p>
<p>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.</p>	<p>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.</p>	<p>Monthly</p>	<p>100%</p>	<p>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.</p> <p><b>**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</b></p>

				deemed by VITA, in its sole discretion, to be a breach of the Contract.
<p><b>**Additional remedies for failure to meet contractual or service level obligations.</b></p>	<p>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.</p> <p>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.</p> <p>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.</p>			