

Guardicore Centra SLA

Akamai Technologies SaaS Service Level Agreement (SLA) V1.3

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This Cloud Service Level Agreement (“SLA”) sets forth the service level that Akamai Technologies, Inc. (“Akamai”) has committed with Respect to the quality parameters of the Akamai Service provided by Akamai to you (the “Customer“). This SLA is subject to the terms and conditions detailed in the master / services / license agreement entered into between Akamai and the Customer or between an Akamai reseller and a Customer (the "Customer Agreement"). In the event of any conflict between the terms of this SLA and the terms of the Customer Agreement, the terms of this SLA shall prevail.

Subject to Customer’s payment of all applicable fees and compliance with the terms of the Customer Agreement, Akamai will use reasonable commercial efforts to provide Customer technical support services for the Products in accordance with the terms below.

Availability Clause:

During the term of the applicable Customer Agreement, the Akamai Service will be operational and available to Customer at least 99.5% of the time in any calendar quarter (the "Akamai SaaS SLA") excluding scheduled maintenance. Further, any downtime resulting from outages of third-party connections or utilities or other reasons beyond the control of Akamai will also be excluded from any such calculation

If Akamai does not meet the Akamai SaaS SLA, then subject to the terms herein Customer will be eligible to receive Service Credits as set forth below.

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Definitions:

The following definitions shall apply to the Akamai SLA:

“Application downtime” - Downtime due to cloud infrastructure outage causing policy updates and changes to not derive to the agent while last known policy is still applicable and functioning as designed. Visibility and policy events are limited to the cache time defined on the aggregation layer.

“Downtime Period” means a period of 15 consecutive minutes of Downtime. Intermittent Downtime for a period of fewer than 15 minutes will not be counted towards any Downtime Periods. Any additional downtime on the same business day will count towards the total daily downtime and SLA.

“Monthly Uptime Percentage” means the total number of minutes in a calendar month minus the number of minutes of Application Downtime suffered from all Downtime Periods in a calendar month minus any Scheduled Downtime, divided by the total number of minutes in a calendar month minus any Scheduled Downtime.

“Scheduled Downtime” means those times where Akamai notifies the customer of periods of Downtime at least four days prior to the commencement of such Downtime. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

“Service Credit” means a rebate equal to Customer’s fees. The Service Credit is capped at 20% of the annual value of the Service Plan.

“Service Plan” means the microsegmentation services provided by Akamai pursuant to an order form or similar document.

Uptime Percentage (to be computed quarterly)

Target Uptime- 99.5% and above

Less than 99.5% but equal to or greater than 97.5% - 2.5% of monthly fee of the Service Plan

Less than 97.5% but equal to or greater than 96% - 5% of the monthly fee of the Service Plan

Less than 96% but equal to or greater than 94% -10% of the monthly fee of the Service Plan

Less than 94% - 15% of the monthly fee of the Service Plan

- Service Credit shall be applied against the following year of service cost. If the Service Plan is discontinued for any reason, the Service Credit shall be applied to the final month of the Service Plan.
- Service Credit shall be computed by application of the monthly service credit to the monthly service fee that is actually paid by the customer in the specific month
- Service Credit may not be exchanged for, or converted to, monetary amounts. Customer must request Service Credit In order to receive any of the Service Credits described above, Customer must notify Akamai, or Customer's Reseller must notify Akamai, within thirty days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.
- Unless otherwise agreed to in the Agreement, Customer's sole and exclusive remedy for any unavailability or non-performance or any other failure by Akamai to provide the Services is the receipt of the Service Credit (if eligible), in accordance with the terms of this SLA.