

Exhibit I - Table of Service Levels, Response and Resolution Times and Escalation Procedures for Licensed Services

The Authorized User shall contact the Supplier to report issues arising under this SLA or other technical matters at the following email address which is continuously monitored.

(614) 439-0947 Monday – Friday, 8:00 AM – 5:00 PM EST support@socure.com

ID No.	Performance Standard	Measurement	Measurement Period	Target Service Level	Remedy
SLA-01	System Availability <i>Note: All definitions related to availability and downtime are listed below in the Definitions Section on page 2.</i>	<ul style="list-style-type: none"> • % Availability = [(Total Service Time – Excess Downtime / Total Service Time] x 100 • Total Service Time = the total potential time in the applicable month 	Monthly	>99.9%	If System Availability falls between 99.51% - 99.89%: Customer can request a 1% Credit If System Availability is <99.51% Customer can request a 2.5% Credit
SLA-02	Incident Resolution (Socure Incident Response Plan v3.0) <i>Note: All definitions related to availability and downtime are listed below in the Definitions Section on page 2.</i>	Severity Level: 1 Major Outage Impact Definition: (i) A problem has been identified that makes the continued use of one of more systems impossible; or (ii) Problem may cause loss of data and/or restrict data availability and/or cause significant impact to the Customer. Initial response time frame from receipt of service call: 30 Minutes Service restoration: Within 5 hours Severity Level: 2 Service Disruption Impact Definition: (i) production system, or environment, or a major portion of the system or environment, is degraded, impeding critical business processing and/or causing disruption to normal production workflow; (ii) development is down,	Monthly	100%	Reported as part of Monthly Status Reporting \$500 Credit per incident for not fulfilling the response deadlines for Severity Level 1 Major Outage or a \$500 Credit per incident for not fulfilling the response deadlines for Severity Level 2 Service Disruption

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		<p>disrupting critical development; or (iii) a Severity 3 problem has remained unresolved for 48 hours.</p> <p>Initial response time frame from receipt of service call: 2 hours</p> <p>Service restoration: Within 8 hours</p> <p>Severity Level: 3</p> <p>Impact Definition: (i) A problem that does not have a major effect on the Service Platform or Services used to support applicable business operations. (ii) A problem for which an acceptable work around exists is available and operations can continue in a restricted fashion.</p> <p>Initial response time frame from receipt of service call: 2 hours if call is received prior to 12:00 p.m. Eastern Time</p> <p>Service restoration: Within 48 hours</p> <p>Severity Level: 4</p> <p>Impact Definition: (i) General user questions about usage of software or web reporting. (ii) Support Items that don't affect processing</p> <p>Initial response time frame from receipt of service call: Next Business Day</p> <p>Service restoration: Next Scheduled Release</p> <p>Within Severity Level 1 and 2, a problem or incident is one which arises from a single root cause or event</p>			

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		such that the same event does not give rise to multiple remedies within a single 24-hour period.			
SLA-03	Implementation	Solution is deployed in accordance with the delivery schedule as defined in the applicable order or SOW	During the period of performance as defined in the applicable order or SOW	100% of Solution is deployed, functional and Accepted	Five (5%) Credit of the total fee of missed milestone as set forth in the mutually agreed upon Implementation Plan, starting 5 business days after the scheduled deployment date that the missed milestone has not been deployed and Accepted.
SLA-04	Penetration Testing	Defects detected by annual penetration testing	Annually	100%	<p>A. For vulnerabilities that are rated as critical or high (CVSS V3 Score of 7-10) according to the National Vulnerability Database (NVD), Supplier shall within 30 calendar days remediate such vulnerabilities or document them on the Socure Plan of Action & Milestones (POA&M) in accordance with FedRAMP procedures (to account for items such as risk adjustments, vendor dependencies, and operational requirements).</p> <p>B. Supplier shall remediate all other vulnerabilities within 90 days of a fix becoming available or document on the Socure Plan of Action & Milestones (POA&M) in accordance with FedRAMP procedures (to account for items such as risk adjustments, vendor dependencies, and operational requirements)</p>

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					A \$1000 Credit shall be issued for each month in which Supplier does not fulfill the response deadlines for Critical or High vulnerabilities.

¹Should an incident occur which, according to the terms herein, invokes the applicability of a Credit, Supplier shall issue a credit to Authorized User in an amount consistent with the applicable Credit as calculated in this Exhibit I; provided, however if there is a Credit at the time of termination or expiration of the Agreement, Supplier shall issue the Credits due to Authorized User hereunder no later than 30 days after such termination or expiration. If the incident triggering Credit occurs within ten (10) days prior to an invoice being issued, Supplier may include the applicable Credit on the next billing period's invoice. Notwithstanding anything else to the contrary, if an incident occurs which would otherwise trigger multiple SLAs as set forth herein, the Credit issued shall be equal to the single greatest Remedy applicable and not to any aggregated, multiple Remedies. Remedies shall only be applied for incidents which are caused solely by the actions or inactions of Socure IN NO EVENT WILL THE TOTAL CREDITS DURING ANY CONTRACT MONTH FOR FAILURE TO ACHIEVE THE SERVICE LEVELS SET FORTH IN THIS SCHEDULE A EXCEED A TOTAL OF 10% OF THE TOTAL MONTHLY FEES FOR THE MONTH DURING WHICH THE FAILURE OCCURED.

Definitions

1. "Available" means that Authorized User and its Application Users are able to access all features and functions of the Application and Licensed Services required by Authorized User, including but not limited to the Application.
2. "Credit" means a deduction from the next invoice issued by the Supplier to Authorized User in an amount consistent with the applicable Credit as calculated in this Exhibit.
3. "Excess Downtime" means the time during which the Application is not available (as defined by a Severity Level 1 Major Outage) excluding unavailability which is caused by Permitted Downtime
4. "Permitted Downtime" means:
 - (a) Scheduled Downtime (as defined below);
 - (b) failure caused by delay or interruption in telecommunications provided by VITA or caused by third party services outside the Supplier (or Subcontractor)-controlled network;
 - (c) failure caused by a Force Majeure Event;
 - (d) deficiencies or errors in the data provided by VITA; or
 - (e) failure of Customer to develop interfaces sufficient for the receipt of the Services. To the extent that Socure's Services are not available to Customer due to Customer's breach of the Agreement, such unavailability is not considered Excess Downtime.
5. "Scheduled Downtime" means any downtime scheduled by Supplier (or its Subcontractor) during which the Application is not available for maintenance, such unavailability will be communicated by Supplier (or its Subcontractor) with at least thirty (30) days' advance notice to VITA or Authorized User or as agreed to between Supplier and Authorized User in such Authorized User's order or SOW. Supplier/Subcontractor will use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the Application in connection with the Scheduled Downtime.