

Service Level Agreement (SLA)

This Service Level Agreement (“SLA”) is between **Core Sound Imaging (“CSI”)**, provider of Studycast® service, and the **Studycast Client (“CLIENT”)**. This document outlines the general levels of response, availability, and support targets CSI strives to achieve.

1. Service Availability Targets

CSI is committed to providing a high-performance environment for Studycast services.

- **Uptime Goal:** CSI targets a Monthly Uptime Percentage of at least 99.9%.
- **Downtime Definition:** Downtime is defined as any unplanned outage where Studycast servers fail to perform their primary function, subject to the Target Exclusions listed in Section 5.
- **Availability Calculation:** Monthly Uptime Percentage is calculated by subtracting from 100% the total minutes of Downtime divided by the total minutes in a calendar month.
- **Continuous Monitoring:** CSI implements defined processes to deliver and monitor these service levels.

2. Support Response Targets

CSI aims to address all support requests in accordance with the following priority levels:

| Priority | Definition | First Response Target | Update Frequency Target |
|---------------|--|---------------------------|-------------------------|
| High | Servers unavailable or system unusable due to CSI-controlled elements. | Within 4 business hours. | Every 4 business hours. |
| Normal | General assistance or requests for intended system use. | Within 10 business hours. | Every 8 business hours. |

Resolution Commitment: While response times categorize the urgency of an inquiry, CSI is dedicated to the restoration of service and the resolution of all reported incidents as quickly as possible to minimize impact on CLIENT operations.

Business Hours: Standard support hours are 9:00 AM to 8:00 PM ET, Monday through Friday, excluding observed corporate holidays.

3. Requesting Service

To ensure requests are captured and addressed within the target windows, the CLIENT must use the following support channels:

- **In-App:** Via the "Support" link provided within the Studycast application
- **Email:** support@corestudycast.com
- **Phone:** 866.209.3393 or 919.277.0636 (Extension 3)
- **Web Portal:** www.corestudycast.com/contact-us/get-support/

4. General Terms & Payment Obligations

- **Active Status Requirement:** Service targets apply only to "Active Clients" whose accounts are paid and no more than 30 days delinquent.
- **Maintenance Notifications:** CSI will provide commercially reasonable notice for scheduled maintenance via email or the Studycast login page.
- **Payment Responsibilities:** The existence of a service-related incident or an open support request does not relieve the CLIENT of their obligation to pay invoices in full by their established due dates.

5. Target Exclusions

Service targets do not apply to performance issues resulting from:

1. Scheduled maintenance.
2. Factors outside CSI's reasonable control, including force majeure or internet access problems.
3. Actions or inactions of the CLIENT or any third party.
4. CLIENT equipment, software, or other technology.
5. Suspension of service due to lack of or late payment.