

**F5 END USER SERVICES AGREEMENT
SERVICE LEVEL AGREEMENT**

Last updated: November 2, 2023

Introduction and Applicability. This Service Level Agreement (“SLA”) applies to your access and use of the applicable SaaS Offering(s) purchased under the End User Services Agreement (“Agreement”). This SLA is divided into the following sections, and each section will include specific information about the applicable SaaS Offering:

- **Section 1: Monthly Uptime Percentages or other Performance Standards**
- **Section 2: Service Credits**
- **Section 3: Miscellaneous Terms**
- **Section 4: Definitions**
- **Appendix 1: Terms applicable to:** Distributed Cloud Mesh, Distributed Cloud App Stack, Distributed Cloud DDoS, Distributed Cloud WAF, Distributed Cloud API Security, Distributed Cloud Network Connect, Distributed Cloud Load Balancer, Distributed Cloud App Connect, Distributed Cloud DNS, Distributed, Cloud DNS Load Balancer, Distributed Cloud Synthetic Monitoring, and Distributed Cloud CDN

This SLA is subject to the terms of the Agreement and states your sole and exclusive remedy for any failure by us to meet any of the service levels or responsiveness targets described herein. Capitalized terms not defined here have the meaning set forth in the Agreement.

1. **Monthly Uptime Percentages or other Performance Standards.** Subject to the terms and conditions of this SLA and the Agreement, we will use commercially reasonable efforts to make the SaaS Offering(s) available to you at least at the applicable Monthly Uptime Percentages described below, or in conformance with the stated performance standards (each, a “Performance Standard”). If the applicable SaaS Offering does not meet the Monthly Uptime Percentage or we fail to meet the Performance Standards during an Applicable Monthly Period as confirmed by us, you may be eligible to receive a Service Credit.

F5 Silverline - Web Application Firewall (WAF) Service	
Monthly Uptime Percentage or Performance Standard	Description
99.999%	Subject to the special conditions below, we will use commercially reasonable efforts to make the Silverline WAF Service Available to you at least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.
Initial Incident Response: 15 minutes	The amount of time within which we will respond to an initial support request (e-mail or phone) from you.

Special Conditions: Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage.

F5 Silverline – Silverline Shape Defense Service	
Monthly Uptime Percentage or Performance Standard	Description
99.999%	Subject to the special conditions below, we will use commercially reasonable efforts to make the Silverline Shape Defense Service Available to you at

	least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.
Initial Incident Response: 15 minutes	The amount of time within which we will respond to an initial support request (e-mail or phone) from you.

Special Conditions: Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage.

F5 Silverline - DDoS Protection Service	
Monthly Uptime Percentage or Performance Standard	Description
99.999%	Subject to the special conditions below, we will use commercially reasonable efforts to make the Silverline DDoS Protection Service Available to you at least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.
Time to Notify (TTN): 15 minutes	This is the maximum allowable time that we will have to notify you that a DDoS attack is underway.
Time to Mitigate (TTM): 15 minutes	This is the maximum allowable time that we will have in order to begin mitigation of a DDoS attack. <ul style="list-style-type: none"> For <i>Always Available Silverline DDoS Services</i>, this means the elapsed amount of time beginning when your traffic begins transiting the Silverline DDoS Network and ending when the first mitigation is applied. For <i>Always On Silverline DDoS Services</i>, this means the elapsed amount of time beginning when a DDoS alert has been generated and recorded in the F5 User Portal and ending when the first mitigation is applied.
Initial Incident Response: 15 minutes	The amount of time within which we will respond to an initial support request (e-mail or phone) from you.
Support Escalation Time: 15 minutes	This is the maximum allowable time that we will have in order to escalate an attack incident to Tier 2 Support or Tier 3 Support.

Special Conditions: (i) Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage. (ii) You must have a current subscription to Silverline Always-On or Router Monitoring Service in order to receive the benefit of the TTN performance standard. (iii) We will achieve monitoring of these SLAs through the use of tools in the F5 Silverline Security Operations Center. (iv) You authorize and consent to us performing mitigation actions on your traffic when transiting the Silverline DDoS Network, and you must provide an express, written communication for any exceptions to this consent.

Distributed Cloud: Authentication Intelligence, Aggregator Management, Client-Side Defense, Account Protection, Bot Defense Standard, Bot Defense Advanced, and Bot Defense Premium	
Monthly Uptime Percentage or Performance Standard	Description

99.99%	Subject to the special conditions below, we will use commercially reasonable efforts to make the applicable Distributed Cloud SaaS Offering Available to you at least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.
Response Time: 30 minutes	We will provide an initial response to requests from your approved contacts within 30 minutes of receiving the communication via phone or email.
Root Cause Analysis for Severity 1 or Severity 2 Incident: 24 hours (draft); 7 days (final)	We will provide a report that describes the event, technical causes, remediating action, and long-term plans for prevention

Special Conditions: Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage.

Distributed Cloud AIP for Cloud Workloads	
Monthly Uptime Percentage or Performance Standard	Description
99.90%	Subject to the special conditions below, we will use commercially reasonable efforts to make the applicable Distributed Cloud SaaS Offering Available to you at least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.

Special Conditions: Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage.

NGINXaaS for Azure	
Monthly Uptime Percentage or Performance Standard	Description
99.95% Uptime	Subject to the special conditions below, we will use commercially reasonable efforts to make NGINXaaS for Azure available to you at least at the Monthly Uptime Percentage of time in the Applicable Monthly Period.

Special Conditions: Periods of Excluded Downtime are not included in the calculation of the Monthly Uptime Percentage.

2. Service Credits.

- a. **Applicable Service Credits** If we fail to meet the Monthly Uptime Percentage or Performance Standard, you will be entitled to apply for the applicable Service Credit described below.

F5 Silverline - Web Application Firewall (WAF) Service

Monthly Uptime Percentage or Performance Standard	Service Credit
Service Outage greater than 60 consecutive seconds	2 days of Service Credit
Service Outage greater than 60 consecutive minutes	5 days of Service Credit
Service Outage greater than 24 consecutive hours	10 days of Service Credit
Initial Incident Response: 15 minutes	1 day of Service Credit

F5 Silverline – Shape Defense Service	
Monthly Uptime Percentage or Performance Standard	Service Credit
Service Outage greater than 60 consecutive seconds	2 days of Service Credit
Service Outage greater than 60 consecutive minutes	5 days of Service Credit
Service Outage greater than 24 consecutive hours	10 days of Service Credit
Initial Incident Response: 15 minutes	1 day of Service Credit

F5 Silverline - DDoS Protection Service	
Monthly Uptime Percentage or Performance Standard	Service Credit
Service Outage greater than 60 consecutive seconds	2 days of Service Credit
Service Outage greater than 60 consecutive minutes	5 days of Service Credit
Service Outage greater than 24 consecutive hours	10 days of Service Credit
Time to Notify (TTN): 15 minutes	1 day of Service Credit
Time to Mitigate (TTM): 15 minutes	1 day of Service Credit
Initial Incident Response: 15 minutes	1 day of Service Credit
Support Escalation Time: 15 minutes	1 day of Service Credit

Distributed Cloud: Authentication Intelligence, Aggregator Management, Client-Side Defense, Account Protection, Bot Defense Standard, Bot Defense Advanced, and Bot Defense Premium	
Monthly Uptime Percentage or Performance Standard	Service Credit
Less than 99.99%	The Applicable Monthly Fee multiplied by the Downtime Percentage, except that if the Downtime Percentage exceeds 10%, the Service Credit will be 50% of the Applicable Monthly Fee for the applicable Distributed Cloud SaaS Offering. For example, if the Applicable Monthly Fee due is \$100,000 and the Downtime Percentage is 1.5%, the Service Credit is \$1,500.

Distributed Cloud AIP for Cloud Workloads	
Monthly Uptime Percentage or Performance Standard	Service Credit
Less than 99.50% and greater than 98.49% for the month	The Service Credit will be 25% of the Applicable Monthly Fee for the next successive month.
Less than 98.50% and greater than 97.49% for the month	The Service Credit will be 35% of the Applicable Monthly Fee for the next successive month.
Less than 97.50% for the month	The Service Credit will be 50% of the Applicable Monthly Fee for the next successive month.

NGINXaaS for Azure	
Monthly Uptime Percentage or Performance Standard	Monthly Service Credit
Less than 99.95% but greater than 99.0%	10% reduction in the Applicable Monthly Fee
Less than 99.0%	25% reduction in the Applicable Monthly Fees

b. **Application Process for Service Credits** To receive a Service Credit for any failure by us to achieve the Monthly Uptime Percentage or Performance Standard, you must submit a claim by opening a support case by emailing support@f5silverline.com for F5 Silverline SaaS Offerings or support@f5.com for the Distributed Cloud SaaS Offerings and NGINXaaS on Azure. The following eligibility requirements apply:

- 2.2.1 You must be subscribed to the SaaS Offering from the time the purported failure occurred through the time you submit the claim and the Service Credit is issued;
- 2.2.2 The credit request must be received by us within 2 months of the Applicable Monthly Period in which the purported failure occurred; and
- 2.2.3 The request must include (i) "SLA Credit Request" in the subject line, (ii) the dates, times and/or month, as applicable, in which the failure occurred that you are claiming, and (iii) any other information that documents or corroborates the purported failure.

If approved by us, the Service Credit will be issued during the next applicable scheduled billing period, or upon subscription renewal. The Service Credit will be issued toward the same SaaS Offering under your Account for which the Service Level has not been met and is not transferable to another SaaS Offering or Account. Your failure to provide the request and other information as required above may disqualify you from receiving a Service Credit.

3. Miscellaneous Terms.

- a. **Exclusions** This SLA does not apply to (i) any SaaS Offerings that are offered to you on an "Evaluation" basis or to any Preview Services; (ii) any SaaS Offerings that are provided to you for no fee; (iii) availability of any control panel or management interface where the availability of the SaaS Offering itself is not materially impacted; or (iv) any errors (a) caused by factors outside of our reasonable control; (b) that resulted from your software or hardware or third party software or hardware, or both; (c) that resulted from abuses or other behaviors that violate the Agreement.
- b. **Modification** We reserve the right to change or modify this SLA in accordance with the Agreement.

- c. **Additional Silverline Termination Rights** In addition to the termination rights in the Agreement, you may terminate the Silverline SaaS Offering without penalty if (i) A particular Service Outage that you have reported lasts for 48 or more consecutive hours; or (ii) Service Outages (each lasting at least 60 consecutive minutes) occurs on any 5 days in a 90-day period.

If you provide a termination notice in accordance with this Section, we will promptly refund, or cause the F5 Authorized Distribution Partner to promptly refund, to you a pro-rata amount of any unused fees prepaid by you in relation to such terminated Silverline SaaS Offering, calculated from the date of termination.

- d. **Exclusive Remedy** With exception of any remedies available to you in the Agreement and/or at law where the same event giving rise to a failure to meet a Service Level also constitutes a breach under the Agreement, the Service Credits and the termination rights set forth in this SLA (including any pro-rata refund) set forth your sole and exclusive remedy for Service Outages or other failures to meet applicable Service Levels set forth herein.
- e. **Disclaimer** THIS SLA DEFINES A SERVICE ARRANGEMENT AND NOT A WARRANTY. THE SAAS OFFERINGS ARE SUBJECT EXCLUSIVELY TO THE WARRANTIES SET FORTH IN THE AGREEMENT. THIS SLA DOES NOT CHANGE OR SUPERSEDE ANY TERM OF ANY SUCH AGREEMENT.

4. **Definitions.**

“Applicable Monthly Period” means each month during a Service Term in which you are entitled to access the applicable SaaS Offering(s).

“Applicable Monthly Fees” means the total fees paid or payable by you for a SaaS Offering during an Applicable Monthly Period in which a Service Level has not been met for such SaaS Offering, and in which a Service Credit is owed.

“Available” means the SaaS Offering is available for access and use by you materially in accordance with the functional specifications set forth in the applicable documentation.

“Downtime” means the total cumulative number of minutes, across all similar service instance types, during which the SaaS Offering is Unavailable.

“Downtime Percentage” means the percentage below the Monthly Uptime Percentage that the SaaS Offering has not been Available in such period. For example, if the Monthly Uptime Percentage is 99.5% and the SaaS Offering has been Available in such period 98% of the time, the Downtime Percentage is 1.5%.

“Excluded Downtime” means the period of time attributable to: (i) a scheduled downtime for which you have been notified at least five (5) business days prior to such scheduled downtime; (ii) a period of suspension described in the Agreement; (iii) unavailability caused by factors outside of our reasonable control, such as a force majeure events or Internet access or related problems beyond the demarcation point of the SaaS Offering; (iv) violations of the Acceptable Use Policy; (v) other negligent or unlawful acts committed by you actively or by omission; or (vi) your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control). Whether Excluded Downtime is present shall be determined solely by us in our good faith discretion supported by records, data and other evidence collected by us or provided by you.

“Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of total minutes during the billing month in which the SaaS Offering subscribed to by you experiences Downtime.

“Service Credit” means a percentage of your overall monthly subscription fees (based in US Dollars) for the SaaS Offering credited to you following a claim approval. For clarity, a “day of Service Credit” means the daily fees paid or payable for the Applicable Monthly Period, calculated by dividing the Applicable Monthly Fee by the number of days in the Applicable Monthly Period.

“Service Level(s)” means those service level(s) for the SaaS Offering(s) set forth in Section 1 above.

“Service Outage” means that the applicable SaaS Offering did not respond to DNS or HTTP queries for more than 60 consecutive seconds, except for Excluded Downtime.

“Severity 1 Incident” means an incident that renders the applicable SaaS Offering inoperative, or causes it to fail catastrophically.

“Severity 2 Incident” means an incident that affects the operation of the Service in a manner that materially degrades Customer’s use thereof.

“Tier 2 Support” means security engineering specialists trained to identify most DDoS attack incidents, apply mitigations, and fully manage an attack with the customer.

“Tier 3 Support” means involvement of engineering specialists to identify and verify all DDoS attack incidents and begin mitigation.

“Unavailable” means the inability to use the applicable SaaS Offering in material conformance with the specifications provided in the documentation.

Appendix 1

1. Purpose

The Service Level Agreement in this Appendix 1 (“SLA”) describes the service levels to be provided by us (“F5” or “Company”) to you (“Customer”, or “Client”) in connection with the following SaaS Offering(s) purchased by you under the Agreement: Distributed Cloud Mesh, Distributed Cloud App Stack, Distributed Cloud DDoS, Distributed Cloud WAF, Distributed Cloud API Security, Distributed Cloud Network Connect, Distributed Cloud Load Balancer, Distributed Cloud App Connect, Distributed Cloud DNS, Distributed Cloud DNS Load Balancer, Distributed Cloud Synthetic Monitoring, and Distributed Cloud CDN (each individually, a “Service”, and collectively, the “Services”). For the avoidance of doubt, the terms in Sections 1 through 4 above do not apply to the Services.

2. Definitions

2.1 The following definitions will apply to Appendix 1:

“Applicable Monthly Period” means each month during a Service Term in which you are entitled to access the applicable Service(s).

“Applicable Monthly Fees” means the total fees paid or payable by you for a Service during an Applicable Monthly Period in which a Service Level has not been met for such Service, and in which a Service Credit is owed.

“Availability Rate” is defined as follows:

- Availability Rate (%) = ((Monthly Total Time(min) minus Monthly Downtime(min)) / Monthly Total Time(min)) x100
- “Monthly Total Time(min)” means 720 hours per calendar month, irrespective of the number of days in any calendar month.
- “Monthly Downtime(min)” means the Unavailable time of the Service in a calendar month excluding the downtime of the Service subject to Section 3.3.
- The Availability Rate calculation starts from the first full calendar month of Services.

“Emergency Maintenance” means any maintenance or repair works which Company needs to carry out on any networks or equipment used to provide the Service (in which case Company will use its reasonable endeavors to give prior notice to the Customer).

“End User” means any person or entity that uses the Services through Customer, or accesses the Services provided to Customer.

“Maintenance” means Scheduled Maintenance and Emergency Maintenance.

“Scheduled Maintenance” means the maintenance performed (i) no more than once in a calendar month between the hours of 22:00 pm– 06:00 am, local time of the relevant region; or (ii) when Company notifies Customer at least two weeks in advance unless agreed otherwise in writing by the parties.

“Service Charges” mean variable usage charges and fixed monthly charges for the Service described on www.f5.com/cloud/pricing.

“Service Level(s)” means those service level(s) of the Service set forth in Section 3.1.

“**Solution Monitors**” means the monitoring hardware and software used by the Company to monitor and measure the provision of Services. Solution Monitors for the Services are available at <https://www.f5cloudstatus.com> on the specific line items shown next:

Service	Status
North America Network PoPs	Operational
South America Network PoPs	Operational
Europe Network PoPs	Operational
Asia Network PoPs	Operational

“**Unavailable**” and “**Unavailability**” mean failure of the Service identified by one or more Solution Monitors.

3. Service Level

3.1 Service Level Agreement

3.1.1 Response SLA:

Company will make commercially reasonable efforts to provide an initial response to requests from your approved contacts in accordance with the following target time period(s) for the Customer's chosen plan service level:

Severity Level	Service State Description	Standard Managed Services Initial Response Time	Premium Managed Services Initial Response Time
Severity 1 - Critical Priority	Renders the Service inoperative, or causes to fail catastrophically	15 minutes	15 minutes
Severity 2-High Priority	Affects the operation of the Service and materially degrades Clients use thereof	2 hours	30 minutes
Severity 3-Medium Priority	Affects the operation of the Services but does not materially degrades Clients use thereof	24 hours	2 hours
Severity 4-Low Priority	Causes only a minor impact on the operation of the Service	48 hours	8 hours

3.1.2 Uptime SLA

Company will make commercially reasonable efforts to make the Services available with an Availability Rate of at least **99.99%** during each calendar month.

The Service is considered Unavailable if:

- There is a critical failure on the Customers' network access port in the Service
- The Service suffers hardware or software problems which cause the interruption of traffic of the Customers' Network to the public Internet network via the Service

3.1.3 A Service will be deemed 'available' if it is identified as "Operational" by the Solution Monitors on the following line items

Service	Status
North America Network PoPs	Operational
South America Network PoPs	Operational
Europe Network PoPs	Operational
Asia Network PoPs	Operational

3.2 Service Level Measurement

3.2.1 Availability time and Unavailability time will be counted by measurements designated by Company based on UTC (Coordinated Universal Time).

3.2.2 The duration of Unavailability time shall commence at the time the Unavailability is recorded and terminates when Solution Monitors records the Service as restored. Such time is reduced by the following events:

- Delay caused by the Customer in giving access to technical equipment under its responsibility
- Delay in closing an incident ticket caused by non-reply from the Customer
- Other delays caused by the Customer or its representatives in repairing any breakdown

3.2.3 The duration of response time shall commence at the time an incident or support ticket is generated, an email is sent or a telephone call is made by the Customer to the Company

3.3 Exclusions

3.3.1 Notwithstanding anything to the contrary in this SLA or any agreement between Customer and Company, the following provisions will apply:

Exclusions apply for Unavailability due to:

- a) a Force Majeure event, which means any cause beyond Company's control including but not limited to, any act of God, earthquake, explosion, flood, fire, power failure from main provider (includes DataCenter and/or power-company), blackout, severe weather, or other catastrophes; any embargo, insurrection, national emergency, terrorist act, or war; any Law or any order, direction, or request of any federal, state, local, foreign, or other government or of any civil or military authority; or unavailability of necessary equipment, supplies, services, labor, or facilities;
- b) failures in a single F5 Datacenter location, when your network connectivity is explicitly dependent on that location in a non-geo-resilient manner;
- c) any act, misconduct or omission of Customer or End User;
- d) any default of third parties;
- e) Scheduled Maintenance;
- f) any failure of Customer or End User equipment;

- g) any failure to comply with Acceptable Use Policy;
- h) Customer's failure to follow Company's instructions;
- i) unauthorized changes to Company equipment due to an act, misconduct or omission of Customer or End User; or
- j) Failure of hardware, cabling, services or networks not included in the Services proposed by the Company or under its responsibility;
- k) Surrounding conditions on the Customer site such as electrical supply, temperature etc.
- l) Suspension or termination of the Services in accordance with the Agreement

3.3.2 Notwithstanding anything to the contrary in this SLA or any agreement entered into between Customer and Company, the following will be excluded from the Monthly Downtime:

- a) any Unavailability due to Maintenance announced in advance by Company (including Emergency Maintenance);
- b) if the automatic switchover of a redundant device worked; or
- c) a failure to provide any control panel or management interface by Company, which has no impact on the availability of the Service.

3.3.3 The terms of this Appendix 1 apply solely where Customer's access to the applicable SaaS Offerings will be remote (i.e., all software is hosted by F5 on its own servers or by F5's third party hosting services providers) and not where Customer has installed Software on physical servers or virtual machines owned or operated by Customer or by a third party on Customer's behalf, or where Customer's access is via Hardware delivered by F5 to Customer.

3.4 Service Credit

3.4.1 If the Company fails to meet the Availability Rate, Customer will be entitled to a Service Credit subject to this Section 3.4.

3.4.2 In the event Customer is entitled to a Service Credit, Customer shall submit a claim via a [Service Credit Request Form](#) by email to Company at support@volterra.io within thirty (30) calendar days following the date the Unavailability occurred. Customer must specify which Service Level was not met. If Company does not receive a Service Credit claim within thirty (30) calendar days following the date Unavailability occurred, Customer shall not be entitled to the Service Credit.

3.4.3 Company will respond to Customer upon receipt of the Service Credit claim. If Company confirms the Service Level specified in the Service Credit claim was not met, the Service Credit will be issued during the next applicable billing period or subscription renewal. For clarity, "day(s) of Service Credit" means the daily fees paid or payable for the Applicable Monthly Period, calculated by dividing the Applicable Monthly Fee by the number of days in the Applicable Monthly Period, multiplied by the number of days of credit to be issued.

3.4.4 The Service Credit(s) are set forth in the table in Section 3.5 below. In no event will the Service Credit exceed 100% of the Applicable Monthly Fees.

3.5 Applicable Monthly Service Credit Rate

Service Credit Rates are as follows

Distributed Cloud: Distributed Cloud Mesh, Distributed Cloud App Stack, Distributed Cloud WAF, Distributed Cloud API Security, Distributed Cloud Network Connect, Distributed Cloud Load Balancer, Distributed Cloud App Connect, Distributed Cloud DNS, Distributed Cloud DNS Load Balancer, Distributed Cloud Synthetic Monitoring, and Distributed Cloud CDN	
Monthly Uptime Percentage or Performance Standard	Service Credit
Less than 99.99% but greater than 99.80%	1 day of Service Credit
Less than 99.8% but greater than 99.0%	2 days of Service Credit
Less than 99.0% but greater than 98%	3 days of Service Credit
Less than 98.0%	5 days of Service Credit

F5 Distributed Cloud – Routed DDoS	
Monthly Uptime Percentage or Performance Standard	Service Credit
Service Outage greater than 60 consecutive seconds	2 days of Service Credit
Service Outage greater than 60 consecutive minutes	5 days of Service Credit
Service Outage greater than 24 consecutive hours	10 days of Service Credit
Time to Notify (TTN): 15 minutes	1 day of Service Credit
Time to Mitigate (TTM): 15 minutes	1 day of Service Credit
Initial Incident Response: 15 minutes	1 day of Service Credit
Support Escalation Time: 15 minutes	1 day of Service Credit