

Service Level Agreement

Updated On: October 31, 2023

Service Level

RemotePC ("we", "us" or "our") agrees to provide the Customer ("you", "your" or "customer") remote access and remote support services (the "Service") as described in this Service Level Agreement (the "SLA" or "Service Level Agreement"). For purposes of this Agreement "Device" shall be deemed to include any computer or mobile device that is used for remote access or is accessed remotely.

The Service

When used in accordance with the usage requirements and guidelines specified in the product documentation, the Service provides remote access or remote support for the operating systems listed in the documentation. The Service is able to access Devices remotely subject to limitations outlined in the product documentation.

To use the Service, you should download and install the designated Agent from our website to each Device you wish to remotely access and the Device you want to use to access other devices remotely. Then you must configure each Device with a Personal Key. It is a password set by you and acts as

your computer's unique access code. It is stored only on your computer and not on the RemotePC servers. Once configured the devices are ready for remote access. You can also use the web-based platform for remotely accessing configured Devices.

From time-to-time this Service Level Agreement may change. A modification may include, but is not limited to, changes in system requirements, restrictions, limitations, or bandwidth requirements. You may be notified via electronic mail and/or through a website posting. You are responsible for ensuring that your Devices conform to any updated restrictions, limitations or requirements.

In the event that your use of the Service is adversely affecting the operation of the Service, your Service may be terminated by us without liability to IDrive Inc., its suppliers or other end users. If your use of the Service is adversely affecting the effectiveness of the Service for other end users, or to preserve system integrity or prevent network abuse, a notice shall be provided to you via e-mail promptly following such emergency termination. You are responsible for updating us as to any changes to your email and contact information to facilitate communication of these notices by updating your profile information via the web interface.

We provide assurance that our Services will be accessible at least 99.9% of the time at its data center via one of the designated access methods, which

may include the product Agent and/or the Service's web interface. If there is not more than a five percent user error rate, the service will not be considered to be experiencing 'downtime'. Downtime is measured based on server-side error rate. This does not provide assurance on the actual remote access and remote support execution since it is dependent on various factors that include network connectivity of your computer and the route from your computer to our Servers on which we have little control. In the event the service is not available at the data center for times that exceed the limits mentioned above when computed on a yearly basis from a point in time, the liability would be limited to the user's prorated charges for the outage time.