



SERVICE LEVEL AGREEMENT FOR AN ISLAND CLOUD SERVICES

1. DEFINITIONS

- 1.1. **“Credit”** means 2% of Monthly Subscription Fees for each 1% below the System Availability SLA, not to exceed 100% of Monthly Subscription Fees.
- 1.2. **“Downtime”** means the Total Minutes in the Month during which the production version of the Cloud Service is not available, except for Excluded Downtimes.
- 1.3. **“Excluded Downtime”** means the Total Minutes in the Month attributable to a Maintenance Window; or any Major Upgrade Window for which the Customer has been notified at least two (2) business days in advance; or unavailability caused by factors outside of AN ISLAND’s reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
- 1.4. **“Maintenance Window”** means the weekly maintenance windows for the Cloud Service identified by AN ISLAND and may update the Maintenance Window from time to time in accordance with the Agreement.
- 1.5. **“Major Upgrade Window”** means the extended upgrade maintenance windows for the Cloud Service identified by AN ISLAND may update the Major Upgrade Window from time to time in accordance with the Agreement.
- 1.6. **“Month”** means a calendar month.
- 1.7. **“Monthly Subscription Fees”** means the monthly (or 1/12 of the annual fee) subscription fees paid for the applicable Cloud Service which did not meet the System Availability SLA.
- 1.8. **“System Availability Percentage”** is calculated and defined as follows:
$$\left(\frac{\text{Total Minutes in the Month} - \text{Excluded Downtime} - \text{Downtime}}{\text{Total Minutes in the Month} - \text{Excluded Downtime}} \right) * 100$$
- 1.9. **“System Availability SLA”** means a 99.5% System Availability Percentage during each Month for the production version of the Cloud Service.
- 1.10. **“Total Minutes in the Month”** are measured 24 hours at 7 days a week during a Month.
- 1.11. **“UTC”** means Coordinated Universal Time standard being the start time for the applicable Maintenance Window and Major Upgrade Window.

2. SYSTEM AVAILABILITY SLA AND CREDITS

2.1. Credit

If AN ISLAND fails to meet the System Availability SLA for a particular Month, Customer may claim a Credit, which Customer may apply to a future invoice relating to the Cloud Service that did not meet the System Availability SLA (subject to Sections 2.1.1 and 2.1.2 below).

- 2.1.1. Claims for a Credit must be made in good faith and through a documented submission of a support case within thirty (30) business days after the end of the relevant Month in which AN ISLAND did not meet the System Availability SLA for the Cloud Service.
- 2.1.2. Customers who have not subscribed to the Cloud Service directly from AN ISLAND must claim the Credit from their applicable AN ISLAND partner.

2.2. System Availability Report

AN ISLAND will provide Customer with a monthly report describing the System Availability Percentage for the Cloud Service either by email following a request to Customer’s assigned AN ISLAND account manager; through the Cloud Service; or through an online portal made available to Customer, if and when such online portal becomes available.

3. CHANGES TO WINDOWS

- 3.1. If Customer wishes to be notified of changes to Maintenance Windows and Major Upgrade Windows, it must subscribe to receive notifications from CENT Alerts.