

CORELIGHT SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) applies to the Cloud Products specified below and, where Customer procures such Cloud Products, supplements the Corelight Customer Agreement or other written agreement entered into between Customer and Corelight governing Customer’s use of the Cloud Products (“**Agreement**”). Capitalized terms used and not defined in this SLA have the meanings given to them in the Agreement, or if not defined in the Agreement, in the Corelight Customer Agreement located at www.corelight.com/legal/agreements (or such successor URL as may be designated by Corelight).

1. **SERVICE LEVEL COMMITMENT.** Corelight will provide Customer access to the Investigator Cloud Product with a Monthly Uptime Percentage (as defined below) of at least 99.9% (“**Uptime SLA**”).
2. **MONTHLY UPTIME PERCENTAGE.** The Monthly Uptime Percentage is calculated as follows:
$$(x - y - z) / (x - z) * 100$$

x = total number of minutes in a calendar month
y = downtime that is not Excused Downtime
z = Excused Downtime (as defined below)
3. **EXCUSED DOWNTIME.** The Monthly Uptime Percentage calculation excludes downtime resulting from:
 - 3.1. Planned maintenance windows for which Corelight will provide at least three days prior notice. Corelight reserves the right to perform planned maintenance outside the targeted window if circumstances require, and Corelight will provide prior notice to Customer before doing so.
 - 3.2. Emergency maintenance (maintenance that is necessary for purposes of maintaining the integrity or operation of the Cloud Product). Corelight will provide advance notice of emergency maintenance to the extent practicable.
 - 3.3. Any unavailability caused by circumstances beyond Corelight’s reasonable control, including without limitation, unavailability due to Customer or its Users’ acts or omissions, a Force Majeure Event, Internet service provider failures or delays, failure or malfunction of equipment or systems not belonging to or controlled by Corelight.
 - 3.4. Corelight’s suspension or termination of Customer’s right to access and use the Cloud Products in accordance with the Agreement.Items 3.1 – 3.4 collectively, “**Excused Downtime**”.
4. **SERVICE CREDITS.** If the Monthly Uptime Percentage does not meet the Uptime SLA in any calendar month, Customer will be eligible to receive a Service Credit as described below. “**Service Credit**” means the number of days added to Customer’s current Subscription Term.

Monthly Uptime Percentage	Service Credit
Over 99.0% but below 99.9%	3 days
Over 95.0% but below or equal to 99.0%	10 days
Equal to or below 95.0%	30 days

To receive a Service Credit, Customer must submit a request to Corelight within thirty days after the end of the calendar month in which Customer claims the Uptime SLA was not met. Failure to submit a request within such time period will forfeit Customer’s right to receive a Service Credit. The total amount of Service Credits for any month will not exceed thirty days.

5. **EXCLUSIVE REMEDY.** Service Credits are Customer’s exclusive remedy and Corelight’s entire liability for Corelight’s failure to meet the Uptime SLA.