

## Horizon3.ai Service Level Agreements

The following Service Level Agreements apply to the Cloud Services provided under this Order Form

- (a) Service availability. If the Cloud Service availability falls below 99.95% in a given month, customer may apply for a Service Credit within thirty (30) days following the calendar month in which the Cloud Service availability fell below the standard. To apply, Customer will provide a detailed description of the incident in a customer support case. This is the only remedy for our failure to meet the Cloud Service availability standard; credits are not available for amounts that exceed 100% of Customer's monthly Cloud Service fee. Once validated, Service Credit will be applied to Customer's next payment period.

<b>Service Availability Standard</b>	<b>Service Credit for the Month for Validated</b>
Incident 99.95% or above	None
99% to 99.94	10%
95% to 98.99%	25%
Less than 95%	100%

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