

SERVICE LEVEL AGREEMENT

This Service Level Agreement (this "SLA") is made, entered into, and is effective as [insert date] between BodEV Inc. ("dba BodeEV") with principal offices located at 110 N Seaspray, Laguna Niguel, CA 92677 and [insert customer] ("Customer") with principal offices located at [insert address] herein collectively referred to as the "parties" and individually referred to as a "party".

BACKGROUND

- A. BodeEV provides reliable, safe, and well-experienced after-sales operations & management (O&M) services for any Electric Vehicle (EV) chargers sold or offered for management.
- B. BodeEV provides O&M™ service options (as hereinafter described), making available EV energy charger Customers with service products to purchase based on Customer needs. BodeEV provides manufacturer warranty (defined by OEM) with every EV charger sold and makes available O&M™ services at an additional cost.
- C. BodeEV aims to assist customers in operating EV chargers with high reliability and low downtime by offering remote and onsite monitoring, parts and labor coverage.
- D. This BodeEV O&M Service Level Agreement (SLA) specifies the tech support/service level indicators provided by BodeEV to provide customers with service quality assurance.

The parties understand and agree that:

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- A. This SLA takes effect from the date of EV charger service activation and continues for the applicable service period.
- B. BodeEV will evaluate performance adherence to metrics under the terms of this SLA upon request as well as quarterly to promote performance and at Customer's election depending upon the service level selected by a Customer. Such reports may be provided in electronic form and be delivered via email, online platforms, etc. as requested by Customer.
- C. The following sets forth the scope of each service level made available to Customers:

SERVICES METRICS:

Warranty Period	<ul style="list-style-type: none">✓ Period of warranty and commencement date same as Standard Warranty.✓ Warranty Extension available for purchase to extend warranty period to a total of five (5) years from the date of Final Acceptance.
Performance*	<ul style="list-style-type: none">✓ Uptime Guarantee: Annually 98%, except if due to Excluded Events.✓ BodeEV agrees to investigate the root cause for any issue deemed to be a systemic failure.
Charger Support Request Response Time (CSRT)	2 hours
Remote Support	Remote Support will be conducted by a professional service team, including: <ul style="list-style-type: none">✓ Remote Monitoring - 24/7 remote connectivity• Remote Diagnostics• Software/firmware updates
Parts Covered	<ul style="list-style-type: none">✓ Parts replacement included and coordinated by an BodeEV support team.✓ If customer elects to have service Desk Support only, BodeEV will make available to customers a recommended consumable parts price list for each EV charger model.
Onsite Technical service	<ul style="list-style-type: none">✓ If remote diagnostics fails to identify charger fault, BodeEV will, on a case-by-case basis, and upon mutual agreement with customer, dispatch a certified technician on-site to troubleshoot, diagnose, and rectify the issue.✓ Deployment Time of On-site Service will be 24 hours from CSRT.✓ If a certified electrician is needed On-sight Service time, deployment time will be 48 hours from On-Sight Service.✓ If a certified electrician is unable to rectify the situation, a new charger will be provided within 2 hours of the electrician being on-site for AC products, and 2 weeks for DC products.
Training	<ul style="list-style-type: none">✓ BodeEV offers free specialized training and parts for customer self.✓ Free remote training conducted by a technical support expert is available.✓ Onsite training for an additional charge is available if desired.

<p>Preventive Maintenance</p>	<ul style="list-style-type: none">• Preventive maintenance is provided to ensure that EV charging equipment is in good condition and includes proactive replacement of parts to minimize issues which may result in EV equipment failures.• Preventive maintenance must be completed with the authorization and notification of the BodeEV service desk.• Preventive Maintenance mainly includes inspection of the EV charger's appearance, power supply, connection lines, charging interfaces, etc. and includes:<ul style="list-style-type: none">■ Proactive reminder service provided based service records.■ Operation guidance is available and training courses optional.✓ Spare Part Replacement: Implemented in accordance with service desk guidance on density of local chargers under management.
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