Exhibit A — VTC Platform Specifications and Service Levels

VTC Platform Specifications and Service Levels

This Exhibit A — VTC Platform Specifications and Service Levels (this "Exhibit A") is incorporated by reference into, and forms part of, the agreement to which it is attached (the "Agreement"). Capitalized terms used but not defined in this Exhibit A have the meanings given to them in the Agreement.

This Exhibit A is an ORamaVR Standard-Form Document. ORamaVR may amend this Exhibit A unilaterally in accordance with the Standard-Form Document Amendments mechanism in the Agreement, subject to the notice obligations set out therein. This Exhibit A is the single service-level source for all ORamaVR agreements; any service-level table in a master agreement or annex is superseded by this Exhibit.

1. PLATFORM OVERVIEW

The Virtual Training Center ("VTC Platform" or "VTC") is ORamaVR's cloud-hosted XR training management platform. It enables organizations to deploy, administer, deliver, and analyze immersive training simulations to authorized learners on supported XR hardware.

The VTC Platform operates a multi-tenant architecture in which each End Customer is provisioned a logically isolated Client Tenant. Each Client Tenant maintains its own users, license pool, simulation registry, and analytics, separated from those of other End Customers.

The current production endpoint of the VTC Platform Org-Admin interface is published at the URL notified by ORamaVR from time to time on the ORamaVR legal page (oramavr.com/legal). ORamaVR may change this URL on reasonable notice.

2. CORE PLATFORM CAPABILITIES

The VTC Platform provides the capabilities described below. ORamaVR may add, modify, or retire individual capabilities in accordance with Section 13 of this Exhibit A.

2.1 Training program administration

- Deployment and configuration of XR training simulations within the Client Tenant.
- Session scheduling, instructor-led delivery, and learner self-service modes.
- Centralised application registry showing simulations enabled for the Client Tenant.

2.2 Identity, access, and tenancy

- Role-based access control with default roles for Org Administrator, Supervisor, and Trainee.

- Client Tenant and Sub-Tenant hierarchy supporting departmental segmentation within an End Customer.
- Authentication via username/password; SSO and identity-provider federation may be available subject to tier and configuration.

2.3 Concurrent licensing

- Platform access governed by Concurrent User (CCU) entitlements as set out in the Schedul of ORamaVR Products and the End Customer's order.
- Real-time monitoring of active sessions against the Client Tenant's CCU pool.
- Allocation of CCUs across Sub-Tenants by the Org Administrator.

2.4 Performance analytics

- Per-session and per-learner performance logging within the Client Tenant.
- Standard analytics dashboards covering completion, time-on-task, and assessment outcomes.
- Export of analytics data in standard machine-readable formats.

2.5 Multi-user and instructor-led XR

- Collaborative multi-user XR sessions within the Client Tenant.
- Instructor-led modes with supervisor presence in the simulation.
- Remote participation across geographically distributed sites, subject to network conditions on the End Customer side.

2.6 Application registry

Centralised list of XR applications available to the Client Tenant. The registry includes three categories: (i) ORamaVR-Owned SIMs; (ii) Publisher SIMs (made available under a Publisher Agreement, as defined in Exhibit B §2); and (iii) Partner SIMs (applicable under the Master Distribution Agreement channel only). Publisher attribution for Publisher SIMs is displayed in each registry entry. Click-through EULA presentation at first run applies to all categories.

2.7 AI-assisted features

The VTC Platform integrates with JARIA (Just Another Remarkably Intelligent Assistant — ORamaVR's AI virtual assistant) and OMEN (generative co-pilot for authoring tasks). The scope, availability, and tiering of AI features are governed by the applicable order and by the JARIA Terms of Use. Nothing in this Exhibit A grants standalone rights to JARIA or OMEN.

3. ADMINISTRATIVE INTERFACES

3.1 ORamaVR Admin Portal

The internal control plane operated by ORamaVR. Functions include End Customer onboarding, license pool allocation, platform-wide monitoring, sub-processor and infrastructure management, and security operations. Access is restricted to authorized ORamaVR personnel.

3.2 Org Admin Portal

The customer-facing control plane available to each End Customer's designated Org Administrator. Functions include user creation and management, Sub-Tenant configuration, supervisor assignment, allocation of CCUs across Sub-Tenants, activation of available simulations from the application registry, and access to analytics.

4. TECHNICAL ARCHITECTURE

The VTC Platform is delivered as a cloud-hosted distributed system comprising:

- Multi-tenant cloud infrastructure with logical isolation between Client Tenants.
- Identity and access management with role-based authorization.
- Application registry for simulation enablement and version control.
- Licensing service enforcing CCU limits in real time.
- Analytics and reporting services backed by per-tenant data stores.
- API endpoints for integration with End Customer learning management systems and identit providers, where supported by the End Customer's subscription.

The platform infrastructure is operated exclusively by ORamaVR or by sub-processors engaged by ORamaVR in accordance with Exhibit C (Data Processing Agreement).

5. SYSTEM REQUIREMENTS

Use of the VTC Platform requires compatible XR hardware, supported web browsers for administrative access, and reliable internet connectivity.

(a) Supported XR Headsets. The VTC Platform is supported on the following headsets running the manufacturer's current and immediately preceding OS release:

- **Meta Quest 2, Quest 3, and Quest 3S** — Horizon OS / Meta Quest OS
- **Pico 4, Pico 4 Ultra, and Pico 4 Enterprise** — PUI 5.x or later
- **HTC VIVE XR Elite and HTC VIVE Focus 3** — VIVE Business+ / VIVERSE OS
- **Apple Vision Pro** — visionOS

(b) Supported Web Browsers for the Org Admin Portal. The Org Admin Portal supports the current and immediately preceding major release of Apple Safari, Google Chrome, Microsoft Edge, Mozilla Firefox, and Opera. JavaScript and cookies must be enabled.

(c) Network Bandwidth per Concurrent User.

- **Minimum:** 25 Mbps downlink, 5 Mbps uplink, round-trip latency no greater than 100 ms.
- **Recommended:** 50 Mbps downlink, 10 Mbps uplink, round-trip latency no greater than 50 ms (required for multiplayer simulations and high-quality content streaming).

(d) Firewall and Outbound Port Requirements. The VTC Platform requires outbound HTTPS (TCP port 443) connectivity to ORamaVR's service endpoints. End Customers operating in environments with restrictive perimeter security, including healthcare, public-sector, and enterprise networks with corporate firewalls, content-filtering proxies, or deep packet inspection, shall whitelist ORamaVR's published IP ranges, fully qualified domain names, and required outbound endpoints. ORamaVR maintains a current network configuration guide that it shall provide to End

Customer IT teams on request. Deployment in environments with non-standard proxy configurations or strict outbound filtering may require additional IT review and approval prior to service activation.

(e) Local Storage on Headset. Each headset requires a minimum of 32 GB of free local storage for cached simulation assets, with 64 GB or more recommended for End Customers deploying multiple SIM Library titles concurrently.

ORamaVR may update the system requirements from time to time in accordance with Section 13. ORamaVR shall use commercially reasonable efforts to provide reasonable advance notice where an update materially narrows the set of supported hardware or browsers.

6. HOSTING AND INFRASTRUCTURE

6.1 Cloud hosting

The VTC Platform is hosted on cloud infrastructure operated by ORamaVR or by infrastructure providers engaged by ORamaVR. The hosting environment includes secure data storage, scalable compute resources, application delivery infrastructure, and operational monitoring. The current sub-processors are listed at oramavr.com/legal/sub-processors (the Sub-processor List URL referenced in Exhibit C §5.5 and Annex 3).

6.2 Data residency — operational layer

EU residency with named Primary Region. Personal Data and tenant data processed by the VTC Platform are hosted by default within the European Economic Area or Switzerland, in the Primary Region identified in Exhibit C Annex 1. The current Primary Region as of the Effective Date is Azure West Europe (Amsterdam, Netherlands), hosted on Microsoft Azure infrastructure.

Region-change notice. ORamaVR shall not change the Primary Region without giving the End Customer (or, in the partner channels, the Authorized Channel Partner for onward notice to the End Customer) at least sixty (60) days' prior written notice. Notice shall identify the new Primary Region, the categories of data affected, and the date of the change. The contractual statement of this commitment is set out in Exhibit C §7.1. Changes of Sub-processor are notified through the Sub-Processor Register, published at the Sub-processor List URL, with the notice and objection mechanics set out in Exhibit C §5.5.

Operational implementation. The backup and disaster recovery arrangements for the Primary Region are described in §11 below. Cross-border data flows from the Primary Region (for example, LLM inference for JARIA) are listed, with their safeguards, in the Sub-Processor Register (Exhibit C §7.3). No DR or backup region outside the EEA or Switzerland is used for tenant data storage.

6.3 On-premises installations

Host responsibility. Where the Principal Agreement or an order records an on-premises installation of the VTC Platform, the customer or its host operates the installation and is responsible for its availability, backups, disaster recovery and security; ORamaVR advises on request. Sections 6.1, 6.2, 7, 8 and 11 of this Exhibit A do not apply to an on-premises installation. Sections 9 (technical support) and 12 (platform updates) apply only where the installation follows ORamaVR's recommended set-up and the customer has granted ORamaVR the access needed; ORamaVR has no access to an on-premises installation unless the customer grants it. The artificial-intelligence and speech providers used by JARIA and the other online features in an on-premises installation are engaged either under ORamaVR's accounts, as Sub-processors listed in the Sub-Processor Register, or under the customer's own accounts, as recorded in the order. The real-time multiplayer and voice-relay service used for multi-user sessions is a cloud service that cannot be installed on the customer's

premises; in an on-premises installation it runs under the customer's own account with the provider named in the Sub-Processor Register, which is then the customer's provider and not a Sub-processor, and the installation requires an outbound connection to it.

7. SERVICE LEVELS — AVAILABILITY

ORamaVR will use commercially reasonable efforts to maintain availability of the VTC Platform in accordance with the target set out in this Section 7.

7.1 Availability target

The contractual availability target is 99.0% per calendar month, measured at the platform load balancer and excluding the categories set out in Section 7.2. A 99.0% monthly availability target permits up to approximately seven hours and twelve minutes (7h 12m) of in-scope unavailability per calendar month.

7.2 Exclusions from availability calculation

The following are excluded from the calculation of monthly availability:

- Scheduled maintenance windows announced in advance in accordance with Section 8 below.
- Emergency maintenance required to address an active or imminent security or stability incident.
- Outages caused by third-party infrastructure providers acting outside ORamaVR's reasonable control, where ORamaVR has used commercially reasonable efforts to restore service.
- Force majeure events as defined in the Agreement.
- Issues caused by End Customer or Partner equipment, networks, or configurations, including XR headsets, local network conditions, and identity-provider availability on the End Customer side.

7.3 Reporting

ORamaVR shall make availability metrics available to End Customers and Partners on reasonable request. ORamaVR may, but is not obliged to, publish a public status page; where it does, the status page is the authoritative source for incident communications.

8. MAINTENANCE WINDOWS

ORamaVR may perform scheduled maintenance to apply updates, patches, and infrastructure changes.

(a) Standard Maintenance Window. ORamaVR's standard scheduled maintenance window is **Saturday 02:00–06:00 CET (UTC+1, or UTC+2 during European Summer Time)**, selected to minimize impact on Monday-to-Friday training operations across the End Customer base.

(b) Typical Frequency. Scheduled maintenance is performed approximately **once per calendar month**. Quarterly major-release windows may extend in scope and shall be flagged separately in the advance-notice communication.

(c) Typical Duration. Most scheduled maintenance windows are completed within **one (1) to two (2) hours**. ORamaVR reserves up to **four (4) hours** of platform unavailability per scheduled window to allow safe rollback in the event of deployment issues.

(d) Minimum Advance Notice. ORamaVR shall provide:

- At least **seven (7) days'** advance notice for routine scheduled maintenance.
- At least **fourteen (14) days'** advance notice for major-release maintenance, defined as deployments involving database migrations, breaking changes to integrations, or scheduled downtime exceeding four (4) hours.

(e) Announcement Channels. Scheduled maintenance is announced through:

- Email notification to all designated Org Administrators of record; and
- An in-portal banner displayed in the Org Admin Portal beginning at least forty-eight (48) hours prior to the scheduled window.

Emergency maintenance may be performed at any time without advance notice where, in ORamaVR's reasonable judgement, immediate action is required to address an active or imminent security or stability incident. Emergency maintenance shall be communicated as soon as reasonably practicable.

9. TECHNICAL SUPPORT

9.1 Tiered support model

Technical support for the VTC Platform is provided through a tiered model:

- Tier 1 — End Customer-facing support, covering device setup and usage, and routine account handling such as password resets, user provisioning and licence assignment through the Org-Admin Portal. Tier 1 is delivered by the contracting Partner under the Master Distribution Agreement, or by ORamaVR for End Customers contracted directly with ORamaVR.
- Tier 2 — Platform-level support covering issues that cannot be resolved at Tier 1, including defects in authentication or access control, platform defects, infrastructure issues, and integration matters. Tier 2 is provided exclusively by ORamaVR.

9.2 Initial response targets (Tier 2)

Tier 2 support is available 24 hours a day, 7 days a week, by email. "Initial response" means substantive acknowledgement and assignment of an owner; it does not mean resolution. ORamaVR will use commercially reasonable efforts to meet the targets but, except as expressly stated, does not warrant resolution within any specific timeframe.

Severity	Definition	Initial Response Target
Sev1 — Critical	Platform unavailable; production training cannot proceed; no workaround.	**4 hours**
Sev2 — Major	Major platform feature impaired; partial workaround available; significant impact on training delivery.	**8 hours**
Sev3 — Minor / inquiry	Cosmetic issue, general inquiry, or minor functional question with no material training impact.	**One (1) business day**

Resolution targets: ORamaVR will use commercially reasonable efforts to resolve Sev1 and Sev2 incidents as quickly as reasonably practicable. No contractual resolution SLA applies; resolution timeframes depend on the nature, complexity, and root cause of each incident.

9.3 Support channels and incident communications

(a) Tier 2 Support Intake. End Customers and Authorized Channel Partners may submit Tier 2 support requests through:

- **Email:** support@oramavr.com (primary intake)
- **Ticketing portal:** support.oramavr.com (in-portal help center accessible from the Org Admin Portal)

Each request shall include the affected Client Tenant identifier, severity assessment, a description of the issue, and steps to reproduce. ORamaVR shall acknowledge receipt and assign an incident reference number within the Initial Response Targets set out in Section 9.2.

(b) Coverage and Channels by Severity.

- **Sev1 — Critical:** 24 hours a day, 7 days a week. Reported by email to support@oramavr.com with subject prefix [SEV1], which routes to ORamaVR's on-call engineering rotation. ORamaVR uses an on-call escalation system rather than a published phone hotline; affected End Customers shall be contacted by an on-call engineer by phone or video conference within the Initial Response Target where required for incident triage.
- **Sev2 — Major and Sev3 — Minor / Inquiry:** Email and portal intake during ORamaVR's business hours (Monday–Friday, 09:00–18:00 CET, excluding Swiss public holidays).

(c) Languages Supported. Support is provided primarily in **English**. Best-efforts support in **French and German** is available during European business hours where on-call coverage permits; all formal incident communications (acknowledgements, root-cause summaries, post-incident reports) are issued in English.

(d) Major-Incident Communications. During a Sev1 or material Sev2 incident, ORamaVR shall provide regular updates through the following channels:

- **Public status page** at status.oramavr.com, the authoritative source for real-time platform status, updated at minimum every two (2) hours during an active Sev1 incident;
- **Email to designated Org Administrators of record** for each affected Client Tenant; and
- **In-portal banner** displayed within the Org Admin Portal for the duration of the incident.

(e) Post-Incident Reports for Sev1. ORamaVR shall deliver a written post-incident report (the "Incident Report") to affected End Customers within **ten (10) business days** of resolution of each Sev1 incident. The Incident Report shall set out: (i) a timeline of the incident; (ii) impact scope (affected tenants, features, and duration); (iii) root-cause analysis; (iv) remediation actions taken; and (v) preventive measures implemented or scheduled. Post-Incident Reports are issued in English and may be redacted to the extent necessary to protect ORamaVR's security posture or third-party confidentiality.

10. SECURITY AND DATA PROTECTION

The VTC Platform implements security controls including encrypted authentication, role-based access control, logical isolation of tenant data, and secure data transmission protocols. The technical and organizational measures applicable to the processing of personal data on the VTC Platform are set out in Annex 2 to Exhibit C (Data Processing Agreement). ORamaVR may evolve security controls as the platform develops. Material changes to security posture that affect End Customer obligations or rights are made in accordance with Section 13 of this Exhibit A.

11. BACKUP AND DISASTER RECOVERY

ORamaVR maintains operational procedures designed to support platform resilience, including periodic data backups, monitoring of system health and availability, and infrastructure redundancy where feasible.

11.1 Backup cadence and retention

ORamaVR takes backups of tenant data and platform state to support recovery in the event of data loss or service disruption. The current backup arrangements are as follows:

Parameter	Specification
Backup cadence	Daily backups, kept for no more than 35 days
Backup storage location	Within the EEA or Switzerland (consistent with the EU residency posture in §6.2)
Log retention	90 days
Vulnerability scanning	Regular automated scans
Penetration testing	Independent penetration testing planned

11.2 Disaster recovery — best-efforts posture with operational targets

ORamaVR will use commercially reasonable efforts to restore platform functionality following a major service disruption. The following recovery time and point objectives are operational targets; they are not contractual commitments and do not give rise to SLA credits or other remedies if not met:

Metric	Production tenant data	Analytics / historical data	Critical billing data
RTO (Recovery Time Objective)	4 hours (target)	24 hours (target)	4 hours (target)
RPO (Recovery Point Objective)	24 hours	24 hours	1 hour (continuous replication)

For the avoidance of doubt: the operational-target posture in this Section 11.2 does not affect ORamaVR's obligation under Exhibit C §5.4 to maintain appropriate technical and organizational measures (including backup and recovery procedures) and the Personal Data Breach notification

obligation under Exhibit C §5.9. The technical and organizational measures applicable to backup and recovery are set out in Exhibit C Annex 2, which is consistent with the figures above.

12. PLATFORM UPDATES AND VERSION MANAGEMENT

12.1 Categories of update and minimum advance notice

ORamaVR releases platform updates in three categories:

- Routine updates (bug fixes, minor non-functional changes): no advance notice required; deployed during maintenance windows.
- Material updates (functional changes affecting End Customer workflows or integration points): minimum thirty (30) days' advance notice via the channels in §8 and §9.3.
- Breaking changes (changes to API endpoints, authentication flows, or data formats requirin End Customer-side changes): minimum sixty (60) days' advance notice and, where reasonably practicable, a transition period during which the prior behavior remains available.

12.2 Testing environment

Where ORamaVR makes available a testing or staging environment, the End Customer may use it to validate platform updates before the production release. Use of any testing environment is subject to its own terms and is not covered by the Service Levels in §7.

12.3 Deprecation

Where ORamaVR retires a capability listed in Section 2, ORamaVR shall give at least ninety (90) days' notice and, where reasonably practicable, identify a replacement capability or migration path.

13. AMENDMENT OF THIS EXHIBIT A

This Exhibit A may be amended in accordance with the Standard-Form Document Amendments mechanism in the Agreement.