



Arctic Wolf – SecOps

The following availability Service Level (“SLA”) applies to the Arctic Wolf Agent and RTK/Sensor Logs ingestion components of the Arctic Wolf platform (the “Platform”).

Platform Availability SLA

Arctic Wolf will provide 99.75% Platform Availability for the platform during each calendar month (“Service Level”).

Definitions - the following words and expressions have the following meanings:

- “**Excused Downtime**” means any periods where the Platform is unavailable due to the following causes:
 - Any act or omission on the part of Customer, any third-party contractor, or service provider or any other entity over which the Customer exercises control or has the right to exercise control (“**Customer’s Third Parties**”);
 - Unavailability due to acts of Customer or a third party engaged by or under the control of Customer, Customer’s premises, equipment and applications, or Customer’s or Customer’s Third Parties’ equipment or facilities, including underlying transport network, access circuits, cabling, or other network issues;
 - Force Majeure events beyond the reasonable control of Arctic Wolf including, but not limited to, acts of God, natural disasters, government acts and regulation and national emergency provided Arctic Wolf is without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and could not reasonably be circumvented by the Arctic Wolf through the use of alternate sources, workaround plans or other means (including by Arctic Wolf meeting its obligations for performing disaster recovery services as described in the applicable Arctic Wolf product agreement located at <https://arcticwolf.com/terms/>); and



- Time attributed to Customer's delay in responding to Arctic Wolf's requests for assistance to address an outage in the Platform.
- **"Scheduled Maintenance Window"** means the total amount of time during any calendar month, during which Customer cannot access the Platform due to planned system maintenance performed by Arctic Wolf.
 - Arctic Wolf will endeavor to provide Customer with reasonable prior notice of such Scheduled Maintenance Window. Arctic Wolf's standard Scheduled Maintenance Window for upgrades to the Solutions using the Platform may occur on Saturdays and Sundays between 0000 and 0400 Eastern Time. Any security updates and patches to such Solutions may be installed by Arctic Wolf outside of the Scheduled Maintenance Window.
- **"Platform Availability"** means the percentage of total time during which Arctic Wolf is unable to ingest the data required for the delivery of the applicable Solution, excluding Scheduled Maintenance Window. Arctic Wolf's failure to ingest such data due to any of the following is excluded from the System Availability downtime calculation under this SLA:
 - Unavailability of Customer's network;
 - Customer's failure to (i) use any recommended configurations, (ii) comply with the Acceptable Use Policy located at <https://arcticwolf.com/terms/Acceptable-user-policy>, or (iii) use of such Solutions in a manner consistent with the documentation provided by Arctic Wolf;
 - Unavailability due to changes made by Customer in its infrastructure or environment; and
 - Unavailability due to Excused Downtime.