

Exhibit A Standard Support Services Statement

digilock.com

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Standard Support Services Statement **Statement Overview**

Headquartered in Petaluma, California, Digilock designs, manufactures, and distributes electronic locks and other related accessories to customers worldwide (www.digilock.com). This Standard Support Services Statement outlines the parameters of Digilock's standard service offerings.

Objectives

The purpose of this Statement is to ensure that appropriate elements and commitments are in place to provide consistent support of Digilock products and services to its Customers and Authorized Users .

The objectives of this Statement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities
- Present a clear, concise, and measurable description of service provision to the customer
- Match perceptions of expected service provision with actual service support & delivery

Periodic Review & Updates

This Statement will be periodically reviewed by Digilock and may be updated from time to time by Digilock and at Digilock's sole option; however, unless updated, , the current Statement will remain in effect. The current version of this Statement shall be publicly available at www.digilock.com/support/supportstatement.pdf. Notification of any updates to the Statement will be made available to Customer via the SaaS Service.

Standard Service Statement

The following detailed parameters are the responsibility of Digilock and the Customer/End User in the ongoing support of this Statement.

4.1 Support Scope

The following Services are covered by this Statement:

- Online Chat support
- Telephone support
- Email support
- Onsite support and service (additional costs may apply)

4.2 Customer/End User Requirements

Customer/End User responsibilities and/or requirements in support of this Statement include:

- Payment for all support costs at the agreed interval
- Reasonable availability of customer representative(s) when resolving a service-related incident or request

4.3 Digilock Requirements

Digilock responsibilities and/or requirements in support of this Statement include:

- Meeting response times associated with service-related incidents
- Meeting Digilock's Service Level Agreement for networked products using Software as a Service:
 - Target Availability: Digilock will use commercially reasonable efforts to make each Software as a Service available with a minimum uptime of 99% of each calendar month
 - Exclusions: The calculation of uptime will not include unavailability to the extent due to: (a) use of the Service by Customer in a manner not authorized in this Agreement or the applicable Documentation; (b) general Internet problems, force majeure events, or other factors outside of Digilock's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party systems, acts or omissions; or (e) Scheduled Maintenance or reasonable emergency maintenance.
 - Scheduled Maintenance: Digilock will notify customers at least seven (7) days in advance of any scheduled routine maintenance. Scheduled Maintenance will not exceed eight (8) hours per month.

Service Management

5.1 Service Availability

Coverage parameters specific to the service(s) covered in this Statement are as follows:

- Online Chat support
 - 7:00 AM to 5:00 PM Pacific Time Monday through Friday, excluding holidays
- Telephone support
 - The Americas

- (707) 766-6000
- 7:00 AM to 5:00 PM Pacific Time Monday through Friday, excluding holidays
- Calls received outside of the office hours will be forwarded to voicemail and received on the next business day.
- APAC region
 - +852 2776 0800
 - 8:30 AM to 5:30 PM Hong Kong Time Monday through Friday, excluding holidays
 - Calls received outside of the office hours will be forwarded to voicemail and received on the next business day.
- EMEA region and India
 - +31 20 303 3060
 - 8:00 AM to 5:00 PM Central European Time Monday through Friday, excluding holidays
 - Calls received outside of the office hours will be forwarded to voicemail and received on the next business day.
- Email support
 - The Americas: support@digilock.com
 - APAC region: support@digilock.asia
 - EMEA region and India: support@digilock.eu
- Onsite support and service (additional costs may apply)
 - Onsite support and service may be available for troubleshooting issues, training, etc. at additional cost to the customer.

5.2 Expected Response Times

Coverage parameters specific to the service(s) covered in this Statement are as follows: In support of services outlined in this Statement, Digilock will respond to all service-related incidents and/or requests submitted by a Customer or End User as quickly as possible, with initial responses expected within eight (8) hours during business hours, Monday through Friday, excluding holidays.

Once issues have been identified and prioritized, Digilock will make every reasonable effort to address the issue within the below timeframes.

- Critical vulnerability: within 1-2 business days
- High priority: within 7 business days
- Medium priority: within 14 business days
- Low priority: within 30 business days

5.3 Escalation Matrix

Escalated support is available through the following contact options. If calling via phone, the appropriate Response Team will be determined based on discussion with Support Staff.

- The Americas

Lvl.	Description of Issue	Response Team	Contact Information	Hours (PT)	Initial Response
1	Standard Support	Support Staff	support@digilock.com (707) 766-6000	7:00am - 5:00pm	within 8 hours
2	Hindrance to some individual users and/or an acceptable workaround is available.	Technical Services Manager	L2.support@digilock.com (707) 766-6000	7:00am - 5:00pm	within 4 hours
3	Interruption to major processes affecting individual users and no workaround is available.	Product Management	L3.support@digilock.com (707) 766-6000	7:00am - 5:00pm	within 2 hours
4	Interruption to critical processes affecting many users and no workaround is available.	Engineering Support	L4.support@digilock.com (707) 766-6000	7:00am – 5:00pm	within 2 hours

- APAC region

Lvl.	Description of Issue	Response Team	Contact Information	Hours (HKT)	Initial Response
1	Standard Support	Support Staff	support@digilock.asia +852 2776 0800	8:30am – 5:30pm	within 8 hours
2	Hindrance to some individual users and/or an acceptable workaround is available.	Support Management	L2.support@digilock.asia +852 2776 0800	8:30am – 5:30pm	within 4 hours
3	Interruption to major processes affecting individual users and no workaround is available.	Product Management	L3.support@digilock.asia +852 2776 0800	8:30am – 5:30pm	within 2 hours
4	Interruption to critical processes affecting many users and no workaround is available.	Engineering Support	L4.support@digilock.asia +852 2776 0800	8:30am – 5:30pm	within 2 hours

- EMEA region and India

Lvl.	Description of Issue	Response Team	Contact Information	Hours (CET)	Initial Response
1	Standard Support	Support Staff	support@digilock.eu +31 20 303 3060	8:00am – 6:00pm	within 4 hours
2	Hindrance to some individual users and/or an acceptable workaround is available.	Product Specialist	L2.support@digilock.eu +31 20 303 3060	8:00am – 6:00pm	within 2 hours
3	Interruption to major processes affecting individual users and no workaround is available.	Regional Management	L3.support@digilock.eu +31 20 303 3060	8:00am – 6:00pm	within 2 hours
4	Interruption to critical processes affecting many users and no workaround is available.	Engineering Support	L4.support@digilock.eu +31 20 303 3060	8:00am – 6:00pm	within 2 hours