

Service Level Agreement

For Advanced DNS Security Resolver service

Palo Alto Networks commits to using commercially reasonable efforts to achieve certain service metrics described in section 1.1 below for Advanced DNS Security Resolver service (the “Service”). In the unlikely event that Palo Alto Networks does not meet these commitments, Customers will be eligible to receive a service credit. Customers must follow the Advanced DNS Security Resolver configuration guidance in the product datasheet, deployment guides and technical documents.

This Service Level Agreement applies solely to Advanced DNS Security Resolver core services, other Palo Alto Networks products and add-ons have separate service level agreements or service level objectives.

1. Service Level Commitments

1.1 Uptime Availability SLA.

If, during any calendar month, the Service availability falls below 99.999%, Customer can submit a claim for credit, calculated as follows:

Monthly Uptime Availability	Service Credit Percentage
Less than 99.999% but equal or greater than 99.99%	5
Less than 99.99% but equal to or greater than 99.9%	10
Less than 99.9% but equal to or greater than 99%	15
Less than 99% but equal to or greater than 98%	25
Less than 98%	100

“Monthly Uptime Availability” is calculated as follows:

$$\text{Monthly Uptime Availability (\%)} = \frac{(\text{Total} - \text{Downtime})}{(\text{Total})}$$

Total = Total number of minutes in a calendar month.

Downtime = Number of minutes where both IPs (primary and secondary) for the Service was down, excluding Excluded.

Excluded = Number of minutes the Service was down due to exclusions set forth in section 1.2 below.

1.2 Exclusions.

This Service Level Agreement shall not apply and the Service shall be deemed available where the loss of Service results from:

- 1.2.1 Customer's equipment, networks, software, technology and/or third-party equipment, networks, software or technology (other than third-party equipment, networks, software or technology under Palo Alto Networks' control);
- 1.2.2 Failure of Customer's Internet Service Provider, utility companies, or other vendor(s) Customer utilizes or relies on to access the Service and/or to access the internet; and any reasonably unforeseeable interruption or degradation in service due to actions or inactions caused by third parties or by activities outside Palo Alto Networks control, including, but not limited to, force majeure events;
- 1.2.3 Customer's failure to purchase adequate licenses to meet the volume or capacity at which it uses the Service, if the SLA would have been met if not for such failure; Rightful suspension and/or termination by Palo Alto Networks of the Service pursuant to the Palo Alto Networks End User License Agreement (www.paloaltonetworks.com/legal/eula)
- 1.2.4 Any feature or portion of the Service marked as "Beta," "Test," "Preview," or the like, indicating that the feature has not been made generally available (aka production);
- 1.2.5 Scheduled maintenance and scaling events, including switchover time during high availability events;
- 1.2.6 Route convergence time if using BGP (Border Gateway Protocol);

2. Administration

2.1 Notifications.

Customers may, at any time, obtain Service status here (<https://status.paloaltonetworks.com>), which also provides region-specific status information and an alerts feature from which Customers may subscribe to receive service notifications.

2.2 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 Service fees; and (b) have on-boarded the Service for at least sixty (60) days. This Service Level Agreement does not apply to trials and evaluations of the Service provided at no cost to the Customer.

2.3 Claims Process.

Customers must have enrolled for an account on the Customer Support Portal in order to open a case and submit a claim. If Customer believes it is entitled to a service credit, it must: (a) open a case on the Customer Support Portal (<https://support.paloaltonetworks.com>) within 24 hours of an outage or an incident; and (b) submit a claim on the Claim Dashboard (https://supportcases.paloaltonetworks.com/apex/Communities_Claims) within 5 business days of the outage. When properly submitted, Palo Alto Networks will use commercially reasonable efforts to

adjudicate claims promptly: no later than 15 days after the root cause of the outage has been determined and the case closed. Customers may check on the claim status at any time and may sign up to receive notification when the claim status changes. Adjudicated claims shall be deemed final and may not be submitted again for re-consideration.

2.4 Service Credit Calculation.

2.4.1 Service credits are calculated by multiplying the Service Credit Percentage by the proportional monthly Service fee, and further prorated by the part of the Service affected by the outage: $\text{Service Credit} = \text{Service Credit Percentage} \times \text{Monthly Service fee} \times \text{Service Outage}$ (see table in section 1) (see 2.4.2) Total Service (see 2.4.4)

$$\text{Service Credit} = \frac{\text{Service Credit Percentage}}{\text{(see table in section 1)}} \times \frac{\text{Monthly Service fee}}{\text{(see 2.4.2)}} \times \frac{\text{Service Outage}}{\text{Total Service (see 2.4.4)}}$$

2.4.2 The monthly service fee attributable to the applicable Service excludes fees arising from collateral services Customers may have purchased such as Professional or Consulting Services, if any. The monthly service fee may be calculated by dividing one-year service fee by 12, three-year service fee by 36, etc.

2.4.3 For each month, the maximum amount of service credit that Palo Alto Networks shall be liable for is 100% of the monthly service fee paid to Palo Alto Networks.

2.4.4 Service Outage and Total Service are measured in the number of users on the Service (i.e., the outage impact is measured based on the number of users affected;).

2.4.5 If a Customer has purchased the Service through an authorized Palo Alto Networks distributor or reseller, the service credit will be made to the distributor which placed the order for the Service. Distributors are responsible for reimbursing the reseller which in turn will credit the Customer. If a Customer has purchased the Service directly from Palo Alto Networks, then Palo Alto Networks shall issue the service credit towards the renewal of the Service.

2.4.6 The foregoing terms state Palo Alto Networks' sole and exclusive liability and Customer's sole and exclusive remedy for any claim of non-compliance of this Service Level Agreement.