

**EXHIBIT [X]**  
**SERVICE LEVEL AGREEMENT**

1. **Service Levels.** DreamFace shall use commercially reasonable efforts to make the Services are available for access and use by Customer over the Internet and operating in material accordance with the Documentation (“**Available**”) 24 hours per day, seven days per week every day of the year at least ninety-nine percent (99%) of the time as measured over the course of each calendar month during the Term (each such calendar month, a “**Service Period**”), excluding unavailability as a result of any of the Exceptions defined below (the “**Availability Requirement**”).
2. **Exceptions to Service Levels.** The following circumstances are excluded from the calculation of Availability Requirement: (a) acts or omissions by Customer or its Authorized Users that do not strictly comply with this Agreement and the Documentation; (b) any delay or failure of performance caused in whole or in part by Customer’s actions or inaction in performing its obligations under this Agreement; (c) failures of Customer’s Internet connectivity; (d) a Force Majeure Event, as described in the Agreement including but not limited to natural disasters, extreme weather conditions, earthquakes, floods, wildfires, hurricanes, pandemics, or other catastrophic events beyond DreamFace’s reasonable control; (e) failure, interruption, outage, or other problem with any software, hardware, system, network, facility, or other equipment not supplied by DreamFace pursuant to this Agreement, including third-party cloud service provider; (f) Scheduled Downtime; or (g) disabling, suspension, or termination of the Services pursuant to the terms of the Agreement.
3. **Scheduled Downtime.** DreamFace will use commercially reasonable efforts to: (a) schedule downtime for routine maintenance of the Services between the hours of 3 a.m. and 5 a.m., Mountain Time; and (b) give Customer at least three (3) days prior notice of all scheduled outages of the Services (“**Scheduled Downtime**”).
4. **Service Support.** During the Term, DreamFace will use commercially reasonable efforts to resolve any reproducible failure of the Services to perform in substantial conformity with the specifications set forth by DreamFace that are reported by the Customer (“**Error**”). DreamFace, in its sole discretion, will determine the amount of time it will need to spend to attempt to resolve any specific Error.