

## SERVICE LEVEL TERMS – SAAS PRODUCTS

### 1. DEFINITIONS

Capitalized terms used in these Service Level Terms but not defined have the meanings set forth in the Master Terms and Conditions or the applicable Order.

<b>Availability SLA</b>	99.75% of the total number of minutes in a given calendar month.
<b>Availability Deficiency</b>	The number of minutes when the SaaS Product is not Available in any given calendar month, excluding Excused Downtime.
<b>Available</b>	Customer can log into and access the core Relativity Review functionality at the RelativityOne production data center's Internet connection points.
<b>Cloud Vendor</b>	The cloud vendor Relativity uses to provide the infrastructure environment to run the SaaS Product.
<b>Excused Downtime</b>	0.25% of the total number of minutes in a given calendar month, and any other time when the SaaS Product is not Available due to Relativity's planned service maintenance time of up to 16 hours per month or due to emergencies or other circumstances beyond Relativity's reasonable control, including without limitation force majeure, general Internet outages, actions of Customer or any third party providing services or software to Customer, failure of Customer's infrastructure or connectivity to the Internet or other issues with Customer's Internet connectivity to the SaaS Product, Customer-Related Problems (as defined in the Development Tool Terms), other telecommunications or computer failures and delays, network intrusions, or denial-of-service or other criminal attacks.

### 2. SERVICE CREDITS

#### 2.1 Credit Amount

If Customer's Geo has an Availability Deficiency for a given calendar month, Customer will be entitled to a service credit equal to the dollar value of the number of minutes of the Availability Deficiency (determined at the per minute rate Relativity charges Customer for Customer's use of the affected SaaS Product for the applicable Geo). For clarity, Customer will be entitled to service credits for an Availability Deficiency regardless of whether the unavailability is caused by Relativity or the Cloud Vendor. If there are problems with infrastructure that the Cloud Vendor must handle, Relativity will use commercially reasonable efforts to obtain responses and resolutions from Cloud Vendor.

#### 2.2 Credit Request

Customer must request any service credit in writing to Relativity within 30 days after the end of the month during which the Availability Deficiency occurred, identifying the support requests relating to the Availability Deficiency. Failure to make a timely request is a waiver. Relativity will apply any service credits to Customer's future invoices under the applicable Order.

#### 2.3 Exclusive Remedy

Service credits are Customer's sole and exclusive remedy for any Availability Deficiency.

### 3. PLANNED MAINTENANCE TIME

Currently, planned service maintenance for each Geo region is scheduled for two (2) hours weekly and eight (8) hours monthly as follows:

WEEKLY MAINTENANCE				
Americas	West/South Asia	East Asia	Australia	Europe
22:00 - 24:00 Saturday CDT / CST	22:00 - 24:00 Saturday GMT+4	22:00 - 24:00 Saturday HKT	22:00 - 24:00 Saturday AEDT / AEST	22:00 - 24:00 Saturday GMT / BST

MONTHLY MAINTENANCE				
Americas	West/South Asia	East Asia	Australia	Europe
22:00 - 06:00 Saturday-Sunday CDT / CST	22:00 - 06:00 Saturday-Sunday GMT+4	22:00 - 06:00 Saturday-Sunday HKT	22:00 - 06:00 Saturday-Sunday AEDT / AEST	22:00 - 06:00 Saturday-Sunday GMT / BST

Except in emergencies or other non-standard circumstances, Relativity will keep planned maintenance schedules on weekend nights in the above time zones and will provide reasonable notice of any changes. Customer may request a deferral of planned maintenance in accordance with the procedures set forth in the Documentation. If Relativity uses less than the permitted amount of planned maintenance time in a given period, Relativity will not carry over the unused planned maintenance time to subsequent periods.

### 4. RTO AND RPO

In the event of prolonged downtime, Relativity will declare a disaster and implement disaster recovery procedures (which shall not impact Customer's entitlement to service credits in accordance with Section 2). During disaster recovery, Relativity will endeavor to achieve: (a) the recovery time objective ("RTO") set forth below, measured from the end of the disaster occurrence (i.e., the moment when Relativity's access to the system is restored) until the SaaS Product is Available; and (b) the recovery point objective ("RPO") that is no more than the number of hours prior to the disaster set forth below.

Event Type	RTO	RPO BASED ON DATA LOCATION		
		SQL	File Server and Analytics Indexes	Other
Data Restore	24 hours	1 hour	24 hours	4 hours
Partial DR	24 hours	1 hour	24 hours	4 hours
Full DR	72 hours	1 hour	24 hours	4 hours

"Data Restore" means only Customer's Geo is down in a data center.

"Partial DR" means one or more Geos are down in a data center and Relativity is able to restore Customer's Geo without requiring the Cloud Vendor to assist in restoring the applicable Geos.

"Full DR" means the Cloud Vendor declares a data center disaster (or in any event, Relativity declares a disaster because more than a majority of the Geos in the data center are down, regardless of whether the Cloud Vendor declares a disaster).