

Exhibit “A” Tablet Command Service Level Agreement



Uptime

Tablet Command provides a guarantee of 99.9% uptime for the Software (8.76 Hours downtime per year) However, Tablet Command strives for 100% uptime for all services. Since inception, we have achieved better than 99.99% uptime. Our system is distributed across multiple data centers in multiple availability zones in order to achieve high availability. Fundamentally, even without connectivity or updates from CAD, the application will continue to function and be able to manage incident(s).

Response Time

Tablet Command support will respond to “Critical” customer requests within two (2) hours between the hours of 0700 hours and 1900 hours Pacific Standard Time (PST) Monday through Sunday. Tablet Command will respond to requests received between the hours of 1900 hours and 0700 hours by 1000 hours PST the following day. Tablet Command will acknowledge “Routine” support requests within 2 business days.

“Critical” definition: Any issue or problem that has an impact to service delivery and impacts multiple users associated with the account. e.g., CAD interface interruptions, Status interruptions, Tablet Command system level interruptions, etc.

“Routine” definition: Any issue or problem that impacts an individual user such as password reset requests, account creation requests, etc.

Support Requests

Tablet Command support can be accessed in the following ways:

- Through the Tablet Command support website: support.tabletcommand.com
- Support Request from within the Tablet Command Application(s)
- Directly through our support web service: support@tabletcommand.com
- Telephone support: 877-998-2639

Notifications

Tablet Command requires that the customer provide two notification methods or contacts including email and SMS numbers, that can be utilized to report issues related to Tablet Command. These two methods will be used to notify the customer’s agency(ies) appropriately. A minimum of one operational contact and one technical contact will be provided by the customer.

Tablet Command will communicate any loss of connection related to the CAD interface provided that the interface provides a heartbeat. Tablet Command will provide notification of loss of connection within 1 hour.

Services Included in Service Level Agreement:

- Guarantee 99.9% uptime for CAD Interface API
- Tablet Command Apple Push Notification Service
- Tablet Command CAD API
- Tablet Command Synchronization API (Not including Real Time Sync)
- Web Portal - api.tabletcommand.com
- SMTP CAD interface

Interface Software

We strive to build the most reliable interface software possible. Due to the fact that our interface is dependent on a number of variables within the customer infrastructure we are unable to assume responsibility for service interruptions at the customer interface level. We operate robust monitoring and notification services to ensure that changes in the customer interfaces are detected and resolved in the most timely and efficient manner possible.

Monitoring

Tablet Command is monitored by third party monitoring service Pingdom. Customer can view the status of Tablet Command API at any time at: <http://status.tabletcommand.com/>

Not covered by Service Level Agreement:

- System wide internet outages including issues such as DNS provider failure, etc.
- Internet connectivity of customer interface, or devices.
- Network changes affecting Tablet Command interface.
- Scheduled downtime that the customer is notified for
- Real Time Sync is excluded
- Tablet Command.com website is excluded
- Incident notifications as these are dependent upon connectivity of the device and also Apple or Google Push Notification service.
- APN of incidents delivered to Apple. Tablet Command is not responsible for notifications not being delivered by Apple or due to no or poor data connectivity of the customer's device.
- Connectivity of the device to the Internet is not included
- Mapping is not included as it is dependent on ESRI ArcGIS Online service.

AGENCY NOTIFICATION CONTACTS:

	Title	Telephone	SMS	E-Mail
Operations	Justin McGough	(951) 736-2220		justin.mcgough@coronaca.gov
Dispatch Center	Matt Windish	(951) 736-2394		matthew.windish@coronaca.gov
IT Support CAD Manager	Jim Aukerman	(951) 279-3702		jim.aukerman@coronaca.gov
Other				

TABLET COMMAND NOTIFICATION CONTACTS:

	Website	Application	Support Web Service	Telephone
Tablet Command Support	support.tabletcommand.com	Settings>App Support	support@tabletcommand.com	877-998-2639

Notification Procedures:

- 1.

City of Corona, Corona Fire Department	Tablet Command, Inc.
By:	By: <small>DocuSigned by:</small> <i>Riviere Van</i>
Name: Brian Young	Name: <small>39E0F9C59E09484...</small> Riviere van
Title: Fire Chief	Title: President, CEO
Address for Notice: 735 Public Safety Way Corona CA 92880	Address for Notice: 8 Fallen Leaf Court Lafayette, CA