

SERVICE LEVEL AGREEMENT

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THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into on this 15th day of January 15, 2024 (the "Effective Date"), by and between:

POLAR DYNAMICS ROBOTICS, INC., a Delaware corporation with its principal place of business at 2100 Arctic Way, Suite 400, Boston, Massachusetts 02128 ("Provider")

and

POLAR EXPRESS LOGISTICS, LLC, a Nevada corporation with its principal place of business at 2100 Arctic Way, Suite 400, Boston, Massachusetts 02128 ("Customer")

business at 850 Frozen Lane, Reno, Nevada 89501 ("Customer")

1. DEFINITIONS

1 "AMR Services" means the deployment, operation, and maintenance

2 "BlueCore(TM) System" means Provider's proprietary cold-environment

3 "Service Hours" means 24 hours per day, 7 days per week, excluding

4 "Service Level" means the standards of performance set forth in Se

5 "Critical Failure" means any malfunction that renders an AMR unit n

2. SERVICES OVERVIEW

1 Provider shall deploy and maintain fifteen (15) BlueCore(TM)-enabled

2 Provider shall provide ongoing monitoring, maintenance, and technical

3 Provider shall ensure AMR units maintain operational capability in the

3. SERVICE LEVELS

1 System Availability

-

Minimum 99.5% uptime during Service Hours

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Maximum of 4 hours of unscheduled downtime per month

-

Scheduled maintenance limited to 2:00 AM - 4:00 AM local time on Su

2 Performance Metrics

-

Navigation accuracy within 2cm at operating speeds

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Maximum response time of 3 seconds for obstacle detection

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Battery life minimum of 12 hours under full load

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Charging time not to exceed 45 minutes per unit

3 Support Response Times

-

Critical Issues: 15-minute response, 2-hour resolution

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High Priority: 1-hour response, 4-hour resolution

- - 4 -

Standard Issues: 4-hour response, 24-hour resolution

4. MONITORING AND REPORTING

1 Provider shall maintain real-time monitoring of all AMR units through

2 Monthly performance reports shall include:

-

System availability statistics

-

Critical Failure incidents and resolution times

-

Performance metric compliance

-

Maintenance activities performed

-

Battery performance analytics

5. MAINTENANCE AND SUPPORT

1 Preventive Maintenance

-

Weekly software updates and diagnostic checks

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Monthly hardware inspections

-

Quarterly comprehensive system optimization

-

Semi-annual battery replacement program

2 Technical Support

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24/7 remote monitoring and support

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On-site technical support within 4 hours for Critical Failures

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Dedicated support hotline for Customer's operations team

6. SERVICE CREDITS

1 Provider shall issue service credits for failure to meet Service Levels

-

Availability below 99.5%: 5% of monthly fee

-

Critical Failure resolution > 2 hours: 2% per incident

-

Multiple Critical Failures in 24 hours: 10% of monthly fee

7. FEES AND PAYMENT

1 Base Service Fee: \$12,500 per month per AMR unit

2 Additional charges:

-

Emergency on-site support: \$500 per incident

-

After-hours maintenance: \$250 per hour

-

Custom programming: \$200 per hour

8. TERM AND TERMINATION

1 Initial Term: 36 months from the Effective Date

2 Renewal: Automatic 12-month renewal unless terminated with 90 da

3 Termination for Cause: Either party may terminate for material breac

9. LIMITATION OF LIABILITY

1 Provider's aggregate liability shall not exceed the total fees paid by

2 Neither party shall be liable for indirect, consequential, or punitive d

10. CONFIDENTIALITY

1 Each party shall protect the other's confidential information with the

11. FORCE MAJEURE

1 Neither party shall be liable for failures or delays resulting from circum

12. GOVERNING LAW

1 This Agreement shall be governed by the laws of the State of Delaware

IN WITNESS WHEREOF, the parties have executed this Agreement and
Date.

POLAR DYNAMICS ROBOTICS, INC.

By:

Name: ~~Dr.~~ Elena Frost

Title: Chief Executive Officer

Date:

POLAR EXPRESS LOGISTICS, LLC

By:

Name: Robert Winter

Title: Chief Operations Officer

Date:

