

EXHIBIT C
SECURONIX SERVICES SERVICE LEVEL AVAILABILITY

This Securonix Services Service Level Availability Exhibit forms a part of the Agreement and governs the service level availability of the Service.

Securonix will provide 99.5% availability of the Service for Use by Customer. Availability will be calculated on a calendar monthly basis. System maintenance shall not exceed 8 hours per month.

Availability of the solution will be measured by Securonix at the Service level and not the individual Authorized User level. Problems that impact individual Authorized User access or operation of the Services will be handled via problem tickets and managed under the severity and response process described in Exhibit B (“Securonix Services Support”).

(a) Production Solution Monthly Availability Percentage

% Uptime/Availability	Downtime Credits to Customer (% of monthly fee)
>99.5% (target)	NO CREDIT
Between 98% and 99.5%	5%
Between 97% and 98%	10%

(b) Exclusions. A Customer will not be entitled to a service credit if it is in breach of its Agreement, including payment obligations. The service level commitment does not apply to any downtime, suspension or termination of the Services that results from:

- Account suspension or termination due to Customer's breach of the Agreement.
- Routine scheduled maintenance.
- Unscheduled, emergency maintenance or an emergency caused by factors outside Securonix's reasonable control, including force majeure events such as acts of God, acts of government, flood, fire, earthquake, civil unrest, acts of terror, Customer Materials, third party content or internet service provider failures or delays (including, but not limited to, issues / outages related to cloud providers or other utilities).
- Failure due to a Customer's equipment, software or other technology, or third-party equipment, software or technology (other than those which are under Securonix's control).
- Failures resulting from software or technology for which Securonix is not responsible under the Agreement.
- Customer's ability or inability to operate the RIN is addressed by Securonix's support services. For purposes of the service level commitment, the RIN is excluded from the calculation of the availability of the Securonix Service.

No Service Level Commitment is provided for free, proof-of-concept, trial services (Section 2(g)), or beta services (Section 2(h)).

(c) Service Credit Claims. To receive a service credit, a Customer must file a claim for such credit within fifteen (15) days following the event that the Service Level Commitment was not met for the Securonix Services Service, by contacting Securonix at Securonix-SaaS-Billing@securonix.com with a complete description of the downtime, how the Customer was

adversely affected, and for how long. Securonix reserves the right to deny the service credit if the Customer does not qualify. The service credit remedy set forth in this Service Level Schedule is the Customer's sole and exclusive remedy for the unavailability of the Securonix Services Service.