

SERVICE LEVEL AGREEMENT

Between DeepShield Systems, Inc. and Port Authority of Malaysia

THIS SERVICE LEVEL AGREEMENT (the "Agreement") is made and entered into as of February 15, 2024 (the "Effective Date")

BY AND BETWEEN:

DeepShield Systems, Inc., a Delaware corporation with its principal place of business at 2100 Cybersecurity Drive, Suite 400, San Jose, CA 95110, USA ("Service Provider")

AND

Port Authority of Malaysia, a statutory body established under the Port Authorities Act 1963 with its principal office at Menara PNB, 201-B Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia ("Customer")

1. DEFINITIONS

1 "Critical Infrastructure Protection Services" means the industrial control system (ICS) security solutions, including OT network monitoring, threat detection, and incident response services provided by DeepShield Systems.

2 "Port Facilities" means all maritime facilities under Customer's jurisdiction requiring cybersecurity protection.

3 "Service Hours" means 24 hours per day, 7 days per week, 365 days per year.

4 "System Availability" means the percentage of time the Services are operational and accessible.

2. SCOPE OF SERVICES

1 Service Provider shall implement and maintain its DeepShield Maritime Protection Platform(TM) across Customer's Port Facilities, including:

- a) Real-time monitoring of OT networks and industrial control systems
- b) AI-driven threat detection and analysis
- c) Automated incident response capabilities

- d) Integration with existing port management systems
- e) Specialized protection for maritime operations and cargo handling systems

2 Service Provider shall maintain a dedicated Security Operations Center (SOC) for Customer support.

3. SERVICE LEVELS

1 System Availability

- a) Service Provider guarantees 99.99% System Availability
- b) Scheduled maintenance excluded from availability calculations
- c) Maximum scheduled maintenance duration: 4 hours per month

2 Incident Response Times

Critical Incidents: 15 minutes

High Priority: 1 hour

Medium Priority: 4 hours

Low Priority: 24 hours

3 Performance Metrics

- a) Threat Detection Rate: 99.9%
- b) False Positive Rate: 0.1%
- c) System Latency: 100 milliseconds

4. MONITORING AND REPORTING

1 Service Provider shall provide:

- a) Real-time dashboard access
- b) Monthly performance reports
- c) Quarterly security assessments
- d) Annual system audit reports

2 Reports shall include:

- a) System availability statistics
- b) Incident response metrics
- c) Threat detection analytics
- d) Security improvement recommendations

5. SUPPORT SERVICES

1 Technical Support

- a) 24/7 telephone support
- b) Email support with guaranteed response times
- c) On-site support within 24 hours for critical issues
- d) Remote troubleshooting capabilities

2 Maintenance Services

- a) Regular system updates
- b) Security patch management
- c) Preventive maintenance
- d) System optimization

6. SERVICE CREDITS

1 Service Provider shall issue service credits for failure to meet SLAs:

- a) Availability < 99.99%: 5% of monthly fee
- b) Availability < 99.9%: 10% of monthly fee
- c) Availability < 99.5%: 25% of monthly fee

2 Maximum monthly service credits shall not exceed 50% of monthly fees.

7. FEES AND PAYMENT

1 Base Service Fee: USD 750,000 per annum

2 Additional Port Facility Integration: USD 50,000 per facility

3 Payment Terms: Quarterly in advance

4 Annual Fee Adjustment: Maximum 3% increase

8. TERM AND TERMINATION

- 1 Initial Term: Three (3) years from Effective Date
- 2 Automatic Renewal: One-year periods
- 3 Termination Notice: 180 days prior to renewal date

9. CONFIDENTIALITY

- 1 All system data, security information, and port operations details shall be treated as strictly confidential.
- 2 Service Provider shall comply with:
 - a) Malaysian Personal Data Protection Act 2010
 - b) International maritime security regulations
 - c) Customer's internal security policies

10. LIMITATION OF LIABILITY

- 1 Service Provider's total liability shall not exceed the annual service fees paid.
- 2 Exclusions:
 - a) Gross negligence
 - b) Willful misconduct
 - c) Breach of confidentiality obligations

11. GOVERNING LAW AND JURISDICTION

- 1 This Agreement shall be governed by Malaysian law.
- 2 Disputes shall be resolved by arbitration in Kuala Lumpur under AIAC Rules.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

DeepShield Systems, Inc.

By:

Name: Dr. Marcus Chen

Title: Chief Executive Officer

Date:

Port Authority of Malaysia

By:

Name: [Authorized Signatory]

Title: [Title]

Date: