

Coursera shall provide a Platform Availability of 99.5% as determined on a calendar monthly basis ("**Service Levels**"). "**Platform Availability**" means the uptime and accessibility of the Platform, excluding Scheduled Downtime and events outside of Coursera's reasonable control, including Force Majeure Events, interruptions to Organization's network access or connection(s), third-party Internet service provider failure or delays, or any defects or failure in any hardware or servers provided by Organization. Coursera will have up to two hours of scheduled downtime per calendar month for the Platform (including downtime for implementing patches or fixes) ("**Scheduled Downtime**"). Coursera will notify end users via messaging on web properties controlled by Coursera forty-eight (48) hours in advance of any proposed Scheduled Downtime for the Platform. Due to the global nature of Coursera's user population, Coursera cannot commit to a particular window for Scheduled Downtime but will operate in a manner consistent with minimizing User impact. Should Coursera fail to make the Platform available as set forth above ("**Unavailability**"), it will use commercially reasonable efforts to respond to and correct or restore any such Unavailability. If Coursera fails to comply with a Service Level, Organization shall have the right to request Coursera to immediately remedy the underlying cause of such failure at its own (Coursera's) cost.