

## Schedule G – Service Level Agreement

V3 – (Apr 2022)

	Commitment	Service Level
1	<b>Access Failure to Customer's Densify Instance</b> Electronic access to https://<<customer>>.densify.com  Access will be restored within 2 Business Hours (4am to 8pm ET Monday to Friday) from the time Customer notifies Densify	<b>99% Available Monthly</b>  <b>How its measured:</b> # of hours beyond commitment / committed hours of availability
2	<b>Data Collection Failure</b> Completion of audits within the following parameters:  Loaded as scheduled. Failed audits loaded within 16 Business Hours (4am to 8pm ET Monday to Friday) from the time the Customer notifies Densify subject to the exclusions below	<b>99% audit completion Monthly</b>

**General Dependencies/Exclusions:** scheduled, announced or emergency maintenance; unsupported system configurations and platforms; Customer infrastructure failures, including network, hardware, facility, or power; Customer system administration actions or commands; Densify-recommended/supported version of connectors/software not installed by Customer; Customer errors or failures to provide needed information or access to resolve an outage; Customer-caused security incidents or Customer security testing; or other causes beyond Densify's reasonable control.

Not applicable to development, testing or staging environments.

No combining or stacking of Commitment failures. Commitments can be co-dependent, therefore, a failure of one Commitment occurring concurrently with another will be counted as only one failure.

**Notes:**

A Subscription Month is the 30-day period following the commencement date of the subscription and each 30-day period thereafter.