

Service SLA

Akamai and its Distributors shall have primary responsibility for the Customer relationship.

HarperDB's Service Level Agreement and Support obligations are set forth in Schedule B at pages 18-21 of the Agreement. The SLA response times mentioned in Schedule B are based on Akamai's Standard Support. For any Akamai Customer that has a higher level of support, Akamai has to notify HarperDB of that Customer's support level. HarperDB has agreed to meet the specific response times to Akamai that Akamai has for that Customer. For example, if an Akamai Customer has a 1 hour response time SLA with Akamai, HarperDB is required have a 1 hour response time to Akamai support from the time Akamai support contacts HarperDB.

HarperDB will provide Support solely to Akamai.

HarperDB has no obligations to provide any support directly to Customers.

Akamai shall keep HarperDB informed on problems encountered with HarperDB Technology and as to any resolutions arrived at for those problems.

Detailed support procedures and documentation of such agreement in a written support plan can be made.