



Wavecrest

Service Level Agreement

## Cyfin Cloud Service Level Agreement

Wavecrest warrants that its service will process and deliver Web requests 99.99% of the total hours during every month customers use the service. Downtime is measured from the time of actual interruption of the service until the time such service is restored. If Wavecrest does not meet this SLA, customers receive a service credit. This SLA is subject to the terms and conditions outlined in the End User License Agreement.

### SLA Exemptions

- SLA credits will not be issued if the downtime has been caused by scheduled maintenance or if a cloud customer is in breach of any Wavecrest service agreements.
- Events of force majeure, including acts of war, God, earthquake, flood, embargo, riot, sabotage, labor disputes, government act, or failure of the Internet are exempt from the Service Level Agreement.
- An attack on our Infrastructure, including a denial-of-service attack or unauthorized access (i.e., hacking).
- Unavailability not reported by you in accordance with the reporting provisions.

### SLA Credit Procedure

We will determine, in our reasonable discretion, your eligibility for service credits and the amount of service credits awarded pursuant to this SLA.

- To be eligible for service credits, you must send us a reasonably detailed, written request via e-mail to [cloudSupport@wavecrest.net](mailto:cloudSupport@wavecrest.net) for service credits no later than five (5) Business Days after the day on which your Uptime Percentage first drops below 99.99%.
- To be deemed valid, your request must include the dates and times of each period of Cloud Service unavailability upon which your request is based; a description of any events from the Cloud Services portal that may have indicated a system-wide unavailability during the stated dates and times; and details on how your business was adversely affected.
- This Service Level Agreement is your sole and exclusive remedy in the event that the Wavecrest service is unavailable. This Service Level Agreement is part of your agreement with Wavecrest, along with the Wavecrest Terms of Service and Acceptable Use Policy, and therefore is subject to the terms and conditions stated therein.



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