

Exhibit A
RARIBLE API INTEGRATION & TECHNOLOGY SERVICES
SERVICE LEVEL AGREEMENT & TECHNICAL SUPPORT SCHEDULE

This Service Level Agreement (“SLA”) & Technical Support Schedule (“TSS”) shall be governed by and incorporated by reference into the API Services Terms and Services (the “Terms”) and is included in the definition of “Agreement” provided in the Terms, (“Agreement”) and is entered into between the parties. All capitalized terms contained but not defined herein shall have the meaning ascribed to them in the Agreement.

A. Service Level Agreement.

1. Defined Terms.

- a. “Emergency Maintenance” means maintenance performed to fix critical functionality, vulnerabilities, or material defects that may substantially impair the usability or performance of the Services.
- b. “Excused Maintenance” means Emergency Maintenance and Scheduled Maintenance.
- c. “Request” means a request issued by an You to Rarible with regards to the Services.
- d. “Scheduled Availability Time” means twenty-four (24) hours a day, seven (7) days a week, excluding: (i) Excused Maintenance, (ii) any downtime due to defects caused by You or your End User(s), one of its vendors, third party connections, utilities, or equipment, or caused by other forces beyond Rarible’s reasonable control (such as attacks, internet or third-party Services outages or outages with respect to your network or internet access).
- e. “Scheduled Maintenance” is any system maintenance scheduled and performed by Rarible or its designee(s). Scheduled system maintenance that may cause any disruption will be communicated to you in advance.
- f. “Service Credits” are credits for which you may be eligible if Rarible fails to meet the Target Uptime. Service Credits are provided in the form of a number of credited days of Services, for the period of time covered by the invoice to which the Service Credit is applied. The availability of the Services per calendar month and corresponding Service Credits are set forth in the table below.

Availability Per Calendar Month	Service Credit
< 99.0% - >= 95.0%	1% of the prepaid monthly Subscription Fee
< 95.0%	1.5% of the monthly Subscription Fee

- g. “Service Credit Request” means a request to Rarible at support@rarible.com to notify

Rarible that you believe Rarible has failed to meet the SLA.

2. **Target Uptime.** During the Term of the Agreement, Rarible will use commercially reasonable efforts to make the Services available and operational to you for 99.0% of the Scheduled Availability Time (the "Target Uptime"). If Rarible does not meet the Target Uptime during a thirty-day daily average, and provided you have met all your obligations under the Agreement and this SLA, you may be eligible to receive the applicable Service Credits. Service Credits are the sole and exclusive remedy available to you under this SLA.
3. **Service Credits.** To receive a Service Credit, you will: (i) within five (5) business days of close of day, you will issue a Service Credit Request for each day you believe Rarible failed to meet the Target Uptime; and (ii) not be past due on any payments owed to Rarible when you submit a Service Credit Request. Promptly after receiving your Service Credit Request, we will investigate the request and notify you that either: (i) no Service Credit is due and state the basis of this determination; or (ii) a Service Credit is due. If we determine, in our sole discretion, a Service Credit is due, then we will report the credit and offset the cost on your next invoice due or issue a refund.

B. Rarible Technical Support Schedule.

1. **Maintenance.** In accordance with the Service package, Rarible will make available to you all generally available and applicable updates and bug fixes to the Services. Rarible will take commercially reasonable efforts to notify you in advance of scheduled maintenance that may impact Service availability.
2. **Support.** Rarible reviews support requests submitted via email. You shall have the ability to submit support requests 24x7 through email at support@rarible.com or via the Rarible help center here: <https://rariblecom.zendesk.com/hc/en-us/requests/new>.
 - a. **Response Times.** Rarible commits to reviewing all support inquiries within 24 hours of receipt and shall prioritize such requests. It commits to responding to your
 - High Priority Requests, defined as immediate risk to user funds or inability to mint/purchase, will be responded to within twenty four (24) hours of receipt.
 - Examples: Security issues, failed transactions
 - Normal Priority Requests defined as task completion possible, but with inefficiencies or alternatives, will be responded to within three (3) business days of receipt.
 - Examples: Workarounds for less critical features, reduced performance
 - Low Priority Requests, defined as encountering minor bugs that don't majorly affect main functions, will be responded to within seven (7) business days.
 - EXAMPLES: Small UI errors, brief delays in secondary features
 - b. **The Parties understand that troubleshooting may require a back and forth between the requestor and Rarible, and you agree to respond to our inquiries in at least as timely**

manner as our support response to you. Support Requests that are left unanswered by you for more than seven (7) business days will be automatically closed.