



Camber Service Level Agreements

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1. Purpose

The purpose of this document is to provide the client a clear expectation of the level of service, quality and performance from Camber. This Service Level Agreement offers several plans and solutions designed to provide the necessary corrective and preventative maintenance based on the clients targeted operational goals and requirements.

2. Definitions

Client	The party purchasing the product and/or services offered in this service level agreement.
Service Level	The measurable performance of services offered in this agreement as Base, Plus and Pro.
CMS	Charging Management System for monitoring real-time data, faults, metrics, alerts, notifications and reporting.
Preventative Maintenance	Comprehensive reliability-based maintenance for maintaining health and reliability of equipment. Maintain warranty status.
Routine Maintenance	Risk and failure finding maintenance. Required for assessing risks, hazards and includes light preventative, corrective and predictive maintenance.
Routine Checkup	Visual and manual checkup, testing, finding failure, identifying, trends, patterns and recurring issues.
Proactive Monitoring and Support	Continuous monitoring of faults and resolving potential issues before it impacts operations.
Corrective Maintenance	Repair and Maintenance after a failure or malfunction has occurred.
Network Operations Center (NOC)	Centralized location that proactively monitors the equipment status and health accelerating remote and on-site corrective maintenance
Response Time	Measurement of time to address an issue or concern
SLA Uptime	Metrics that measures a period where the EVSE is available for use

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3. Products

The service levels described in this document applies to the following products sold by Camber.

EVSE

Camber NB Station 840 to 1440 kW

Camber NBi Power Cabinet - 180/360 kW

Camber Dispensers – Depot, Slim and Cooled 60/90/120/200/250/300/500 kW

Camber NB Standalone – 120/240/400 kW

DC Wall Box - 30 kW

AC Wall - 6.7/7.7/22.2 kW

4. Service and Maintenance Plans

Below is an overview of the Camber “Complete” Plan covered in this Service Level Agreement.

Camber “Complete” Plan			
Features	Base	Plus	Pro
CMS Access <ul style="list-style-type: none">Realtime Data Monitoring and Reporting	✓	✓	✓
Complete Support <ul style="list-style-type: none">CX & TX SupportProactive Monitoring and SupportRemote Diagnostics and Troubleshooting	✓	✓	✓
Complete Service <ul style="list-style-type: none">Expedited Corrective MaintenanceWarranty backed repair and servicesEmergency Corrective Maintenance	✓	✓	✓
Complete Maintenance <ul style="list-style-type: none">Preventative MaintenanceRoutine MaintenanceRoutine Checkup	✓	✓	✓
SLA Uptime <ul style="list-style-type: none">Quarterly report and review	93%	95%	98%

Camber’s “Proactive Service and Maintenance Solution”, offers efficiency, saving clients, time and money, avoiding costly repairs, unscheduled downtime and safety risks. We take the initiative to act in anticipation of potential issues and deliver a solution rather than reacting to issues after they occur.

If one of the plans does not fit the needs of the client, we can customize and establish a plan any according to the client’s specific requirements.

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5. Service Levels

The **Camber “Complete” Plan** offers 3 levels of service, Base, Plus and Pro. Each of these levels provides complete support, services and maintenance solutions for the products listed in this service level agreement. Depending on the client’s needs and requirements, each level offers different response times and features ensuring operational uptime targets are met.

Base - Offers complete support, services and maintenance solutions designed for clients with “*moderate*” operational requirements.

Plus - Offers complete support, services and maintenance solutions designed for clients with “*High*” operational requirements.

Pro - Offers complete support, services and maintenance solutions designed for clients with “*Critical*” operational requirements.

6. Plan Features

CMS Access - Offers clients a dashboard for accessing real-time operations and performance of the charging fleet. It provides summary metrics, fault detection, alerts and notifications.

Complete Support - Proactive monitoring and support solutions focuses on “*identifying*” potential problems before they become an issue to the client. We proactively monitor for potential issues, send alerts, notification and reach out to clients to provide solutions and recommendations. The plan offers remote and on-site customer and technical support, diagnostics, troubleshooting, parts administration, software and hardware updates.

Complete Services – Proactive service solutions focus on “*addressing*” potential problems before they become an issue to the client. When a potential issue has been identified by the support team, the client is notified of the issue and Camber offers a scheduled dispatch to repair the issue or offer the corrective maintenance while the technician is on-site.

Complete Maintenance – Proactive maintenance” focuses on “*preventing*” potential problems. The preventative maintenance plans are required in order to meet the SLA uptime requirement. It offers comprehensive annual and/or semi-annual preventative maintenance. The routine maintenance covers, minor preventative measures, assessing risks and hazards and predictive maintenance. Routine checkup covers, testing and error finding tasks ensuring equipment are working properly and efficiently.

SLA Uptime – Offers a measurable yearly target uptime results for each plan. Quarterly report and performance reviews are presented to clients at a quarterly basis for assessing progress, adjustments and ensuring alignment with goals.



7. “Complete” Service

Camber offers several SLA corrective maintenance pricing options covered in this Service Level Agreement. Below are prices for the two options, Ad-Hoc and Subscription SLA pricing. All prices are subject to change depending on the equipment quantity, location and current labor and material market price. Please consult with a Camber specialist for more details.

Corrective Maintenance Ad Hoc SLA Pricing option			
Description	Base (3-day)	Plus (2-day)	Pro (1-day)
Expedited Corrective Maintenance <ul style="list-style-type: none"> Monday to Friday, between 8am - 5pm Base (3-day); Plus (2-day); Platinum (1-day) 			
Expedited Corrective Maintenance (Overtime) <ul style="list-style-type: none"> Extra time exceeding the standard 8 hours Monday to Friday Saturday, between 8am -5pm 			
Expedited Corrective Maintenance (Double time) <ul style="list-style-type: none"> Extra time exceeding 12 hours, Monday to Friday Extra time exceeding 8 hours on Saturday Sundays and Holidays, between 8am - 5pm 			
Emergency Corrective Maintenance <ul style="list-style-type: none"> Will depend on equipment and location 			

Corrective Maintenance Annual Subscription SLA Pricing Option			
Description	Base (3-day)	Plus (2-day)	Pro (1-day)
DC or HP (L3) Corrective Maintenance Annual Subscription Monday through Friday Between 8am – 5pm			
AC (L2) Corrective Maintenance Annual Subscription Monday through Friday Between 8am – 5pm			

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8. Business Operations

Regular Business Operations - Monday to Friday 9am - 5pm

Ticket Submission - 24/7 via email and web portal

Customer and Technical Support - Monday to Friday 9am - 5pm

Holidays - New Years Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day, Day after Christmas and New Years Eve.

9. “Complete” Maintenance

Below is an overview of the required maintenance visits to meet the uptime requirement for each plan covered in this Service Level Agreement. The plans are based on assumptions, experiences and data collected by Camber. Depending on the client's needs and requirements, we can establish a program based on the size, location, requirements of any charging fleet.

Proactive Maintenance Program (EVSE)			
Features	Base	Plus	Pro
Preventative Maintenance DC <ul style="list-style-type: none">• Required annually• Required to maintain warranty status• Occurs annually	1	1	1
Routine Maintenance DC <ul style="list-style-type: none">• <u>Recommended</u> per year• Occurs every 3 months for Pro• Occurs every 4 months for Plus• Occurs every 6 months for Base	1	2	3
Routine Checkup DC <ul style="list-style-type: none">• <u>Recommended</u> per year• Occurs every month for Pro• Occurs every 2 months for Plus• Occurs every 3 months for Base	4	6	8
Preventative Maintenance AC <ul style="list-style-type: none">• <u>Recommended</u> annually• Recommended to maintain warranty status• Occurs annually	1	1	1
Routine Maintenance AC <ul style="list-style-type: none">• <u>Recommended</u> once per year• Occurs every 6 months	1	1	1

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Preventative Maintenance – Comprehensive maintenance required annually. It helps maintain overall reliability of the equipment and comply with warranty.

Routine Maintenance – Light preventative maintenance is required for assessing risks and hazards i.e., cable and connector damage and overheating, filter cleaning, fan and ventilation adjustments and more.

Routine Check-up – Visual and manual checkup is required for finding failure, identifying trends, patterns and recurring issues for root cause analysis. It includes testing and verifying existing and potential issues and mitigating them on-site saving time and money vs unplanned reactive maintenance.

Why Proactive Maintenance?

With Camber's decade of experience in Electric Vehicle Fleet Charging, Camber's "Proactive" approach was devised to solve the following clients pain points. The following are the driving factors and the reasons why the Camber proactive plans and programs are crucial to any charging fleet.

Unplanned Cost – Clients do not anticipate asset maintenance requirements, causing delays that can span for several months due to budget not allocated to the deployment.

Lack of Maintenance – Poorly structured maintenance program can lead to major breakdowns, costly repairs and unexpected downtime.

Lack of Support - Lack of technical support from a standard third-party service provider can lead to delays. 60% to 70% of issues can be resolved remotely and quickly through resets, configurations, updates and proactive monitoring where a standard service provider cannot provide.

Reactive Maintenance delays and cost– Addressing issues only after they arise is undesirable and time consuming due to delays in preparations and deployment, parts unavailability and longer resolution time. Reactive maintenance has higher costs compared to planned maintenance due to increased resolution time, additional visits and overtime. Repairs and improvements are performed during routine maintenance and checkup saving time, money, labor and travel from a reactive maintenance.

Reduced Asset Lifespan - Focusing on repairs and not prevention can lead to equipment degradation shortening the life of the equipment.

Disruptive Error and Faults - Planned routine checkups prevents downtime and makes the equipment and operations more efficient. This provides information for root cause analysis, failure trends and patterns in order to apply remedies. Mitigation efforts can be applied while on-site or the next routine which can save time and money rather than fixing reactively each time the fault occurs. Routine maintenances are useful for solving recurring and complex errors.

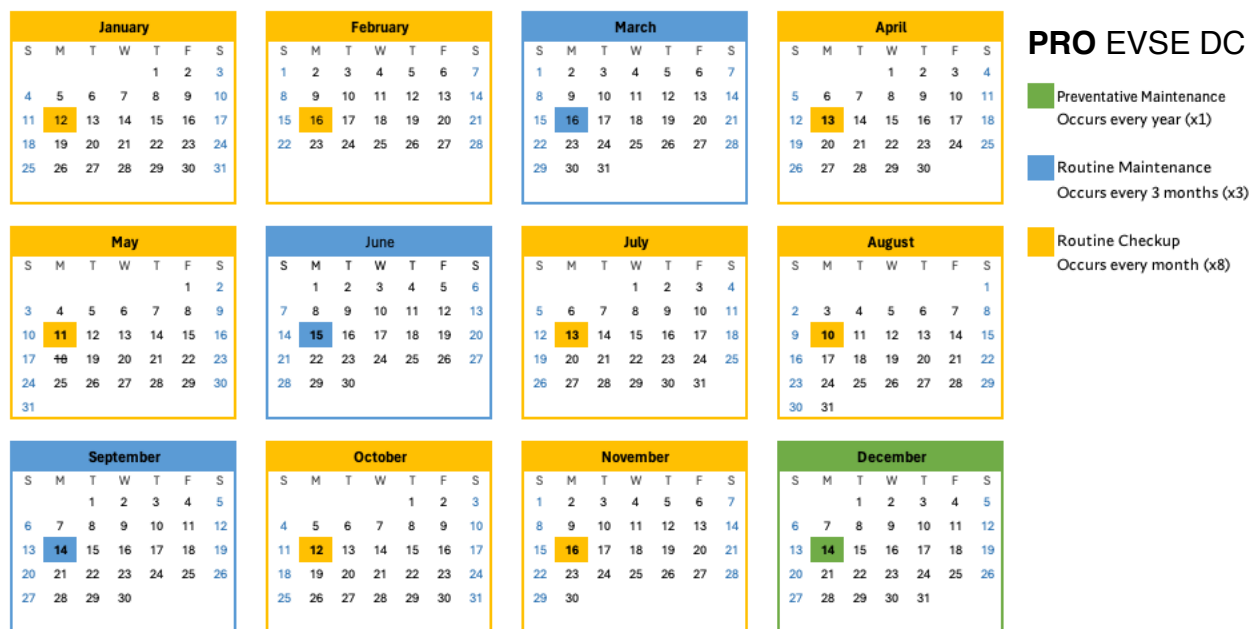


10. Proactive Maintenance Program Scheduling

The calendars below are example illustrations of Cambers proactive maintenance programs. Through decades of experience in fleet charging, services and maintenance, we developed this program to solve the client's pain points and increasing the equipment's reliability and overall safety.

Camber's Proactive Maintenance Programs are recommended and required to maintain the service level objectives in this service level agreement but can be tailored according to the clients' needs, based on size of the fleet, location, operation, charging utilization and other requirements.

Below are illustrations of Camber's recommended EVSE Proactive Maintenance Scheduling.



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January						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
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1	2	3	4	5	6	7
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22	23	24	25	26	27	28

March						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Plus EVSE DC

- Preventative Maintenance
Occurs every year (x1)
- Routine Maintenance
Occurs every 4 months (x2)
- Routine Checkup
Occurs every 2 months (x8)

May						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June						
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July						
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August						
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30	31					

September						
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October						
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November						
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December						
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January						
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February						
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March						
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April						
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26	27	28	29	30		

Base EVSE DC

- Preventative Maintenance
Occurs every year (x1)
- Routine Maintenance
Occurs every 6 months (x1)
- Routine Checkup
Occurs every 3 months (x4)

May						
S	M	T	W	T	F	S
					1	2
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31						

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July						
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August						
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September						
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October						
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November						
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December						
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January						
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February						
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March						
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All Plan EVSE AC

-  Preventative Maintenance
Occurs every year (x1)
-  Routine Maintenance
Occurs every 6 months (x1)

May						
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31						

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July						
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August						
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September						
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October						
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November						
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December						
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11. Proactive Maintenance Scope of Work

The following are the scope of work included in this service level agreement but not limited to:

Proactive Maintenance Scope of Work (EVSE)		
Preventative Maintenance	Routine Maintenance	Routine Checkup
<ul style="list-style-type: none"> - Interior and exterior cleaning. - Filter replacement - Torque connections and terminals - Inspect and tighten anchoring - Door interlock and mechanism test - Ventilation and Fan test - HW and SW Updates - Emergency button test - Breakers, RCD, ELCB test - Fuse inspection or replacement - Charge connector and cable test - Corrosion and infestation check - Power module/power stage check - Grounding system inspection - Weather sealing inspection - Charging indicators / HMI inspection - Marking and labels inspection - Network connectivity test - Remote functionality test - Charge authentication test - Minor repairs such as troubleshooting faults, connectivity issues, detangled cords, charge cable swaps 	<ul style="list-style-type: none"> - Interior and exterior cleaning. - Filter cleaning - Check power terminals for signs of heat and arcing - Door lock test - HW and SW Updates - Emergency button test - Power test - Inspect charge connectors for signs of heat, debris or arcing - Inspect charge cables for damage - Adjust and tighten charge cable and glands - Ventilation test and signs of overheating - Humidity test and fan adjustment - Charging indicators / HMI inspection - Interior and exterior inspection - Minor repairs such as troubleshooting faults, detangled cords, charge cable swaps 	<ul style="list-style-type: none"> - Charge testing and verification. - Exterior cleaning - Inspect charge connectors for signs of heat and debris - Inspect charge cables for damage - Investigate for recurring issues such as connectivity, faults and errors for RCA. - Apply corrective action for RCA - Minor repairs such as troubleshooting faults, detangled cords, charge cable swaps

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12. Response Time

Below is an example illustration of Camber's response time based on "charger "severity.

SEV	Description	Implication	Remote	On-Site
1	Safety Risks	Life threatening such as fire, radiation, chemical and biological exposure, electrical hazard and similar situation	Immediate	2h
2	All or large number of chargers in a depot are down. >50%	All or large number of chargers are not able to dispense energy. Critical impact to operations	Immediate	4h
3	Half the chargers in a depot are down. 40%-50%	A large number of chargers are not able to dispense energy but able to charge on redundant chargers	Immediate	6h
4	Single or multiple chargers are having issues dispensing a charge <40%	Single or multiple number of chargers cannot dispense energy but moderate impact to operations	2h	Base (3d) Plus (2d) Pro (1d)
5	Single or multiple chargers have issues but able to charge	Single or multiple number of chargers cannot dispense energy but minimal impact to operations	3h	Base (3d) Plus (2d) Pro (1d)

Camber's response times are based on severity and prioritizes critical issues requiring immediate attention and rapid response depending on the level plan and services.

The table above illustrates the severities, representing a scale that ranges from 1 to 5, where 1 being as critical or safety risks. Each severity defines the descriptions of the issue including the implications and response times needed to prioritize the issue as quickly as possible.

Notification and alerts can also be managed through Camber's CMS platform to notify key managers, supervisors, control centers and emergency responders ensuring minor and critical issues are resolved in a timely manner.

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Disclaimer: We understand that different equipment and issues have different lead times and Camber's response times for chargers shown above will not apply to pantographs as it may require procurement of heavy equipment such as lifts prior to a service. See figure 2 illustration on page 9. Severities 1 to 3 may not apply in some locations, please consult with a Camber representative.

13. Response Time Illustration

Below is an illustration of a remote and on-site response time based on the following scenarios. The illustrations shown are for a 1-day response with different scenarios such as parts required, no parts required and advanced technical support. Repair escalation cut off time for next day service is before 11am PST.

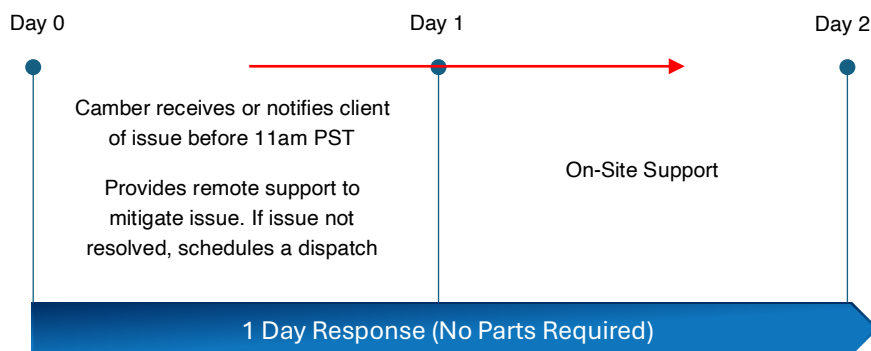


Figure 1

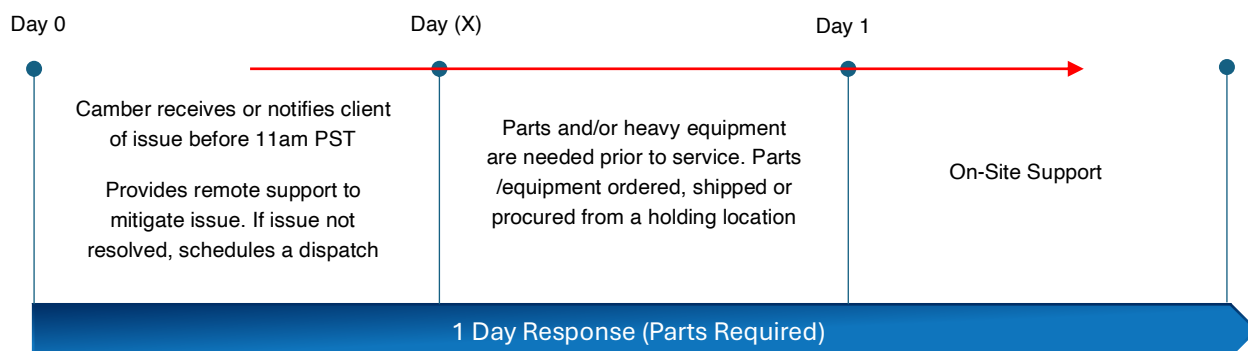


Figure 2

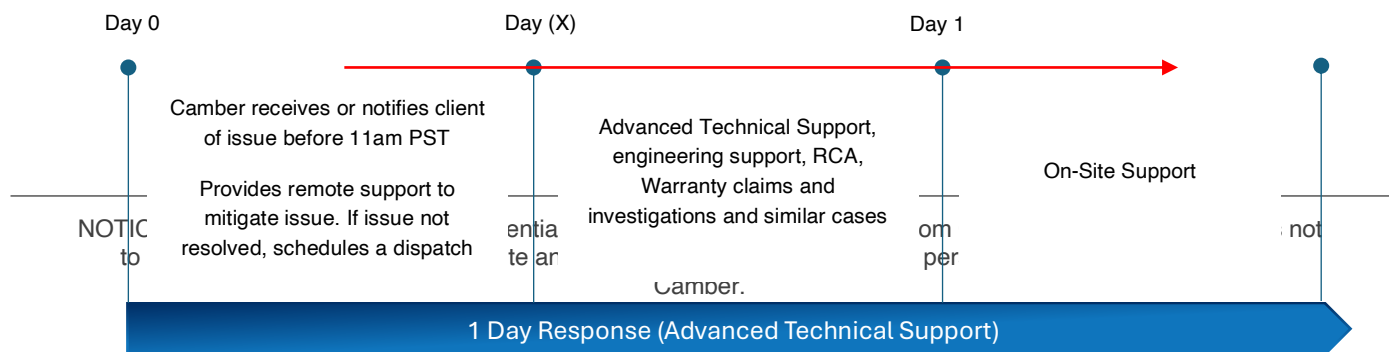
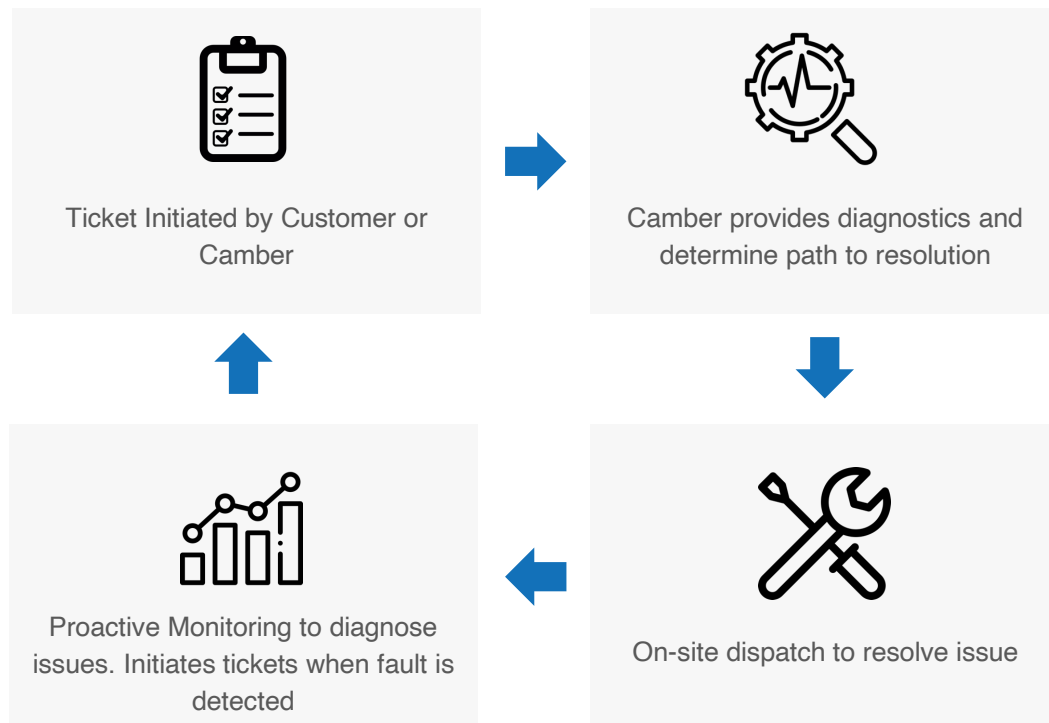


Figure 3

14. Proactive Service and Support Cycle



Camber's Network Operations Center (NOC)

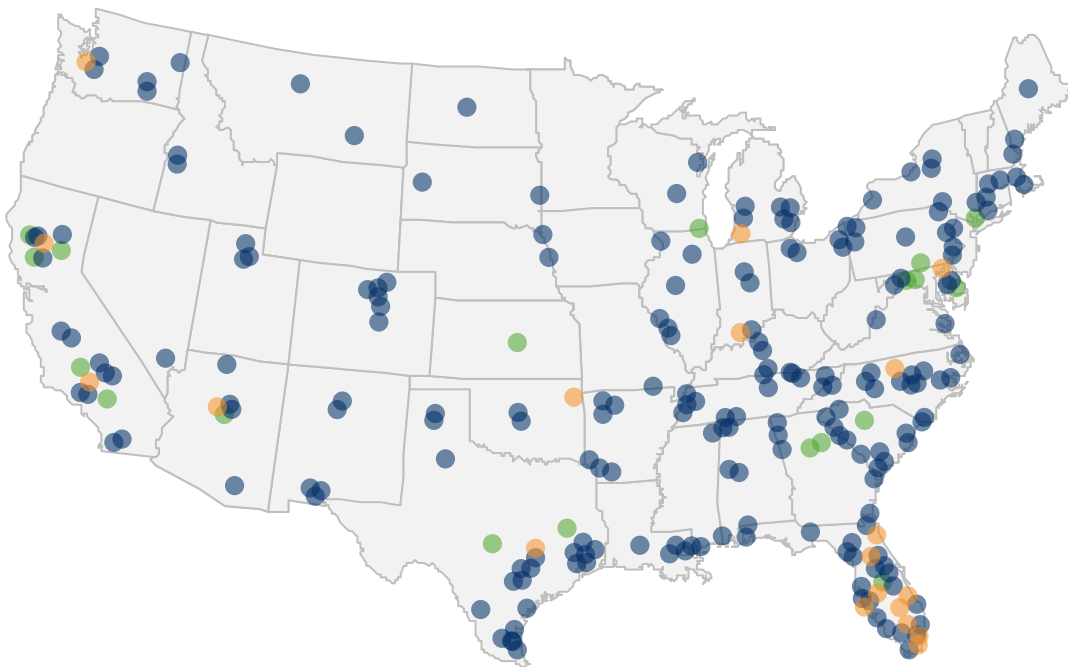
Camber's Customer and Technical Support team provides initial front of line support. Camber's dedicated team of engineers proactively monitors the health and performance of the network that enables support engineers to identify and resolve issues remotely and on the field.

We have the tools and resources to manage any charging network. Through Camber's charging management systems real-time monitoring capabilities, we can monitor each charger's general status, diagnose potential issue before they become a real problem with notifications and alerts,



identify trends and accelerate maintenance and repairs, minimizing downtime and improve charging efficiency.

15. Service Coverage



Nationwide Services and Maintenance

To ensure fleet stays operational and charging stations remains healthy. Camber's pool of national service providers is ready to provide services and maintenance nationwide.

Camber's engineers, In-house and service provider technicians are professionally trained and fully certified to repair, maintain and install products, ensuring they are operational, safe and compliant.

Camber's team and service partners have acquired training to follow safety protocols, industry standards, state and local safety rules and regulations to ensure a safe working environment within the workplace.

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All qualified personnel that work for Camber shall comply with the current OSHA, NFPA 70E or any equivalent safety standards, state and local safety building codes.

All technical personnel that work for Camber are fully trained and certified.

16. Expedited and Emergency Services

Same day and emergency services are included in this service level agreement but will depend on the location. A budget must be allocated in advanced in order to expedite the service. Response time may change depending on the location and pricing is determine by market labor and material price.

17. Parts and Warehousing

A lists and count of spare parts are recommended to clients for purchase under each plan. This is crucial for critical fleet operations and meeting service level obligations. The client will be offered to store the parts through Camber's warehousing or through Camber's service providers forward stocking locations. The client has the option to purchase and store spare parts and Camber can replenish parts once consumed.

18. Terms and Duration

The Camber "Complete" Plan term duration is a Three (3) year minimum contract and automatically renews to the following consecutive years up to the 6th year unless a party decides "**not to renew or cancel**" the contract. The deciding party must provide a written letter one month before the end of the 3rd year.

In the event the client wants to adjust or "**downgrade**" the plan based on quarterly and yearly performance. The clients must provide in writing the reasons for such changes one month before the plan's anniversary date.

In the event the client wants to adjust or "**upgrade**" the plan and program within any year for additional services and maintenance, ad hoc pricing will be provided for all additional work until the plan for that year is completed. The client must provide in writing the additional work to be performed one month before the plan's anniversary date. The additional work with be added to the coming year and a new budget must be allocated.

Mileage and other travel-related expenses are not included. To the extent that air, hotel and per diem is required, Camber will attempt to minimize time and labor associated with travel. In the event air travel is required to meet an objective, Camber shall provide in writing the reasons and customer authorization will be required prior to accepting and scheduling the work order.

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Prices of labor, parts and services are subject to change and will be based on current labor market rate.

Preventative and Routine Maintenance may be subject to a maximum annual increase of 2.5% on the anniversary start date. PPI is reviewed annually but is subject to change as PPI dictates the maximum annual increase.

Parts and related shipping costs are not included.

19. Budget Allocation

In order to meet the service level objectives, we recommend a budget to be allocated for all services and maintenance for an entire year.

We recommend a budget to be allocated for all services and maintenance and additional work in the form of a "Blanket or Open Purchase Orders" (BPO). This is very useful for services and maintenance with long term agreements, consistent demand, recurring service and maintenance and service level targets. This shall streamline the transaction process, allowing each party flexibility and reduce time spent on standard purchase order, quotes and other approvals.

This will provide cost saving for clients as it locks in favorable pricing compared to standard purchase orders that can change due to market labor and material rate changes.

A Blanket Purchase Orders (BPO) shall be issued for all scheduled or planned maintenance i.e., Preventative Routine Maintenance and Routine Checkups.

A separate Blanket Purchase Orders (BPO) shall be issued for all corrective maintenance.

20. Payment

Camber shall issue invoices after each services and maintenance are completed using the allocated budget and Blanket Purchase Order and the Client shall make full payments each month for all services and maintenance that have been rendered.

21. Conditions

All services and maintenances must be performed by Cambers authorized and certified service providers only. Otherwise, the equipment manufacturer may opt not to honor the equipment warranty

Preventative maintenance is required each year until the warranty expiration date has expired. Lack of maintenance and failure to perform this obligation could void the warranty.

The Client must provide access to necessary resources, property, facility, electrical equipment and other type of resources in order to perform and complete the services and maintenance of the equipment.



An agreed budget must be allocated for all services and maintenance “each year” in order to meet the service level objective.

Camber shall issue work orders using the BPO for all planned maintenance i.e., Preventative Maintenance, Routine Maintenance and Routine Checkup and the Client shall agree and approve the work order prior to the execution of the service.

Camber shall issue work orders for all corrective maintenance whether it is planned or while on-site. The Client shall have the decision to approve or reject the work order.

Purchasing of recommended spare parts may be required to meet the service level objective.

22. Warranty Service

The Warranty is linked with the condition of carrying out the yearly preventative maintenance. Lack of maintenance and failure to perform this obligation could void the warranty.

The standard warranty for DC products is 3 years, 2 years for Pantograph and 1 year for AC (Level 2). Most of Camber’s products includes parts and labor. Please contact a Camber Sales Representative for more details.

Extended Warranty are offered on most of Camber’s products up to the 6th year with conditions. The Warranty extension must be agreed no later than 12 months since the delivery of the units. Please contact a Camber Sales Representative for more details.

23. Exclusions from Warranty and Services

Misuse, abuse, damaged by accidents, vandalism, force majeure.

Unauthorized modifications, tampering, alterations and unauthorized repairs.

Third party software and hardware issues such as connectivity, application and data plan issues.

Damages caused by exposure to extreme heat, cold, weather and chemicals.

Consumable parts such as fuses, lamps, filters, charging cables with high wear and tear.

Heavy equipment used for servicing such as scissor lifts, forklifts, generators and similar equipment.

Expedited and emergency service requests.

Site maintenance or other services outside the scope of the equipment.