Carbon Black Cloud Services (each as applicable, a “Service”) are cloud-based Endpoint security services.

Service Level Agreement. Carbon Black warrants that the Service will perform in accordance with and subject to this Service Level Agreement (the “SLA”), which states Customer’s sole and exclusive remedy for any breach of such warranty.

Availability SLA: Carbon Black’s target is 100% Availability (as defined below) of the Services. If the Availability Percentage (as defined below) during a given month is less than 99.9%, Customer will be eligible for a credit as detailed below (the “Service Credit”). This SLA applies only to Customer’s production environment of the Service, and not to any non-production environment, including, without limitation, testing, staging, evaluation, or proof of concept.

Unless otherwise provided herein, this SLA is subject to the terms of the applicable agreement for the Services between Customer and Carbon Black (“Agreement”) and capitalized terms not defined herein will have the meaning specified in the Agreement.

Definitions:

“Available” or “Availability” means when the user interface for the Service can be logged into. Availability excludes any period of time that the Service cannot be logged into due to: (i) a failure between Customer’s computing environment, computer(s), or system(s) and the Internet; (ii) factors outside of Carbon Black’s reasonable control; (iii) any action or inaction of Customer or a Customer user, administrator, or anyone acting on behalf of Customer; or (iv) scheduled maintenance periods and necessary but unscheduled Emergency Maintenance.

“Availability Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Cb Defense was not Available.

“Emergency Maintenance” is unscheduled maintenance that is necessary, in Carbon Black’s reasonable judgment, to address a recently-discovered issue in the Services that could, if left unresolved, materially threaten the security or usability of the Service, Customer Data, or Customer’s systems.

“Maintenance” is the scheduled or unscheduled time where a Service will be updated in order to deploy enhancements or fix issues. In the event the Services will not be Available for more than eight (8) hours in a given calendar month as a result of scheduled Maintenance, Carbon Black will notify Customer at least thirty (30) days in advance, and in any case, prior to performing scheduled Maintenance which is expected to result in the Services not being Available, Carbon Black will notify Customer twenty-four (24) hours in advance. In the event of Emergency Maintenance, Carbon Black will notify Customer as soon as practical if the Services are expected to not be Available. All notices referenced herein will be provided to Customer via the Carbon Black User Exchange customer community.

“Monthly Service Fee” is the fee applicable to a month of the Service, and is calculated by taking the annual subscription fee for the Service and dividing by 12.

“Service Credit” is a percentage credit applicable against the Monthly Service Fee, based on the actual Availability Percentage during the applicable month as detailed in the following table:

<table>
<thead>
<tr>
<th>Availability Percentage</th>
<th>Service Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.5% or over, but below 99.9%</td>
<td>5%</td>
</tr>
<tr>
<td>97% or over but below 99.5%</td>
<td>10%</td>
</tr>
<tr>
<td>95% or over but below 97%</td>
<td>25%</td>
</tr>
<tr>
<td>Below 95%</td>
<td>100%</td>
</tr>
</tbody>
</table>
**Service Credit Request and Payment Procedures:**

To receive a Service Credit, Customer must submit a claim by opening a case with Carbon Black Support within thirty (30) days after the Service was first not Available in the month in question, and the claim must include:

- the words “SLA Service Credit Request” in the subject line; and
- the dates and times of each period during which the Service was not Available in the month in question and for which Customer is claiming the Service Credit.

Upon receipt of a claim for a Service Credit, Carbon Black will use reasonable efforts to confirm the claim. If the claim is confirmed by Carbon Black, then Carbon Black will approve the Service Credit. Customer may not claim more than one Service Credit for any month.

Customer may apply the Service Credits only to its future payments for the Service that is the basis for the Service Credit. Service Credits will not entitle Customer to any refund or other payment from Carbon Black and cannot be applied towards other Carbon Black product or service offerings, provided, however, that if no future payments are or will be due for the Service, and Customer does not renew the Service, Carbon Black will issue a credit payment to Customer at the end of the Term of the Service in the amount equal to the Service Credit. Service Credits may not be transferred or applied to any other account. Service Credits will expire twelve (12) months after issuance.

This SLA is subject to change by Carbon Black from time to time. The most current version of this SLA supersedes all prior versions. Any new version of this SLA will be posted to the Carbon Black Policies Page (www.carbonblack.com/policies), and is effective as to Customer beginning on the effective date of Customer’s next renewal term.