CrowdStrike Service Level and Support Terms

1. **Uptime Commitment**.

CrowdStrike will use commercially reasonable efforts to make the Humio Service to Customer for 99.9% of all Scheduled Availability (the "**Uptime Commitment**").

"**Scheduled Availability**" shall be defined as 24 hours a day, 7 days a week, excluding any Downtime resulting from or in connection with: (i) any unauthorized use of the Service by Customer, (ii) Customer's vendor(s), service providers, or any third party connections, utilities, or equipment; (iii) scheduled maintenance; (iv) any conditions beyond CrowdStrike's reasonable control, including but not limited to internet outages or outages in connection with Customer's network or internet access; or (v) any Amazon Web Services Downtime or scheduled maintenance. All scheduled maintenance will be conducted following at least forty-eight (48) hours advance notice. "**Downtime**" shall mean a failure to access the Service.

2. **Remedy**.

If CrowdStrike fails to meet the Uptime Commitment during the Service Term, Customer may claim service credits according to the table below, provided Customer notifies CrowdStrike in writing of a failure to meet the Uptime Commitment within thirty (30) days of the date giving rise to the claim that the Uptime Commitment was not met, and such notice includes information reasonably necessary to support such claim. Notwithstanding anything to the contrary in this Schedule or the Agreement, the remedy in this Section 2 is the Customer's sole and exclusive remedy, and CrowdStrike's entire liability with respect to any claims in connection with or arising from CrowdStrike's obligations with respect to this Service Level Agreement.

Percentage Per Month	Available Credit
99.9-99.7	No Credit
99.6-99.4	2 hours
99.3-99.1	4 hours
99.0-98.8	8 hours
98.7-98.5	1 day
below 98.5%	1 month

3. **Request for Problem Resolution.**

All requests by Customer for issue resolution will be logged after which CrowdStrike will perform an initial diagnosis and determine as far as reasonably practical the source of any problem which may have led to the support request. CrowdStrike will respond to support requests according to the priority levels, and support levels specified in the table below. CrowdStrike will determine, in its sole discretion, the applicable priority and all response times shall commence at the beginning of the next business day for requests for problem resolution that are logged during non-business hours, unless otherwise specified herein.

Priority	Description	Standard	Enterprise
		Response Times	
Urgent	The Service is entirely inaccessible, or unable to perform critical functions that has a serious impact on normal use.	4 hours (24x7)	1 hour (24x7)
High	The Service is operational but one or more important features is unavailable.	1 business day	4 hours (24x7)
Normal	All other scenarios where the Service is not functioning according to documented behavior.	2 business days	1 business day
Low	Questions about the general behavior of the Service or feature requests.	3 business days	2 business days
		Yearly Fee	
		Included in License	20% of the License Fee. $20,000 minimum.