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FIVE QUARTERS SERVICE LEVEL DESCRIPTION

This document (the “**Service Level Description**”) contains Five Quarters Service Levels for the Subscription Services provided by Five Quarters to Customer pursuant to a Sales Order and the Five Quarters Subscription Agreement (the “**Agreement**”) under which Customer acquired its rights to use the Five Quarters Platform. This Service Level Description is an “Additional Terms of Service” for purposes of the Agreement.

1. Definitions

Except as otherwise expressly defined in this Service Level Description, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of this Service Level Description, the following capitalized words and phrases are ascribed the following meanings:

“**Available**” means that the Five Quarters Platform, in the form provided by Five Quarters, is capable of responding to incoming requests from Users to process and display compatible data, which requests have been properly transmitted over the Internet, and “**Availability**” has the corresponding meaning.

“**Defect**” means a failure of the Five Quarters Platform, in the form provided by Five Quarters, to conform to its applicable specifications set forth in the Documentation. A Defect includes a failure of one or more components of the environment or infrastructure provided by Five Quarters or Amazon Web Services to perform in accordance with their applicable documentation or specifications.

“**Downtime**” means any period of time in which the Five Quarters Platform is not Available.

“**Force Majeure Event**” has the meaning ascribed to it in the Agreement.

“**Monthly Subscription Fees**” means the annual subscription Fees specified in the applicable Sales Order, pro-rated on a monthly basis.

2. Service Levels

2.1. Service Level Standards. During the Subscription Term, Five Quarters will maintain the following service levels for the Five Quarters Platform (collectively, the “**Service Levels**”), failing which it will provide Customer with “Term Extension”:

2.1.1. *Availability Service Level.* The average Availability of the Five Quarters Platform in each month will be at least 99.90% (or a higher percentage if specified in the Sales Order), excluding any Force Majeure Events that result in Downtime, as measured and monitored from Five Quarters’ facilities (the “**Availability Service Level**”).

2.1.2. *Determination of Availability.* Availability will be calculated on a monthly basis using the following formula: (Actual Availability divided by Total Scheduled Availability) multiplied by 100. The following terms apply with respect to the calculation of Availability:

“**Actual Availability**” means Total Scheduled Availability minus Downtime, in minutes.

“**Total Scheduled Availability**” means 7 days per week, 24 hours per day.

2.2. Reporting. During the Subscription Term, Five Quarters will publish monthly reports that address Five Quarters performance with respect to the Service Levels (see <http://status.fusebit.io/>).

2.3. Term Extension. If Five Quarters fails to meet the Service Levels in a given month, Customer will be eligible to extend the subscription term of the Agreement by one month, free of charge.

2.4. Termination Rights. If the Availability of the Five Quarters Platform is less than 99.00% in any three months over any consecutive six month period then Customer may terminate the Subscription Services, by delivery of notice to Five Quarters to that effect within 30 days of the last of such failures. If Customer terminates in accordance with the foregoing, then Five Quarters will refund to Customer a pro-rata amount of any affected Subscription Services fees prepaid to Five Quarters and applicable to the unutilized portion of the Subscription Term for terminated Subscription Services, and any affected unutilized Professional Services fees prepaid to Five Quarters.

2.5. Limited Remedy. The rights to Term Extension and the termination rights specified in Section 2.4 above are Customer's sole and exclusive remedy for any failure by Five Quarters related to the availability of the Five Quarters Platform. The maximum total Term Extension for failure to meet the Service Levels will not exceed 25% of the Subscription Term specified in the Sales Order.

2.6. Scope. The Service Levels apply only if Customer's utilization of the Five Quarters Platform is within the Entitlements specified in the applicable Sales Order. Customer is not entitled to any Term Extension if it is in breach of the Agreement (including Customer's payment obligations) at the time of the occurrence of the event giving rise to the credit. To receive a Term Extension, Customer must contact Five Quarters within ten (10) days of the occurrence of the event giving rise to the credit.

3. Private Deployment

3.1. Applicability. If Five Quarters provides the Subscription Services via a Private Deployment, then

3.1.1. References in this Service Level Description to the "Five Quarters Platform" will be treated as references to the Private Deployment;

3.1.2. References to "Available" (and "Availability") means that the Private Deployment is capable of responding to incoming requests from Users to process and display compatible data, which requests have been properly transmitted over the applicable environment to the Private Deployment; and

3.1.3. Downtime does not include (i) any Downtime due to scheduled maintenance or emergency maintenance, (ii) the period between the occurrence of a Defect and Five Quarters obtaining access to the Private Deployment for purposes of resolving the Defect, or any interruption of such access by Customer or Customer's infrastructure, data center or other service providers, or (iii) Downtime due to a failure of the Customer's

infrastructure which Five Quarters does not have exclusive control over, as specified in the Sales Order.