

Cleverciti Service Level Agreement (SLA)

- a) Cleverciti operates the Parking Management System according to the following service guidelines:
The following devices and system components constitute the Parking Management Solution (not all devices or components are included in all deployments):
- Cleverciti Sensor
 - Cleverciti Sign
 - Cleverciti Circ 360
 - Cleverciti App
 - CleverPortal
- b) Cleverciti offers the following 24/7 services
- Network Management
 - System Monitoring
- c) Any incident notifications regarding the below listed system disruptions shall be sent either by e-mail, text message, phone call or by opening a ticket in the Cleverciti Online Service Desk:

E-mail	ccs.support@cleverciti.com
Online Service Desk (per login)	https://www.cleverciti.com/en/get-support
Emergency Service Number	(855) 450-0734
Regular Business Hours	Monday to Friday (excluding public holidays) 8.00 am to 5.00 pm Pacific Time

- d) The following contact persons at Customer are available in case of questions:

Name	[xxx]
E-mail address	[xxx]
Phone	[xxx]

- e) Any occurring disruptions shall be classified in the following categories and shall be processed in accordance with the notification and analysis times described below. Cleverciti shall inform Customer about the status and success of the remedy.

Priority	Priority Definition	Notification Period**	Error Analysis Period**
Priority 1	>10% of parking spaces inaccurately detected or >10% of guidance displays inoperable	2 hours	4 hours
Priority 2	All other issues	1 business day	2 business days

**The time periods apply in each case within Regular Business Hours.

Notification Period	Time between occurrence of an error and Cleverciti becoming aware of it, or time period between the notification of an error by Customer and acknowledgement of the notification of the error by Cleverciti.
Error Analysis Period	Time between Cleverciti becoming aware of an error and the diagnosis whether the cause for the error lies within Cleverciti's or Customer's responsibility. In case of the latter, the time period includes notification of Customer.

- Power, internet and local infrastructure failures are outside of Cleverciti's responsibility
 - The above does not apply for devices or system components which have been deactivated outside of regular operating hours as agreed with the Customer or pre-scheduled maintenance and software update purposes.
- f) Cleverciti shall be entitled to provide operating and maintenance services via remote maintenance and remote diagnosis. Customer shall provide physical support (e.g. "remote hands") when needed to support Cleverciti's efforts.
- g) Scheduled maintenance may occur between 11pm and 4am Pacific Monday through Sunday without advance notification. Customer will be informed about scheduled maintenance that occurs outside of this window at least one business day in advance.
- h) Remedies: In the event the target resolution times as specified in this SLA are missed multiple times in a month, at Customer's option, a steering board meeting will be held including senior representatives from both Customer and Cleverciti. At this meeting, Cleverciti will present the underlying cause of the poor SLA performance and identify potential solutions. The Customer and Cleverciti must then mutually agree on any changes that are necessary to improve performance against the SLA. This process is the sole remedy for SLA breach.