Exhibit A
Mr. Elmer Policies
Service Level Agreement

This will serve as the Service Level Agreement (SLA) for Mr. Elmer, LLC (ELMER) and users from a Local Education Agency (LEA). Services covered are access, availability, support, and security of Mr. Elmer software-as-a-service (SaaS) products. Each of these areas apply only to products offered by Mr. Elmer (Hall Monitor, Behavior Manager, ABA, Employability) and in no way imply any arrangement to provide access, availability, support or security services for products or tools outside of the Mr. Elmer product set. This includes but is not limited to existing student information software, office productivity software, web browsers, operating systems, computing devices, or network infrastructure, or internet connectivity.

A.   Access

Software provided by ELMER will be accessed by LEA users over the internet via a web browser. The system will be hosted by ELMER external to LEA's local area network (LAN).

While ELMER software is accessible by many browsers, it is explicitly supported in Chrome 32+, Firefox 25+, Safari 7+, and IE 11+.

All data exchange will be through the HTTPS encrypted protocol.

B.   Availability

Hosted software by ELMER will be accessible at a 99.95% uptime, during school hours, including one hour before the starting time of the first class and one hour after the ending time of last. Accessibility is measured in rolling monthly periods for this time frame. Downtime is defined as a lack of accessibility within this period.

In the event ELMER does not meet this availability commitment, the LEA is given service credits equivalent to 25% of the annual bill, prorated to the monthly period. Service credits may be used to offset costs of any future services. At the discretion of ELMER, service credits may be issued in the form of a refund.

Maintenance periods may occur outside of the above time frame and may not be announced. This may result in a lack of availability and is not covered or factored into the calculations of the uptime. ELMER will announce, via email, expected outages of longer than 30 minutes for maintenance windows.

Detected events of downtime will be notified to the primary account contact. Local LEA network outages while ELMER software is still available will not count as downtime.

C.   Support

For the duration of the trial, contract, or other agreement, LEA personnel may contact support@mrelmer.com for ELMER software support needs. An acknowledgement of receipt and reading by staff will be sent within a 12 hour period. Issues will be resolved within a 24 hour period unless otherwise explicitly noted and escalated. Issued requiring more than the 24 hour period for completion will be documented and sent to the primary account holder for receipt.

Only the primary account holder for the LEA can request support via phone. The number will be given at time of deployment. In the event call center staff is unavailable, messages will be responded to within 2 hours, during normal business hours of 9a to 5p Central US time. Issues will be resolved within a 24 hour period unless otherwise explicitly noted and escalated. Issued requiring more than the 24 hour period for completion will be documented and sent to the primary account holder for receipt.

D.   Security

All data exchanged outside of the secure ELMER environment will be done through authenticated, encrypted SSL web connections.

Users will be required to authenticate to access the system. User authentication is done through a login requiring a username and secret user password. This password is unknown to staff of ELMER and may only be reset in the event the user forgets. A unique, expiring link is sent only to the email address registered by and for the user in question. A user is required to change their password if anyone other than that user is made aware of the password, including staff of ELMER.

Please see the Privacy and Compliance document for data privacy concerns as they relate to Security.