

Service Level Agreement

1 Cloud Service Uptime

We will use commercially reasonable efforts to provide You access to the Cloud Service twenty-four hours a day, seven days a week, at an uptime rate of 99.5 %.

2 Uptime Measurement

Uptime will be measured within a calendar month; provided that downtime due to the following events is excluded from the measurement:

- Overall internet congestion, slowdown, or unavailability
- Unavailability of generic internet services (e.g. DNS servers)
- Virus or hacker attacks
- Force Majeure events
- Actions or inactions of You or third parties beyond Our reasonable control
- A result of Your equipment or third-party computer hardware, software, or network infrastructure not within Our reasonable control
- Scheduled maintenance (see Section 4)

3 System Uptime Report

Upon request We will provide You with a Cloud Service uptime report. Each report will cover a period of twelve months, measured backwards from the end of the calendar month that preceded the date of the request. If You dispute the report, written notice must be provided to Us within fifteen days of receipt of the report.

4 Scheduled Maintenance

We strive to provide at least forty-eight hours notice of any scheduled maintenance for the Cloud Service and will post all scheduled maintenance times for the Cloud Service at status.celonis.com.