

## **SERVICE LEVEL AGREEMENT**

For Prisma Access service (“Service”)

Palo Alto Networks commits to using commercially reasonable efforts to achieve certain service metrics described in sections 1.1, 1.2, and 1.3 below for Prisma Access. In the unlikely event that Palo Alto Networks does not meet these commitments, Customers will be eligible to receive a service credit. Customers must follow the Prisma Access configuration guidance in the product datasheet, deployment guides and technical documents (<https://docs.paloaltonetworks.com/prisma/prisma-access>).

This Service Level Agreement applies solely to Prisma Access core services, other Palo Alto Networks products and add-ons have separate service level agreements or service level objectives.

### **1. Service Level Commitments**

**1.1 Uptime Availability SLA.** If, during any calendar month, the Service availability falls below 99.999%, Customer can submit a claim for credit, calculated as follows:

<b>Monthly Uptime Availability</b>	<b>Service Credit Percentage</b>
Less than 99.999% but equal or greater than 99.99% **not applicable to Prisma Access for Clean Pipe**	5
Less than 99.99% but equal to or greater than 99.9%	10
Less than 99.9% but equal to or greater than 99%	15
Less than 99% but equal to or greater than 98%	25
Less than 98%	100

“**Monthly Uptime Availability**” is calculated as follows:

$$\text{Monthly Uptime Availability (\%)} = \frac{(\text{Total} - \text{Downtime})}{(\text{Total})}$$

Total = Total number of minutes in a calendar month.

Downtime = Time the Service was down, excluding Excluded).

Excluded = time the Service was down due to exclusions set forth in section 1.4 below.

**1.2 Security Processing Latency SLA.** The latency of a transaction is measured from when the Prisma Access security engine receives the network data packets for a particular transaction

to the point when the same Prisma Access security engine component attempts to transmit the same data packet. For any given minute, if 1% or more packets spend more than 10ms in latency, this is considered as exceeding the Security Processing Latency threshold, except when due to the exclusions in section 1.4 below. If, during any month, the “Monthly Security Processing Latency Percentage” (calculated as set out below) falls below 99.99%, Customer can submit a claim for credit.

“**Monthly Security Processing Latency Percentage**” is calculated as follows:

$$\text{Monthly Security Processing Latency (\%)} = \frac{(\text{Total} - \text{Exceeded})}{(\text{Total})}$$

Total = Total number of minutes in a month.

Exceeded = Total number of minutes exceeding latency threshold, excluding Excluded.

Excluded = time exceeding the latency threshold due to exclusions set forth in section 1.4 below.

Monthly Security Processing Latency Percentage	Service Credit Percentage
Less than 99.99% but equal or greater than 99.9%	5
Less than 99.9% but equal to or greater than 99%	15
Less than 99% but equal to or greater than 98%	25
Less than 98%	100

**1.3 Third-party SaaS Application Latency SLA.** The latency of a transaction is measured as round trip time elapsed between when the Prisma Access regional security engine transmits the network data packets to the third-party SaaS application and receives the same packet response by the third-party SaaS application, less any response and loading times by the third-party SaaS application. The following SaaS applications are supported: Microsoft O365, Google G Suite, Salesforce, Box and Slack. If, during any calendar month, “Monthly SaaS Application Latency Percentage” falls below 99.99%, Customer can submit a claim for credit, calculated as follows:

“**Monthly SaaS Application Latency Percentage**” is the percentage of minutes during one month that the third-party SaaS application latency exceeds 35 ms for Americas and EMEA or 75 ms for APAC, except when due to the Exclusions set forth in section 1.4:

$$\text{Monthly SaaS Application Latency (\%)} = \frac{(\text{Total} - \text{Exceeded})}{(\text{Total})}$$

Total = Total number of minutes in a month.

Exceeded = Number of minutes SaaS Application Latency exceeded 35 ms in Americas & EMEA or 75 ms in APAC, but excluding Excluded.

Excluded = time where latency exceeded the criteria due to exclusions set forth in section 1.4 below.

Monthly Third Party SaaS Application Latency Percentage	Service Credit Percentage
Less than 99.99% but equal or greater than 99.9%	5
Less than 99.9% but equal to or greater than 99%	15
Less than 99% but equal to or greater than 98%	25
Less than 98%	100

**1.4 Exclusions.** This Service Level Agreement shall not apply and the Service shall be deemed available where the loss of Service results from:

- 1.4.1 Customer's equipment, networks, software, technology and/or third-party equipment, networks, software or technology (other than third-party equipment, networks, software or technology under Palo Alto Networks' control);
- 1.4.2 Failure of Customer's Internet Service Provider, utility companies, or other vendor(s) Customer utilizes or relies on to access the Service and/or to access the internet; And any reasonably unforeseeable interruption or degradation in service due to actions or inactions caused by third parties or by activities outside Palo Alto Networks control, including, but not limited to, force majeure events;
- 1.4.3 Customer's failure to purchase adequate licenses to meet the volume or capacity at which it uses the Service, if the SLA would have been met if not for such failure; Rightful suspension and/or termination by Palo Alto Networks of the Service pursuant to the Palo Alto Networks End User Agreement ([www.paloaltonetworks.com/legal/eula](http://www.paloaltonetworks.com/legal/eula))
- 1.4.4 Any feature or portion of the Service marked as "Beta," "Test," "Preview," or the like, indicating that the feature has not been made generally available (aka production);
- 1.4.5 Scheduled maintenance and scaling events, including switchover time during high availability events;
- 1.4.6 Route convergence time if using BGP (Border Gateway Protocol);
- 1.4.7 For purposes of the Security Processing Latency SLA, packets which have been given a QOS (Quality of Service) policy by the Customer are excluded;
- 1.4.8 For purposes of the Third-party SaaS Application Latency SLA: Downtime at the SaaS provider or SaaS service degradation events are excluded, and latency caused by traffic redirection via a non cloud default path due to a customer's configuration are excluded.

## 2. Administration

**2.1 Notifications.** Customers may, at any time, obtain Service status here (<https://status.paloaltonetworks.com>), which also provides region-specific status information and

an alerts feature from which Customers may subscribe to receive service notifications. Detailed information regarding service maintenance notifications are published here (<https://docs.paloaltonetworks.com/prisma-access/administration/prisma-access-releases-and-upgrades/release-definitions>).

**2.2 Eligibility.** To qualify to receive benefits under this Service Level Agreement, Customer must (a) be in good standing, i.e., Customer shall not be or have been delinquent in paying Service fees; and (b) have on-boarded the Service for at least sixty (60) days. This Service Level Agreement does not apply to trials and evaluations of the Service provided at no cost to the Customer.

**2.3 Claims Process.** Customers must have enrolled for an account on the Customer Support Portal in order to open a case and submit a claim. If Customer believes it is entitled to a service credit, it must: (a) open a case on the Customer Support Portal (<http://support.paloaltonetworks.com>) within 24 hours of an outage or an incident; and (b) submit a claim on the Claim Dashboard ([https://supportcases.paloaltonetworks.com/apex/Communities\\_Claims](https://supportcases.paloaltonetworks.com/apex/Communities_Claims)) within 5 business days of the outage. When properly submitted, Palo Alto Networks will use commercially reasonable efforts to adjudicate claims promptly: no later than 15 days after the root cause of the outage has been determined and the case closed. Customers may check on the claim status at any time and may sign up to receive notification when the claim status changes. Adjudicated claims shall be deemed final and may not be submitted again for re-consideration.

## 2.4 Service Credit Calculation.

2.4.1 Service credits are calculated by multiplying the Service Credit Percentage by the proportional monthly Service fee, and further prorated by the part of the Service affected by the outage: Service Credit = Service Credit Percentage x Monthly Service fee x Service Outage (see table in section 1) (see 2.4.2) Total Service (see 2.4.4)

$$\text{Service Credit} = \frac{\text{Service Credit Percentage}}{\text{(see table in section 1)}} \times \frac{\text{Monthly Service fee}}{\text{(see 2.4.2)}} \times \frac{\text{Service Outage}}{\text{Total Service (see 2.4.4)}}$$

2.4.2 The monthly service fee attributable to the applicable Service excludes fees arising from collateral services Customers may have purchased such as Professional or Consulting Services, if any. The monthly service fee may be calculated by dividing one-year service fee by 12, three-year service fee by 36, etc.

2.4.3 For each month, the maximum amount of service credit that Palo Alto Networks shall be liable for is 100% of the monthly service fee paid to Palo Alto Networks.

2.4.4 Service Outage and Total Service are measured in users or bandwidth depending on the Service employed (i.e., For Prisma Access for Users, the outage impact is measured based on the number of users affected; for Prisma Access for Networks and Prisma Access for Clean Pipe, the outage impact is measured in Mbps affected).

2.4.5 If a Customer has purchased the Service through an authorized Palo Alto Networks distributor or reseller, the service credit will be made to the distributor which placed the order for the Service. Distributors are responsible for reimbursing the reseller which in turn will credit the Customer. If a Customer has purchased the Service directly

from Palo Alto Networks, then Palo Alto Networks shall issue the service credit towards the renewal of the Service.

2.4.6 Where an outage gives rise to liability arising from sections 1.1, 1.2, and/or 1.3 above, Customer shall not be entitled to double-dip by claiming service credits for such overlap.

2.4.7 The foregoing terms state Palo Alto Networks' sole and exclusive liability and Customer's sole and exclusive remedy for any claim of non-compliance of this Service Level Agreement.