Exhibit A Support and Service Level Addendum

This Support and Service Level Addendum ("SLA") is governed by the Master Subscription Agreement between ENFOS and Customer (the "MSA"). Capitalized terms not defined herein have the meanings given in the MSA. This Addendum is valid during any Subscription Term and will be made available at www.enfos.com. ENFOS may update this Addendum over time but cannot materially reduce its obligations herein without prior written Customer approval.

1. Service Availability

ENFOS will provide access to the ENFOS Platform with **99.9% monthly uptime**. Availability excludes: (i) planned maintenance with 24+ hours' notice (ENFOS will use commercially reasonable efforts to schedule during 6:00 p.m. PST Friday to 3:00 a.m. PST Monday), (ii) outages lasting less than 15 minutes, and (iii) events beyond ENFOS's reasonable control, including acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving ENFOS employees), or third-party internet service provider failures or delays. For partial months, availability is calculated based on the entire month.

2. Availability Remedies

If ENFOS fails to meet the 99.9% uptime commitment in any month, Customer will receive a service credit equal to one day of subscription fees for each full hour below 99.9% uptime, capped at 33% of that month's fees. If ENFOS fails to meet the SLA for three consecutive months or four times in any 12-month period, Customer may terminate the MSA and receive a pro rata refund of prepaid fees for the remaining Subscription Term. Service credits are Customer's sole remedy for availability failures. Credit requests must be submitted in writing to support@enfos.com within sixty (60) days of the occurrence and will be verified against ENFOS system records.

3. Support Services

ENFOS will provide technical support from 8:00 a.m. to 6:00 p.m. PST, Monday through Friday, via telephone at (888) 838-7765 EXT. 12 and email at support@enfos.com. ENFOS will use commercially reasonable efforts to cure reported, verifiable errors so that the ENFOS Platform performs in all material respects the functions described in the Documentation. Each reported error will be classified by Customer as follows:

SEVERITY	DESCRIPTION	RESPONSE TIME	RESOLUTION TARGET
1 - Critical	Platform inoperable or serious adverse impact to business operations	1 Hour	Workaround immediately; permanent fix within 30 days
2 - Significant	Material impairment to one or more Platform functions	2 Hours	Workaround immediately; permanent fix within 30 days
3 - Minimal	Minimal impact to day-to-day operations	24 Business Hours	Considered for inclusion in subsequent update

4. Platform Updates, Continuity, and Additional Services

ENFOS will (i) notify Customer of known errors as they are published to customers generally and promptly correct reported, verifiable errors or develop a workaround; (ii) make available to Customer, at no additional cost, all generally available updates and upgrades to the ENFOS Platform and related Documentation, ensuring backward compatibility and no material reduction in functionality; (iii) maintain records of support activities, including maintenance, error corrections, and downtime with root causes, and provide release notes with updates; and (iv) maintain business continuity and disaster recovery plans designed to ensure Platform availability in accordance with industry best practices. Additional professional support beyond this SLA is available at ENFOS's then-current time and materials rates.

5. Exclusions

ENFOS support obligations do not apply to issues arising from: (i) unsupported software or hardware changes; (ii) Customer use of the Platform inconsistent with the Documentation; (iii) Customer changes to its own software, operating systems, hardware, or telecommunications, or unauthorized customizations to the Platform; or (iv) any period in which Customer is in material breach of the MSA, including failure to meet payment obligations.