



SECURONIX SERVICES SERVICE LEVEL AVAILABILITY SCHEDULE

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

1. Availability Commitment

Securonix will provide no less than 99.9% availability of the applicable production Service for Use by Customer (“**Availability Commitment**”). Availability will be calculated on a calendar monthly basis using Securonix’s internal monitoring tools and records, which shall be authoritative absent manifest error.

“**Availability**” means the ability of Authorized Users to access and use the core production functionality of the applicable Service.

“**Downtime**” means a complete inability to access the Service, excluding Exclusions (defined below). Partial degradation, reduced performance, latency or feature-level impairment shall not constitute Downtime.

System maintenance shall not exceed an aggregate of 8 hours per month and may be performed in multiple maintenance windows with reasonable advance notice to Customer.

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 at <https://www.securonix.com/securonix-services-support-terms> (“**Securonix Services Support**”).

2. Monthly Available Credits

% Uptime/Availability	Downtime Credits to Customer (% of monthly fee)
>99.9% (target)	NO CREDIT
Between 98% and 99.9%	5%
Between 97% and 98%	10%

“**Monthly Fee**” means the recurring fees actually paid by Customer for the affected Service during the applicable month, excluding one-time fees, professional services, usage-based fees, taxes and pass-through costs.

3. 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, failures or delays of cloud service providers, identity providers, telecommunications providers, utilities or internet service providers, Customer Materials or third party content.
- 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.

No Service Level Commitment is provided for free, proof-of-concept, early access solutions, trial services or beta services.

4. Service Credit Claims

To receive a service credit, a Customer must file a claim for such credit within fifteen (15) days following the month in which the Availability Commitment was not met, by contacting Securonix at Securonix-SaaS-Billing@securonix.com and providing reasonable supporting detail, including the affected Service, duration of the Downtime and impact. Failure to submit a timely and complete claim shall constitute a waiver of the service credit.

Securonix reserves the right to validate all claims and deny service credits where Customer does not qualify. The service credit remedy set forth in this Service Level Schedule is the Customer's sole and exclusive remedy for failure to meet the Availability Commitment.