EXHIBIT A: SUPPORT AND RESPONSIBILITIES April 2023

1. TECHNICAL SUPPORT SCOPE: RedMane will support the mCase Product as described under each severity level and use reasonable efforts to address each support case in accordance with these Support and Service Levels. RedMane and Customer agree to adhere to Responsibilities of the Parties section of this document. For this Agreement, the mCase Product consists of the following licensed component: mCase Enterprise Platform.

2. OUT OF SCOPE: REDMANE SHALL HAVE NO OBLIGATION TO SUPPORT OR TROUBLESHOOT ERRORS OR ISSUES CAUSED BY CUSTOMER'S INFORMATION TECHNOLOGY, THIRD PARTY COMPONENTS, INTERNET OR TELECOMMUNICATIONS SYSTEMS, CUSTOMER NOT USING REDMANE SUPPORTED TECHNOLOGY (WWW.REDMANE.COM\\MCASE-SUPPORTED-TECHNOLOGY), CUSTOMER-SPECIFIC CONFIGURATIONS OR EXTENSIONS, CUSTOMER NOT ON A SUPPORTED MCASE VERSION, OR CUSTOMER'S IMPROPER USE OF MCASE PRODUCT IN BREACH OF THIS AGREEMENT. ANY ADVICE OR SUPPORT PROVIDED BY REDMANE REGARDING OUT-OF-SCOPE ISSUES IS OFFERED "AS IS" WITHOUT ANY WARRANTY.

3. WHO IS AUTHORIZED TO CONTACT SUPPORT: Unless otherwise agreed, each Customer designates a primary and a backup support contact. Both of these individuals may contact RedMane for support. This approach allows your organization visibility into your support activities, avoids many of your team members contacting RedMane about the same issue, helps promptly address local issues or policy matters, and provides greater security as we can verify these individuals represent your organization.

4. LOCATIONS FROM WHERE SUPPORT MAY BE PROVIDED: Since RedMane supports the mCase Product for mCase customers across North America, it may provide support from either its U.S. or Canadian offices, at its discretion.

5. SEVERITY AND SUPPORT METHODS

RedMane will respond to a Customer support case based on its severity. A description of each severity level and RedMane's response is defined below.

Customer's authorized points of contact may submit questions or report a suspected issue(s) to RedMane technical support personnel as set forth at the bottom of each severity level included below. RedMane may change submission methods from time-to-time upon written notice to Customer. Authorized Customer points of contact must be trained on the mCase Product before submitting support cases.

SEVERITY LEVEL 1

Description	Critical – mCase Product is down or unavailable.
Response Time	RedMane will respond within 4 hours of its receipt of case.
RedMane Resolution	RedMane will work to resolve the problem until the mCase Product is restored to normal operation.
Customer Responsibility	Customer shall remain accessible by phone for troubleshooting from the time a Level 1 case is logged until such time it is resolved.
Support Method	Submit a ticket via the web at clientsupport.redmane.com (or send an email to mailto:mCaseSupport@RedMane.com?subject=RedMane Customer Support Request) describing the issue and detailing the reproduction steps, and then call 1-833-276-2003. We require customers to first notify us electronically and then call for Severity 1 issues so we have the information needed to begin troubleshooting and that we quickly become aware of the matter.

SEVERITY LEVEL 2

Description	mCase Product contains an error that prevents Customer from executing one or more critical processes and it presents a significant impact to Customer's overall organizational operations. No workarounds exist.
Response Time	RedMane will respond within 4 hours of its receipt of case.
RedMane Resolution	If resolution requires an error correction, RedMane will add the correction to its development queue and mark it as high priority for an update or future release.
Customer Responsibility	Customer shall remain accessible by phone for troubleshooting from the time a Level 2 case is logged until such time it is resolved or a workaround identified.
Support Method	Submit a ticket via the web at clientsupport.redmane.com (or send an email to mailto:mCaseSupport@RedMane.com?subject=RedMane Customer Support Request) describing the issue and detailing the reproduction steps, and then call 1-833-276-2003. We require customers to first notify us electronically and then call for Severity 2 issues so we have the information needed to begin troubleshooting and that we quickly become aware of the matter.

SEVERITY LEVEL 3

Description	One of the following: * Severity Level 2 case and a workaround exists, or * Error that prevents Customer from executing one or more non-critical organizational processes.
Response Time	RedMane will respond no later than the end of the next RedMane business day.
RedMane Resolution	If resolution requires an error correction, RedMane will add the correction to its development queue and mark it as priority for an update or future release. RedMane will suggest a potential workaround, if one is available.
Customer Responsibility	Customer will respond to RedMane's requests for additional information and support RedMane in troubleshooting the case in a timely manner.
Support Method	Submit a ticket via the web at clientsupport.redmane.com (or send an email to mailto:mCaseSupport@RedMane.com?subject=RedMane Customer Support Request) describing the issue and detailing the reproduction steps, and then call 1-833-276-2003. By electronically notifying RedMane about the issue, we have the information needed to begin troubleshooting. Once we have the information, we will contact you.

SEVERITY LEVEL 4

Description	Minor – General usage question about the mCase Product or bug fix. No significant impact to functionality or performance of the mCase Product. Recommendation for future upgrade.
Response Time	RedMane will respond no later than the end of the next RedMane business day.
RedMane Resolution	If resolution requires an error correction, RedMane will add the correction to its development queue for an update or future release. RedMane will suggest a potential workaround, if one is available.
Customer Responsibility	Customer will respond to RedMane's requests for additional information and support RedMane in troubleshooting the case in a timely manner.
Support Method	Submit a ticket via the web at clientsupport.redmane.com (or send an email to mailto:mCaseSupport@RedMane.com?subject=RedMane Customer Support Request) describing the issue and detailing the reproduction steps, and then call 1-833-276-2003. By electronically notifying RedMane about the issue, we have the information needed to begin troubleshooting. Once we have the information, we will contact you.

6. SUPPORT HOURS: Support for each severity level case is available on RedMane business days between the hours of 8:00 am – 5:00 pm CT Monday through Friday, excluding holidays, unless otherwise agreed.

7. ADDITIONAL SUPPORT OR OUT OF SUPPORT HOURS SUPPORT: Any services RedMane provides at the Customer's request outside of the Technical Support Scope or outside of Maintenance and Operations hours will be billed at a rate of $200.00 per hour. At that hourly rate, RedMane is able to provide assistance to the Customer for activities including, but not limited to, performing configuration changes in mCase, showing Customer how to make configuration changes in mCase, creating a new report in mCase, showing Customer how to create a new report in mCase, and providing remote training to Customer.

Responsibilities of the Parties

REDMANE'S RESPONSIBILITIES

MAINTAINING THE HOSTED HARDWARE ENVIRONMENT

The mCase Product runs in a hosted environment provided by Microsoft Azure. RedMane manages that environment and coordinates with Microsoft, as necessary. RedMane will respond to and follow up on issues associated with the hosted environment.

MAINTAINING THE SOFTWARE ENVIRONMENT

RedMane is responsible for the mCase Product and engaging with Microsoft for each hosted supporting component, such as the underlying database (collectively, "Subscription Services"). We are responsible for upgrading the Subscription Services component(s) consistent with RedMane's policies and responding to security vulnerabilities in the Subscription Services.

BACKUP/RESTORE AND RESPONDING TO DISASTERS AND POWER OUTAGES

RedMane is responsible for configuring services in Microsoft Azure to backup a copy of your data daily and keeping each backup for at least 30 days. Backups are kept at a separate Microsoft Azure data center from the application. If you request a restore, RedMane will perform the restore. If you require more frequent backups, mirroring, or a different backup retention period, those are available via an additional service arrangement for an additional fee.

RedMane is responsible for responding to any disaster that impacts the mCase Product being available at the hosting location. We may move the mCase Product to a new Microsoft Azure data center in the event of a disaster or redeploy the mCase Product once your assigned data center becomes accessible. We will use commercially reasonable efforts to restore the most recent accessible and complete backup of your data when the mCase Product again become available. If you require a more responsive disaster recovery approach, RedMane can make one available via an additional service arrangement for an additional fee.

ACCESS TO DATA

All data that you input into the mCase Product is owned by you. As such we will provide you with a copy of your data in an industry standard format, when requested and at RedMane's prevailing hourly rate for time to perform the extract, consistent with our contract with you. Once you are notified by RedMane you will have 60 days to download your data before it is permanently deleted.

DELETION REQUESTS

Should you choose to no longer use the mCase Product, we are responsible for providing you with access to your data in an industry standard format and certifying that all your data and environments have been deleted.

ONGOING MONITORING

On an ongoing basis, RedMane will monitor the hosted environment for the mCase Product and perform regular maintenance of it. We will also monitor performance and availability of the hosted environment.

CUSTOMER'S RESPONSIBILITIES

SUPPORT CONTACTS

It is the Customer's responsibility to identify a primary and backup support contact at the Customer, both of whom must be trained on the mCase Product. These are the individuals from Customer that may contact RedMane support. This approach allows your organization visibility into your support activities, avoids many of your team members contacting RedMane about the same issue, helps promptly address local issues or policy matters, and provides greater security as we can verify these individuals represent your organization.

Quality Control of User Actions

It is the Customer's responsibility to verify that all users are using the mCase Product appropriately and entering correct and valid information into the mCase Product.

Upgrade Coordination and Execution

It is the Customer's responsibility to support RedMane as part of any upgrade of the mCase Product. This includes working in good faith with RedMane to schedule upgrades so that the mCase Product in production for the Customer stays current as per RedMane's policies (generally the current mCase release and up to two releases back), providing training to users, and thoroughly performing user testing prior to the upgrade in the timeframes requested by RedMane.

Customer acknowledges that when an upgrade is needed for the Customer to stay current on an mCase version per RedMane's policies and the Customer is not responsive to RedMane's communications or actively coordinating with RedMane in a timely manner to complete the upgrade, RedMane may upgrade the Customer's mCase Product without formal Customer approval or coordination. RedMane is not responsible for any disruption to Customer's operations when RedMane performs an upgrade in such circumstances.

Customer acknowledges that in the event of an urgent situation, such as a security risk or critical defect, RedMane may upgrade the Customer's mCase Product without advance notice, formal Customer approval, or coordination. RedMane will use commercially reasonable efforts to notify and coordinate with Customer, to the extent practicable, in an urgent situation. RedMane is not responsible for any disruption to Customer's operations when RedMane responds to an urgent situation and formal Customer approval and/or coordination does not take place.

Customer-Specific Configurations and Extensions

Unless otherwise contracted you are responsible for your Customer-specific mCase Product configurations or extensions, regardless of who performed the configuration or developed an extension. For the avoidance of doubt, extensions include mCase Client Events, reports, interfaces/integrations, portals, or other components developed specific for your use. Your responsibilities include monitoring and addressing any issues with configurations and extensions, and verifying they perform as expected as part of an upgrade. If RedMane deprecates or changes a product aspect that impacts a configuration or extension, you will work with RedMane to implement a change or alternative approach.

Integration Activities

When the mCase Product is integrated with one of Customer's systems or another vendor's system (at Customer's request), it is your responsibility to configure and support the requisite environments that connect with the mCase Product. It is Customer's responsibility to have reliable and adequate network connectivity to access the mCase Product. This includes network connectivity for any components of the mCase Product that require connectivity.

User Administration

Unless otherwise agreed, you are responsible for performing user administration and keeping the active list of users current within the mCase Product. User administration includes defining new users, inactivating users that will no longer need access, managing user security rights, and setting and resetting passwords.

Malicious Insider and Hacker Activities

It is Customer's responsibility to take steps to prevent users of the mCase Product from performing malicious actions or attempting to hack the mCase Product. Should we detect any malicious or hacking activity we will take steps to protect the mCase Product, but you have the ultimate responsibility to manage users of your system. You are also responsible for reporting any suspected or actual malicious activity or hacking promptly to RedMane.

MAINTAINING YOUR TECHNICAL ENVIRONMENT

It is your responsibility to verify that users of the mCase Product have up-to-date, appropriate, and secure devices and networks necessary to access the mCase Product. With respect to the mCase Product, you have a responsibility to provide RedMane with correct information as it relates to volume of use, data quantities, processing volumes, number of users, etc.

DATA

Data maintained within the mCase Product by Customer is Customer's property. As such we consider you to be the data steward. You are responsible for communicating with us on how you want to dispose of, distribute, and protect your data.

DATA QUALITY

It is Customer's responsibility to verify that data entered into the mCase Product has been appropriately validated, is accurate and complete, and has been entered in a timely fashion.

DATA RETENTION

It is Customer's responsibility to determine the retention strategy for all data input into the mCase Product. RedMane can assist you in destroying or archiving data within the mCase Product, per a service arrangement, but the identification and classification of all data is your responsibility.

DATA DISPOSAL

It is Customer's responsibility to identify data for disposal. RedMane can assist you in destroying data and providing a certificate of destruction, consistent with any service agreement.

DATA ACCESS

It is Customer's responsibility to manage personal information and provide data subjects with access to personal information within the mCase Product. RedMane has no responsibility within the mCase Product to (i) manage personal information, or (ii) facilitate data subjects with access to their personal information.

TRAINING

It is Customer's responsibility to train users in the use of the mCase Product, beyond any training RedMane provides as part of the implementation. If you require additional training from RedMane, it is available via an additional service arrangement for an additional fee.

PRIVACY

While RedMane provides the mCase Product for your use, you are responsible for engaging with your clients and all individuals whose personal information is stored within the mCase Product. As such, you are responsible for protecting the privacy of those individuals and complying with all local, state, federal laws and regulations, your privacy policies, and privacy-related requirements, such as:

1. Adhering to all relevant privacy requirements and privacy practices with respect to (a) the handling of personal information; (b) notifying data subjects in a timely fashion, when required, and (c) the collection, disclosure, use, and disposal of personal information.
2. Providing data subjects with information about their rights and options with respect to retention and disclosure of personal information and communicating the consequences of each choice. You are responsible for obtaining consent from data subjects in connection with the collection, use of, disclosure, and disposal of their personal information.
3. Ensuring that only appropriate and necessary personal information is collected within the mCase Product.
4. For personal information requiring explicit consent from data subjects, you are responsible for communicating the need for such consent, as well as the consequences of a failure to provide such consent.
5. When required by local, state/provincial, and/or federal law, you are responsible for obtaining consent before collecting personal information.

6. If data subjects request access to their personal information, you must provide them with access, and if requested, physical or electronic copies of their personal information.
7. If you choose to deny data subjects access to their personal information, it is your responsibility to communicate that denial, including the reason.
8. If required by local, state/provincial and/or federal law, you must obtain consent from data subjects prior to sharing their personal information with third parties.
9. If personal information in the mCase Products is shared with third parties, should a data subject request correction of personal information, it is your responsibility to make the correction or deny the request. Should you deny the request, it is your responsibility to communicate this to the data subject, including the reason.
10. If required by local, state and/or federal law, you are responsible for maintaining a record of all authorized disclosures of personal information.
11. If required by local, state/provincial and/or federal law, maintaining a record of unauthorized access or disclosures of personal information when you are aware of them, including appropriate reporting to authorities.
12. For the business processes and users under your control, you are required to monitor for and detect unauthorized access to information, including personal information. If unauthorized access is found, you must take proper action.
13. If requested, you must provide data subjects with an accounting of the personal information stored about them in the mCase Product.
14. Receiving, addressing, resolving and communicating the resolution of inquiries and complaints from data subjects and others. You are responsible for monitoring compliance with any related requirements or applicable law and addressing deficiencies as they are identified.