

## **Exhibit A**

### **Constella Intelligence PREMIUM SUPPORT AND MAINTENANCE TERMS – Constella Intelligence SOFTWARE**

These Constella Intelligence Premium Support and Maintenance Service Terms (the “Support Terms”) apply to any customer (“Customer”) who is entitled to receive premium support services from Constella Intelligence, Inc. (“Constella Intelligence”) for specific Constella Intelligence product(s) pursuant to a written agreement between Customer and Constella Intelligence that specifically references these Support Terms (an “Agreement”). To the extent Constella Intelligence has become obligated for premium support and maintenance, the following will apply with respect to software Products so long as they remain Constella Intelligence’s standard terms for premium support and Customer is in full compliance with the Agreement.

All capitalized terms not defined herein shall have the meaning as in the Agreement.

#### **Constella Intelligence SUPPORT SERVICE LEVEL AGREEMENT (SLA)**

Constella Intelligence’s policy is to acknowledge and respond to all customer Constella Intelligence Help Center tickets in a timely manner. Customer’s technical staff or Constella Intelligence implementation owners/contacts will have access to the Constella Intelligence Help Center to log tickets. Tickets are not limited to technical issues but can also be questions, feature requests, etc. All product related issues must be entered via the Constella Intelligence Help Center.

We advise all partners and customers to use the Constella Intelligence Help Center to reach Constella Intelligence support. We will create your Constella Intelligence Help Center Portal accounts at the time of engagement with Constella Intelligence so that you can access the portal at any time. Once a support ticket is opened, a support engineer will review the ticket and respond via the Constella Intelligence Help Center Portal.

Constella Intelligence operates and monitors the Constella Intelligence API Service 24 hours per day, 7 days a week, and 365 days a year. If Constella Intelligence internally detects P1/P2 issues, Constella Intelligence will take immediate action to address these critical issues, irrespective of the customers support hours. Constella Intelligence will also notify Licensee at least twelve (12) hours before a scheduled maintenance period, during which the API will not be available. For unscheduled maintenance, Constella Intelligence will notify the Licensee as soon as Constella Intelligence is aware of the need for this maintenance. The Service will be available for greater than or equal to 99.9% of each month outside of scheduled maintenance windows.

#### **Ticket Priority**

P1 – Server is down, unreachable or unresponsive. An important service is down causing major business impact.

P2 – Subsystem is down or only certain services are functioning.

P3 – Issue affects certain number of users/members.

P4 – Non-critical issue that has a workaround.

P5 – Minor issue that affects only one or a handful of users/members.

Service	Support Services
Target Response Time	<ul style="list-style-type: none"> <li>● P1 – 1 hour</li> <li>● P2 – 4 hours</li> <li>● P3 – 8 hours</li> <li>● P4/P5 – 24 hours</li> </ul>
Support contacts	<p>Help Center Portal to log tickets/incidents :  <a href="http://helpcenter.constellaintelligence.com">http://helpcenter.constellaintelligence.com</a></p> <p>support@constellaintelligence.com</p> <p>US toll-free: 1-877-547-1239  UK Toll-Free: 08 0005 13819</p>
Support hours	7 x 24 x 365
Escalation for P1 Issues	Support Engineers have direct escalation to re quired resources - Product Deployment, DevOps, and Engineering teams
Documentation, knowledgebase, and FAQ	On-line access to product documentation, knowledgebase and FAQ
Software upgrades	Includes product upgrades
Health Check Meeting	Quarterly (Customer meeting with Constella Intelligence Sales, Product Management, and Support teams)

- P1 Tickets – Constella Intelligence shall use commercially reasonable efforts to provide an initial response to Customer as set forth above and promptly commence the following procedures: (i) confirm the Error; (ii) assign Constella Intelligence engineers to correct the Error on an expedited basis; (ii) notify Constella Intelligence management that such Errors have been reported and of steps being taken to correct such Error(s); (iii) provide Customer with periodic reports on the status of the corrections; and (iv) initiate work to provide Customer with a Workaround or Fix.
- P2 Tickets - Constella Intelligence shall use commercially reasonable efforts to provide an initial response to Customer as set forth above and promptly commence the following procedures: (i) confirm the Error; (ii) assign Constella Intelligence engineers to correct the Error on an expedited basis; (ii) notify Constella Intelligence management that such Errors have been reported and of steps being taken to correct such Error(s); (iii) provide Customer with periodic reports on the status of the corrections; and (iv) exercise commercially reasonable efforts to provide Customer with a Workaround or Fix.

- P3, P4, and P5 Tickets - Constella Intelligence shall use commercially reasonable efforts to provide an initial response to Customer as set forth above and promptly commence the following procedures: (i) confirm the Error; (ii) assign Constella Intelligence engineers to correct the Error on an expedited basis; (iii) notify Constella Intelligence management that such Errors have been reported and of steps being taken to correct such Error(s); (iv) provide Customer with periodic reports on the status of the corrections; and (v) exercise commercially reasonable efforts to include a Fix or Workaround for the Error in the next regular maintenance release of the Product.
- All Preproduction tickets (tickets opened by customer prior to their production go-live date) are treated as P4 tickets.

1. Customer Obligations. Customer must provide a functional Error description to clearly define the Error Constella Intelligence will be supporting. Customer is responsible for ensuring that its personnel that interact with Constella Intelligence have sufficient language and technical skills, and respond to and cooperate with Constella Intelligence in a timely manner in connection to requests for Premium Support and Maintenance Services. Using good faith and reasonable judgment, Customer will assign an initial Error Priority Level to each report prior to reporting it to Constella

Intelligence. Using good faith and reasonable judgment, Constella Intelligence may change the Error priority Level of a report. As a precondition for requesting Premium Support and Maintenance Services from Constella Intelligence, Customer agrees to (and to cause its developers to) use reasonable efforts to: (i) attempt to solve the problem and to utilize sufficient resources to clearly understand that a problem exists before consulting Constella Intelligence; (ii) provide Constella Intelligence with sufficient information and technical data in order for Constella Intelligence to establish that a potential problem is not the kind of problem that is an exclusion from the Premium Support and Maintenance Services; (iii) make reasonable attempts and expend reasonable resources to provide any data reasonably requested by Constella Intelligence to adequately address the potential problem; (iv) utilize sufficient resources to understand the instructions from Constella Intelligence in addressing the problem, and make reasonable attempts to correct the problem as suggested by Constella Intelligence. In addition, Customer agrees and acknowledges that the extent of access and the accuracy of information and technical data provided may affect Constella Intelligence's ability to provide the Premium Support and Maintenance Services.

2. Exclusions. Constella Intelligence shall have no obligation to support: (i) altered or damaged Products; (ii) Product problems caused by Customer's negligence, abuse or misapplication, use of Products other than as specified in Constella Intelligence's user manual; or (iii) third party products or services. Constella Intelligence shall have no liability for any changes in Customer's hardware which may be necessary to use Products due to a Workaround or maintenance release. Constella Intelligence will have no obligation to support any Product other than the then-current major release (x.0) and the Previous Sequential Release; provided that Constella Intelligence will support a Previous Sequential Release for not less than 18 months from when that Previous Sequential Release is no longer current.

3. Definitions.
  - "Error" means an error in a Product that causes such Product to not conform to Constella Intelligence's published performance specifications, or that results in an inability to use, or material restriction in the use of, the Product (whether or not published specifications exist).

- "Fix" means the repair or replacement of object or executable code versions of a Product or documentation to remedy an Error.
- "Previous Sequential Release" means a major release of a Product that has been replaced by a subsequent major release of the same Product. Notwithstanding anything else, a Previous Sequential Release will be supported by Constella Intelligence under the terms of this Exhibit for a period of no less than six (6) months after release of the subsequent release.
- "Product" means the Constella Intelligence Software that Customer has purchased a support subscription for as listed on an Order Form.

- “Workaround” means a change in the procedures followed or data supplied by Customer to avoid an Error without substantially impairing Customer’s use of a Product.