

# SERVICE LEVEL AGREEMENT

## STRATA LOGGING SERVICE

Palo Alto Networks will use commercially reasonable efforts to make its Strata Logging Service (“Service”) available at least 99% during any calendar month. In the unlikely event that Palo Alto Networks does not meet this service level commitment, Customer will be eligible to receive a service credit as described below.

1. Uptime SLA. If, during any calendar month, the Service availability falls below 99.9%, Customer must submit a claim for credit, calculated as follows:

Strata Logging Service Monthly Uptime Availability	Service Credit Percentage:
Less than 99.9% but equal to or greater than 99%	5
Less than 99% but equal to or greater than 98%	15
Less than 98% but equal to or greater than 97%	25
Less than 97%	100

2. Data Freshness SLA. If, during any calendar month, the average data freshness for the month is greater than 60 minutes, Customer must submit a claim for credit, calculated as follows:

Strata Logging Service Data Freshness	Service Credit Percentage:
Greater than 60 min but less than or equal to 90 min	5
Greater than 90 min but less than or equal to 120 min	15
Greater than 120 min but less than or equal to 150 min	25
Greater than 150 min	100

### 3. Calculation.

(a) “Monthly Uptime Availability” is calculated by subtracting from 100% the percentage of minutes during any calendar month that the Service is not available, excluding downtime resulting from any planned outage wherein Palo Alto Networks had provided prior notice or any emergency outage making it impracticable for Palo Alto Networks to issue advance notice, and taking into account the Exclusions set forth in section 8 below:

$$\text{Availability} = \frac{(\text{Total-Downtime-Excluded})}{(\text{Total-Excluded})} \times 100$$

Total = Total # of minutes in a calendar month.

Downtime\* = Time the service was down.

Excluded = Excluded time as specified in section 8 (“Exclusions”).

\*Downtime occurs when: (i) the Service is unavailable for ingestion or access and (ii) the Service is unable to forward data to external syslog collectors due to factors caused by the Service infrastructure.

(b) “Data Freshness” is calculated by measuring the average time it takes for ingested data to be available to be viewed or accessed by Customer.

Data Freshness = Total – Excluded

Total = Average time for the month for ingested data to made available

Excluded = Excluded as specified in section 8 (“Exclusions”)

(c) Where an outage gives rise to liability arising from both 3(a) and 3(b) above, Customer shall not be entitled to “double dip” by claiming service credits for such overlap.

**4. Eligibility.** To qualify to receive benefits under this Service Level Agreement: (a) Customer must be in good standing, i.e., Customer shall not be or have been delinquent in paying Service fees; and (b) Customer must have on-boarded the Service for at least sixty (60) days. This Service Level Agreement does not apply to beta, trials and evaluations of the Service provided at no cost to the Customer.

**5. Notifications.** Customers may, at any time, obtain Service status [here](https://status.paloaltonetworks.com), (<https://status.paloaltonetworks.com>) which provides region-specific status information, and an alerts feature from which customers may subscribe to receive service notifications. Palo Alto Networks will use commercially reasonable efforts to provide advance notice of Service events: (a) three weeks in advance of a planned maintenance; and (b) six hours in advance of an unplanned maintenance.

**6. Claims Process.** If Customer believes it is entitled to a service credit, it must open a case on the [Customer Support Portal](http://support.paloaltonetworks.com) (<http://support.paloaltonetworks.com>) within 24 hours of an outage; When properly submitted, Palo Alto Networks shall use

commercially reasonable efforts to adjudicate the claim promptly, no later than within 15 days after root cause of the outage has been determined and the case closed. Adjudicated claims shall be deemed final and may be not re-submitted for re-consideration. Note that Customer must have enrolled for an account on the [Customer Support Portal](#) in order to open a case and submit a claim. Customer's failure to request and to respond to other information as required will disqualify Customer from receiving a Service credit.

**7. Service Credit.** Service credits are calculated as a percentage of the monthly service fees attributable to the applicable Service (excluding fees arising from collateral services Customer may have purchased such as Professional or Consulting Services, if any) and further pro-rated based on the portion of the Service impacted by the outage. 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 by Customer; monthly service fee may be calculated by dividing the one-year service fee by 12 or the three-year service fee by 36. If Customer had purchased the Service through an authorized Palo Alto Networks reseller partner, the service credit will be made to the distributor which placed the order for the service. Distributors are responsible for reimbursing the reseller partner which in turn will credit the Customer. If Customer had purchased the Service directly from Palo Alto Networks, then Palo Alto Networks shall issue the service credit towards the renewal of the Service.

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

- a. Customer's equipment, software, technology and/or third-party equipment, software or technology (other than third-party equipment, software or technology under Palo Alto Networks' control);
- b. Failure of Customer's Internet Service Provider, utility companies, or other vendor(s) Customer relies on to access the internet;
- c. Customer mis-configuration of Service features or settings wholly under Customer's control;
- d. Customer's failure to purchase an adequate license to meet the volume or capacity at which it uses the Service, if the Service commitment would have been met if not for such failure;
- e. Planned and unplanned maintenance windows;
- f. High Availability events and scaling events;
- g. Any reasonably unforeseeable interruption or degradation in service due to actions or inactions caused by third parties and beyond the control of Palo Alto Networks including, but not limited to, force majeure events;
- h. Rightful suspension and/or termination by Palo Alto Networks of the Service pursuant to the [Palo Alto Networks End User Agreement](#).

**9. Sole and Exclusive Remedy.** 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 service level commitment.