

Acutis Cloud Enclave (ACE™) Service Level Agreement (SLA)

This Service Level Agreement (“SLA”) governs the use of the Acutis Secure Cloud Enclave (“Enclave”) provided by **Step Ahead Solutions, Inc.** (“Provider”) to **[customer name]** (“Customer”). This SLA is effective as of **[date]** and shall continue until terminated by either party.

Service Availability

Provider guarantees an Acutis Enclave availability of 99.9% uptime per month, excluding scheduled maintenance windows. Uptime is defined as the period of time during which the Enclave is available and functioning in accordance with its intended use. Provider is dependent upon the Cloud Service Provider - AWS for system uptime and this agreement is governed by the policies and SLA of the CSP.

Security

Security is a shared responsibility in Acutis Cloud Enclave (ACE™) and the customer is equally responsible for the security and integrity of the data they own in the Acutis Cloud Enclave (ACE™). Customers are **required** to participate in the **mandatory Cyber Security Awareness Training** to ensure their cyber hygiene is good. If the customer requires CMMC Kit in addition to the enclave then the customer is required to take the 1 to 2 days mandatory CMMC foundations training for Business Professionals.

Providers will implement and maintain appropriate security measures for the Acutis Cloud Enclave (ACE™), Including but not limited to:

- Encryption of all data in transit and at rest using encryption FIPS-140-2 cryptography.
- Multi-factor authentication for all access to the enclave.
- Regular vulnerability scans and security audits.
- Synchronized security and constant monitoring of all devices and traffic

Disaster Recovery

Provider shall maintain a disaster recovery plan for the Acutis Cloud Enclave (ACE™) and regularly test and update it as necessary. In the event of a disaster, Provider shall take all necessary steps to restore the Acutis Cloud Enclave (ACE™) to its previous state as quickly as possible.



Data Backup

The Provider will implement a regular data backup plan to ensure that Customer's data is protected against ransomware attacks, data loss or corruption. The backup schedule will be communicated to the Customer and the backup data will be securely stored in an offsite location. Providers shall maintain a regular backup schedule for all data and applications hosted in the Enclave. Backup data shall be stored in a secure location separate from the Enclave. Providers shall test and verify the integrity of backup data on a regular basis.

Support

Provider will provide technical support for the Acutis Cloud Enclave (ACE™) to the Customer, 24 hours a day, 7 days a week. Support requests will be acknowledged within 24 hours and resolved depending on the situation. Sometimes, certain issues might take longer and customers will constantly be advised of the status. Support shall be provided via email, phone, online help desk or chat. Provider shall respond to all support requests within 24 hours of support ticket creation or support email. Support email is support@stepaheadsolution.com.

Limitations of Liability

Provider's liability under this SLA shall be limited to the fees paid by Customer for the Acutis Cloud Enclave (ACE™) for the period of noncompliance. Provider shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to lost profits, arising out of or in connection with this SLA or the use of the Acutis Cloud Enclave (ACE™).

Termination

Either party may terminate this SLA upon written notice to the other party in the event of a material breach that remains uncured for a period of 30 days.

Governing Law and Jurisdiction

This SLA shall be governed by and construed in accordance with the laws of the state of California where the Provider is located. Any legal action arising out of or in connection with this SLA shall be brought in the courts of the State of California.



Entire Agreement

This SLA constitutes the entire agreement between the parties and supersedes all prior or contemporaneous communications and proposals, whether oral or written, relating to the Enclave. No amendment or modification of this SLA shall be valid unless in writing and signed by both parties.

By signing below, the parties acknowledge that they have read and understand this SLA and agree to be bound by its terms and conditions.

Step Ahead Solutions, Inc.

[Customer Company Name]

Authorized Signature

Authorized Signature

Printed Name and Title

Printed Name and Title

