

Exhibit 1: Service Level Agreement (SLA)

IronNet Support and Service Levels



1. IronNet Support. You (“Customer” or “you” or “your”) are required to submit all support cases (“cases”) via IronNet’s web-based customer portal at <https://ironnet.atlassian.net/servicedesk/> (“Customer Portal”). IronNet’s technical support team (“IronNet Support”) will respond to cases by telephone, email or through the Customer Portal. You may access the Customer Portal to track case status. Cases are handled based on case priority levels as described below. When a case is received, IronNet Support may change priority if the issue does not conform to the criteria for the selected priority and will notify you (electronically or otherwise) of such change.

2. Case Priority Levels. Case priorities are assigned based on the severity of the issue in the IronNet Offering as follows:

Case Priority Level	Description
A	Issues that result in data loss, the system being compromised, or loss of essential functions.
B	Issues that result in the loss of essential functions where temporary workaround solutions exist, or if access to the IronNet Offering is limited but essential functions of system are still operational.
C	Issues that result in the loss of non-essential functions.
D	Questions regarding the use of IronNet Offerings or requested enhancements to IronNet Offerings.

3. Initial Response Times. IronNet will use commercially reasonable efforts to respond to support requests as follows:

Case Priority Level	Target Initial Response Time
A	4 Business Hours
B	Next Business Day
C	Next Business Day
D	Two Business Days

4. Authorized Support Contacts. Support will be provided solely to the authorized individual(s) you specify for us to communicate with when providing Support (“Support Contacts”). We strongly recommend that your Support Contact(s) be trained on the relevant IronNet Offering. You agree to designate an authorized Support Contact(s), including their primary email address.

5. Support Hours. Support will be delivered by a member of IronNet Support during 0800-1800 Customer’s local time, Monday – Friday, excluding IronNet holidays. Our support obligations are dependent upon your providing us with remote access to the IronNet Offering. On-site support or other out-of-scope support services may incur additional hourly costs and travel and expenses.

6. Customer’s Obligations. Should you report a purported defect in the IronNet Offering to us, we may require you to: (i) provide a general description of the issue and operating environment including version information; (ii) provide log files, trace files, and systems files for any product component localized in your environment; (iii) provide other reasonable information we request; and (iv) perform tasks as reasonably requested. Your failure to provide this information or perform requested tasks may prevent us from identifying and fixing the purported defect. Our support and uptime service level obligations are dependent upon your maintaining the most up to date software version that we make generally available for the applicable IronNet Offering.

7. Updates. We will provide you with updates to IronNet Offerings that are made generally available by us at no cost to our customers. Updates may include bug fixes, efficiency and quality improvements, and enhancements. However, the availability of some new enhancements to an IronNet Offering will be available only to customers who pay an additional fee as set by us in our discretion. If you are hosting the IronNet Offering, then you are responsible for installing and implementing updates.

8. Scope of Support. Unless otherwise agreed in writing by us, we are not responsible for: (i) supporting any modifications to an IronNet Offering made by, or for, you (other than by us or our affiliates), including any Customer Code; (ii) defects in any Customer System or any other software or equipment not supplied by IronNet; (iii) defects resulting from the misuse, improper use or abuse of an IronNet Offering; (iv) enhancing an IronNet offering; or (v) providing data conversion, systems integration, threat hunting, or consulting services.

9. Uptime Service Level:

9.1 Applicability. Uptime service level requirements only apply to IronNet’s web-based/SaaS offerings hosted by IronNet.

9.2 Measurement Interval: Service level requirements will be measured monthly.

9.3 Definitions:

- a. **On-Line Availability:** Availability during each month will be calculated using the following formula: Availability (Uptime Percentage) = [(Uptime Minutes – Downtime Minutes) / (Uptime Minutes)] x 100.
- b. **Downtime.** Downtime means the time in which all or substantially all functionality of the IronNet Offering is not available to all or substantially all users, excluding unavailability due to any Exclusions.
- c. **Exclusions.** (i) Scheduled or emergency maintenance; (ii) force majeure events; (iii) issues or errors caused by your actions or inactions; (iv) internet access and related issues beyond the demarcation point of the IronNet hosted environment; (v) unavailability of less than two (2) minutes; (vi) your breach of the Agreement; and (vii) errors or corruption in your data.

10. Service Level. We will provide a minimum of 99.9% availability per month (subject to the exclusions in Section 9.3(c) above) of the IronNet Offering.

11. Changes to Support Terms. We may make changes to this Service Level Agreement from time to time but will not materially reduce the Support and Service Levels. Updated Support and Service Levels will be posted at www.ironnet.com/slsa/sla and notice of such revised terms will be provided to you through a customer or partner portal, or via your user login homepage or designated communications/notices section, or by email.