

## **EXHIBIT A**

### **SERVICES**

The Services are described in one (1) or more attachments to this Exhibit. The attachments are numbered sequentially (A.1, A.2, A.3 and so on).

## ATTACHMENT A.1

### Statement of Standard Services

This Attachment to Exhibit A - Service Providers Statement of Services shall be incorporated in and governed by the terms of the Software and Services Agreement by and between you (“**Customer**”) and Condo Control (“**Service Provider**”), as amended (the “**Agreement**”). Unless expressly provided for in this Exhibit A, in the event of a conflict between the provisions contained in the Agreement and those contained in this Exhibit A, the provisions contained in the Agreement shall prevail.

**Services Description:** The Service shall consist of the features and services described in the Order signed by the Customer.

A particular Feature may be discontinued with 120 days’ notice to the Customer, and the Customer shall have the right to Terminate this agreement if they choose.

**Support Description:** The Service Provider shall provide telephone and email technical support to Customer and its Users from the hours of 9 am - 5 pm, Monday to Friday, Ontario and Canadian statutory holidays excluded. In the event of a system outage, the Service Provider shall make every reasonable effort to restore the Service immediately, regardless of the time or day.

**Onboarding Description:** Service Provider shall provide a dedicated project manager who will facilitate the onboarding project. Critical tasks include: 1) Loading of customer data, 2) Configuration of all subscribed features, 3) training, 4) launch, and 5) ongoing project meetings for the duration of the project.

**Training Description:** The Service Provider shall provide one hour of training via video conference. The training will be arranged at a time that is mutually convenient to both parties.

**Backup Requirements:** The Service Provider shall make rolling backups of the Customer Data every four (4) hours and retain monthly copies of these backups for at least one year on a rolling basis. All backups will be stored in Canada.

**Service Windows:** The Service Provider shall perform any maintenance or upgrades to the Service between the hours of 9 pm and 9 am, Eastern Time. A minimum of 24 hours’ notice shall be given for any maintenance that will last longer than 30 minutes and such notice shall also be posted prominently inside the Service.

**Service Levels:** Uptime.  
The service will be available 99.95% of the time, calculated monthly. Planned maintenance periods for which at least twenty-four (24) hours prior notice has been given to Customer are not included in this calculation.  
Application Response Time. On average, pages forming part of the public website or the secure website shall complete loading within 5 seconds over a 25 Megabit home broadband connection.

Backup and Recovery Response Time. In the event of a disaster or outage, recovery shall be completed within four (4) hours.

Production Changes. Production changes shall be carried out during the Service Window outlined above. If a production change (resulting in an outage) is required outside of the Service Window, the time the system is unavailable may be counted for the purposes of calculating Service Levels relating to uptime.

Support Response Time. Support inquiries (registered either via form submission on the Service Provider's website, via email, or via telephone) will receive a response no later than 5 pm on the next business day after the inquiry was received. Inquiries relating to system outages will be addressed as quickly as possible.

Performance Credits for Missed Service Levels:

In accordance with section 5.2, when the Service Provider fails to meet any agreed Service Level relating to uptime, Service Provider will issue a credit to Customer. The credit shall be calculated as follows: ten times the pro-rated value of the fees for the affected Service paid for the period when the service was inaccessible, rounded to 5 minute increments.

In accordance with section 5.2, if the Service Provider fails to meet the agreed Service Level relating to support response time, the Service Provider will, upon request meet with the Customer in person to discuss plans to improve support Service Level compliance. If in a calendar year the Service Provider fails to meet the agreed support response time Service Level four (4) times, the Service Provider will credit the Customer's account in the amount of 25% of the Service Fees paid for the current year.

Credits shall be applied to the Customer's account and will be deducted from the balance due for future billing. Customer agrees that Service Level credits are non-refundable.

**Storage:** Storage shall be automatically upgraded to the next tier of storage should Customer exceed their storage limit as outlined in their agreement. Where workspace storage limit is not explicitly stated, it shall be assumed to be 1 gigabyte (GB) per workspace. Storage shall be available in tiers of the following size: 1GB, 10GB, 25GB, and 100GB per workspace. The cost of automatic storage upgrade shall be applied to the recurring invoice on the first day of the month immediately following storage limit overage and shall form part of their ongoing subscription thereafter. Unless otherwise agreed upon the cost of storage shall be as follows:

- 1 GB – Default, included at no charge
- 10 GB - \$25 per workspace per month
- 25 GB - \$50 per workspace per month
- 100 GB - \$100 per workspace per month

**Customer Resources:** The Customer understands that in order to use this service, all Users must have a computer or compatible mobile device with the current version of modern web browsing software as well as a high-speed internet connection. The Service has been tested with the current versions of the following browsers: Microsoft Edge, FireFox, Chrome, and Safari. The service does not support Microsoft Internet Explorer. The mobile app service supports the most recent 3 versions of iOS and Android.

**Customer Responsibilities, Deliverables, and/or Activities:** Deliverables and requirements for initial setup: To establish and setup the Service for the Customer, the Customer agrees to provide the following to the Service Provider in advance of the Start Date:

1. Full list of unit numbers, owner and occupant names, email address, phone numbers, and offsite mailing addresses if any;
2. Past documents to be posted on the secured website (past budget letters, budgets, ACM packages, ACM meeting minutes, audits, financial statements, board meeting minutes, etc).
3. List of board members and staff who should be given elevated access privileges and a description of the extent of those privileges;

Ongoing requirements. In order to ensure the integrity of the Service, the Customer must perform the following procedures.

Move Out Procedure. Whenever a unit is sold or the tenants move out, the Customer or its agent must deactivate the departing User accounts using the tools to do so provided by Service Provider.

Annual Access Review. The Customer or its Agent must perform an annual access review to ensure that all active Users within the Service should be Users.

Regular Use. The Customer understands and acknowledges that the success of the Service depends on the amount of information communicated to the Users. If insufficient information is provided, User adoption will be low and the Customer will not receive the expected benefits and value.