

Service Level Agreement

Cortex Products

Palo Alto Networks will make Cortex Cloud, XSIAM, XDR, XSOAR, and Xpanse Software-as-a-Service products (each being a “Cortex Product”, collectively “Cortex Products”) available to meet a **99.9% Monthly Uptime Availability**, as set forth in this document (“Service Level”).

All capitalized terms not defined herein shall have the same meaning as set forth in the Palo Alto Networks [End User License Agreement](#).

1. Service Level Commitment Calculation Formula

The Monthly Uptime Availability will be calculated as follows:

$$\text{Monthly Uptime Availability percentage} = \left(\frac{\text{Total Time} - \text{Downtime}}{\text{Total Time}} \right) \times 100\%$$

Total Time: Total number of minutes in a calendar month.

Downtime: Total number of minutes the Cortex Product was down in a calendar month, excluding the number of minutes that meet the criteria under Section 2 (Exclusions).¹

2. Exclusions

Unavailability of the Cortex Product due to the following reasons shall be excluded from the Downtime:

- 2.1 Issues related with Customer's equipment, networks, software, or technology, or third-party equipment, networks, software or technology (other than third-party equipment, networks, software or technology under Palo Alto Networks' control);
- 2.2 Failure of Customer's internet service provider, utility companies, or other vendors Customer utilizes or relies on to access the Cortex Product or to access the internet;
- 2.3 Any reasonably unforeseeable interruption or degradation in the Cortex Product due to actions or inactions caused by third parties or by activities outside of Palo Alto Networks' control, including, but not limited to, force majeure events;
- 2.4 Customer's failure to purchase adequate licenses to meet the volume or capacity at which it uses the Cortex Product, if the Service Level would have been met if not for such failure;
- 2.5 Rightful suspension or termination by Palo Alto Networks of Customer's access to or use of the Cortex Product pursuant to the Palo Alto Networks End User Licensing Agreement (www.paloaltonetworks.com/legal/eula), unless Customer and Palo Alto Networks have entered into a separate written agreement that specifically overrides such End User Licensing Agreement;
- 2.6 Any feature or portion of the Cortex Product marked or licensed to Customer as "Beta," "Test," "Preview," or the like, indicating that the feature has not been made generally available (aka in production);
- 2.7 Scheduled or emergency maintenance windows;
- 2.8 High Availability events and scaling events; or
- 2.9 Blocking of data communications or other software-as-a-service (SaaS) by Palo Alto Networks, due to security reasons, in accordance with its Information Security policies.

3. SLA Credit Claim

- 3.1 **SLA Credit.** In the event that Customer reasonably believes that the Service Level is not met in any calendar month, Customer may file a claim pursuant to the process described in Section 3.2 below. Once verified by Palo Alto Networks, Downtime shall begin to accrue from the time Customer notifies Palo Alto Networks pursuant to Section 3.2 and will continue to accrue until the Cortex Product is restored. Subject to the terms and conditions herein, for a qualified claim, Palo Alto Networks will issue a credit equivalent to 2% of Customer's monthly fees for the applicable Cortex Product when there is a period of at least sixty consecutive minutes where Monthly Uptime Availability is not met, provided that: (1) no more than one SLA Credit will be issued in any calendar day; and (2) for each calendar month, the maximum amount

¹ Delays in data log ingestion are not considered Downtime.

of SLA Credit that Palo Alto Networks shall be liable for is one week of the monthly fees received by Palo Alto Networks for the applicable Cortex Product ("SLA Credit").

3.2 **Claims Process.** In order to receive an SLA Credit, Customer must notify Palo Alto Networks within 24 hours of the Cortex Product's unavailability by opening a case on the Customer Support Portal ("CSP") at <http://support.paloaltonetworks.com>. When properly submitted, Palo Alto Networks will use commercially reasonable efforts to adjudicate the Customer's claim promptly and in good faith, based on its technical records and the information provided by the Customer. The Customer may check on the claim status at any time through the CSP and may sign up to receive notifications from the CSP when the claim status changes. Adjudicated claims shall be deemed final and may not be submitted again for reconsideration.

3.3 **Claim 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 the applicable Cortex Product fees; and (b) have onboarded the Cortex Product for at least sixty days. This Service Level Agreement does not apply to Cortex Product Evaluations.

4. Miscellaneous

4.1 **Cortex Product Status.** Customers may, at any time, verify Cortex Product's operational status at <https://status.paloaltonetworks.com>, which also provides region-specific status information and an alerts feature from which the Customer may subscribe to receive notifications.

4.2 **Applicability.** The Cortex Product monthly fee excludes fees arising from additional services Customers may have purchased, such as Professional Services, consulting or managed services, if any. Where applicable, the Cortex Product monthly fee will be calculated by dividing a one-year fee by 12, a three-year fee by 36, etc.

4.3 **Distributor & Reseller Orders.** If the Customer has purchased the Cortex Product through an authorized Palo Alto Networks distributor or reseller, the SLA Credit will be made to the distributor which placed the order for the Cortex Product. Distributors are responsible for reimbursing the reseller which in turn will credit the Customer. If a Customer purchased the Cortex Product directly from Palo Alto Networks, then Palo Alto Networks shall issue the SLA Credit towards the Customer's next renewal of the Cortex Product.

4.4 **Entire Liability.** The terms in this document state Palo Alto Networks' sole and exclusive liability and the Customer's sole and exclusive remedy for any claim of non-compliance of this Service Level Agreement.

3000 Tannery Way
Santa Clara, CA 95054

Main: +1.408.753.4000
Sales: +1.866.320.4788
Support: +1.866.898.9087

www.paloaltonetworks.com

© 2025 Palo Alto Networks, Inc. Palo Alto Networks is a registered trademark of Palo Alto Networks.
A list of our trademarks can be found at <https://www.paloaltonetworks.com/company/trademarks.html>.
All other marks mentioned herein may be trademarks of their respective companies.