WorkRails
BY BIGTIME

Exhibit A

Technical Support Policy

Hours Available: Monday to Friday from 8 am to 6 pm (Eastern United States time).

Ticketing System: During the support hours, Customer can open error tickets via email and have general support questions answered by WorkRails' customer success personnel as per the schedule below.

Emails: Customer should send all support inquiries to supportteam@workrails.com, which is monitored during the support hours. Customer must include: company name, contact, return phone numbers and a detailed issue description (include screenshots if possible).

Response Times (During Support Hours).

Error Class	Description	Target Response Time	Process
Level 1	Service or API failure, data corruption, or major functionality errors in which the Service is rendered inoperable, disabled and inaccessible without any work-around.	24 hours	(1) Evaluation and determination of a proposed solution. (2) Begin providing the solution and reach resolution of the error (*unless the resolution is simply a server restart, which will occur within the first 8 hours*) Solution will provide either: (i) the correction of the error or, (ii) a workaround. In exceptional cases, an action plan may be submitted for the fastest proposed resolution of the problem (timing and scope subject to the reasonable acceptance of Customer).

Level 2	Service operation is not functionally correct with respect to specifications but the Service allows the user to complete job functions or a work-around is available	within 3 business days	(1) Configuration issues: within 20 business days (subject to Customer prioritization) (2) Bugs and Product issues: resolved in the next formal release, or, if possible, a hotfix.
Level 3	All other issues. For example, where the Service aesthetics or cosmetics are inconsistent or incorrect but do not prevent Customer utilization of the Service, a problem has occurred but has not re-occurred, or an infrequently-used utility gives misleading results.	20 business days	(1) Configuration issues: within 20 business days (subject to Customer prioritization) (2) Bugs and Product issues: resolved in a subsequent release

More Information is located at: https://developer.workrails.com/docs/help-support

Exclusions: Public US Holidays.