Service Levels

Verkada will provide a Monthly Hosted Software Availability to Customer of 99.99% or more of the time during any calendar month (the "Service Level Objective" or "SLO"). Subject to the exclusions set forth below, an "Outage" is defined as any time when the Hosted Software is not available to Customer due to a cause within the control of Verkada. "Monthly Hosted Software Availability" means the total number of minutes in a month, minus the number of Outage minutes in a month, with the difference divided by the total number of minutes in a month. This SLA does not apply to any feature of the Hosted Software that Verkada identifies as a "beta" feature or service.

Service Credits

If Verkada does not meet the SLO, Customer will be eligible to receive a credit ("Service Credit") calculated as a number of days added to the end of the License Term as set forth below. Service Credits are non-transferable.

Monthly Hosted Software Availability	Service Credit
< 99.99% - 99.9%	3 days
< 99.9% - 99%	5 days
< 99% - 90%	10 days
< 90%	15 days

Exclusions

An Outage does not include any time the Hosted Software is unavailable due to:

- Planned maintenance windows where notice of planned unavailability has been given, via the Hosted Software or on a webpage designated by Verkada for providing service updates, at least forty eight (48) hours prior to the outage, unless in the case of emergency changes;

- Force Majeure Events;

- Actions or inactions on Customer's part;

- Events arising from Customer's systems or any Customer websites;

- ISP or Internet outages outside of Verkada's control.

Customer Must Request Service Credit

To receive a Service Credit, Customer must notify Verkada technical support within 30 days from the time Customer becomes eligible to receive the credit. If Customer does not do so, Customer will forfeit its right to receive the Service Credit.

Sole Remedy

Notwithstanding any terms to the contrary in the Agreement, the Service Credits are Customer's sole and exclusive remedy for any Outage.