



COLLECTIVE INTELLIGENCE GROUP

Industrial Fleet **SAFETY** and **PRODUCTIVITY**
across **ANY BRAND** of **ANY EQUIPMENT**



Service Level Agreement

Collective Intelligence Group

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Thursday, 7 August 2025



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1. Introduction

This Exhibit contains the Service Level Agreement (SLA) between The Collective Intelligence Group, (the Company) and _____, (the Customer). It details each Party's responsibilities, and service levels, and outlines procedures for addressing non-compliance.

2. Non-Compliance

If the Company fails to meet the established service levels, it will:

- Analyze the root causes of the failure.
- Identify and implement corrective actions.
- Report findings and corrective measures to the Customer.

In cases of repeated non-compliance or ineffective corrective actions, both parties will convene as soon as reasonably possible to discuss measures to prevent or mitigate future occurrences.

3. Platform Availability

The Platform aims to be available 24/7, with a minimum availability of 99%. Planned maintenance, for which the Company will provide timely notice, will not count as downtime for SLA purposes.

Performance metrics are monitored on the Company's side, with additional factors on the Customer's side potentially affecting performance, such as:

- Data center availability in accordance with the relevant provider's warranties.
- Telecommunication service availability per the provider's warranties.
- Customer bandwidth usage, PC/infrastructure performance, browser type, and other network/hardware factors beyond the Company's control.



4. Support

The Company provides Global best-effort customer support 24/7.

5. Data Retention

The Company guarantees data retention as follows:

- For raw operational machine information – data retention will be in conjunction with terms of contract
- For aggregated operational data supporting primary functions – data retention will be in conjunction with terms of contract
- Retention of all static, customer-specific data for the entire contract duration.

Upon Customer request, the Company will make all specific Customer-related data (collected via the Platform) available for a one-time download.

The cost for this service will be quoted & agreed upon, based on data specifics like format, retention period, etc.

6. Business Continuity and Disaster Recovery

Real-time backup and high-availability cloud infrastructure are included to ensure business continuity and data availability per this SLA.



7. Collective Intelligence - Task Management and Service Workflow

a. Order Receipt and Verification

Upon receiving a Customer order, the Company will:

- Verify the Order Ship Date.
- Confirm the Voltage of Equipment.
- Verify all selected Options, including:
 - Driver Access (PIN Code or RFID)
 - RFID: If a Customer RFID Card is required but has not been received, request one for testing.
 - Extended Warranty
- Verify required Inputs (Input 1, Input 2, Input 3).

b. Dealer Service Introduction

Introduce the Dealer to the service and process workflow.

c. Customer Data Collection (Post Order Receipt)

Following the order receipt, the Company will:

- Review the data collection process with the Dealer and/or Customer.
- Send the Customer Data Spreadsheet for required information, including:
 - Operator Information
 - Equipment Information
 - Safety Checklist
 - Manager Information



d. Pre-Order Shipment Tasks

No later than the order shipment date, the Company will:

- Forward the Device User Guide to the Customer.
- Forward the Web Interface Guide to the Customer.
- Set up Website and Device Training with the Customer.
- If the Customer Data Spreadsheet has been returned:
 - Update the site with Customer data.
 - Provide Customer/Manager login details.
 - Notify the Customer of any remaining updates needed on the site.

e. Customer Training

The Company offers various training options:

- Online Device and Website Training.
- Refresher Training via the web as needed.
- Optional onsite training for a fee – based on geographic location and duration of time required

f. Customer Support

The Company provides comprehensive customer support, including:

- 24/7 Customer Support via phone and email.
- Ticketing of all customer inquiries to track and manage requests.
(when contacted using our support phone number: 864-479-1090 or
via our support email address: help@forkliftiq360.com)
- Access to CI Concierge customer portal
- General Administrative Services to ensure seamless support.

8. Customer Responsibilities

a. Order Information and Requirements

Upon initial order submission, provide accurate and complete order details, including equipment voltage, desired options (e.g., Driver Access, RFID), and warranty preferences. If RFID cards are chosen for access control, arrange for a couple of cards to be promptly shipped to the Company's Greenville, SC location for setup and testing.

b. Data Provision for Setup and Customization

Timely submission of the Customer Data via the Company supplied Customer Information Spreadsheet (information received using other formats will be returned). Required information includes the following:

- Operator Information
- Safety Checklist
- Manager Information
- Operational settings choices

Ensure data is submitted before the Order Shipment Date to allow for proper setup and customization on the Company's side. Customer information Spreadsheets should be emailed to: sales@forkliftiq360.com.

c. Personnel Designation and Role Assignments

- Champion Designation:
Designate a champion at each location to act as the main point of contact, responsible for coordinating service interactions, updates, and training feedback with the Company.
- Supervisor Access:
Assign multiple supervisors at each location who are authorized to unlock equipment during each shift to ensure continuous and controlled access.
- Administrator Assignment:
Designate multiple administrators at each location who will manage access control, safety checklists, monitor usage, and oversee local compliance with the SLA's guidelines.



d. Platform and Device Access

Designate and provide necessary details for personnel who require access to the Platform, ensuring that permissions and access levels are clearly specified.

Notify the Company of any changes to user permissions or access requirements.

e. Engagement in Training and Onboarding

Actively participate in scheduled Website and Device Training sessions, including:

- Initial online training sessions.
- Follow-up or refresher training as needed.

Ensure that designated staff members, including champions, supervisors, and administrators, attend training to understand the device, platform, and website functionality fully.

f. Daily Administrative Tasks

Complete daily administrative tasks following the initial setup, including:

- Maintaining Operator List: Adding, editing, and deleting operators to the dashboard as needed.
- Managing Checklist Questions: Adding, updating, or modifying checklist questions and checklist settings to reflect current operational requirements.
- Maintaining Vehicle List – editing settings as needed to reflect current operational requirements;

g. Use and Maintenance of Equipment

Maintain and operate the equipment in accordance with the guidelines provided in the Device User Guide and Web Interface Guide.

Inform the Company of any issues or irregularities with equipment or platform access as soon as they arise.



h. Adherence to Support Processes

Direct all support inquiries through the established 24/7 Support channels, including phone or email, and provide sufficient details to facilitate quick resolution.
Utilize ticketing services provided by the Company for tracking and follow-up on any issues.

i. Site Access and Security Compliance

Ensure that the hardware, network, and browser configurations meet the necessary specifications to access the Platform reliably.
Provide the necessary infrastructure to support the Platform, such as internet connectivity, bandwidth, and device compatibility as specified in the SLA.

j. Notification of Changes

Promptly notify the Company of any significant changes in business needs and personnel access to facilitate appropriate updates to the Platform and Device setup.

k. Review and Approval of Updates

Review any updates or notifications provided by the Company regarding platform changes, and confirm or approve these adjustments where required.
Communicate promptly if any modifications or additional training are needed as a result of updates.

l. Data Backup Requests

Initiate any data backup or download requests in advance, and confirm the specific data, format, and duration required to allow the Company adequate time for processing.

Name and position

Brad Klaffer – President & Global CEO

Signature

Date: August 7, 2025