

VIRUSTOTAL SERVICE LEVEL AGREEMENT

During the term of an Order under the VirusTotal Enterprise Services Agreement entered into between Chronicle Security Ireland Limited, an Ireland limited company that owns the VirusTotal Service ("VirusTotal") and a Customer ("Agreement"), the VirusTotal web interface and the API ("Covered Service") currently located at www.virustotal.com, or a successor thereto, will be operational and available to Customer at least 99.9% of the time in any calendar month (the "SLA"). If VirusTotal does not meet the SLA, and if Customer meets its obligations under this SLA, then Customer will be eligible to receive the Service Credits described below. Such Service Credits will constitute Customer's sole and exclusive remedy for any Downtime of VirusTotal.

1. Definitions. Capitalized terms not defined in this SLA have the meanings assigned to them in the Agreement or an Order. The following definitions apply to the SLA:

- "Downtime" means the amount of time, measured in minutes, that a Covered Service is returning an HTTP 5XX error code to the Customer in a calendar month, provided such amount of time is in consecutive periods of at least five minutes.
- "Service Credit" means the following:

Percentage of Downtime per calendar month	Service Credit expressed as calendar days of Covered Service added to the term end of the Agreement, at no charge to Customer
> 5%	30
>1% and <= 5%	10
>.1% and <= 1%	5

2. Customer Must Request Service Credit. In order to receive any of the Service Credits described above, Customer must notify VirusTotal at contact@virustotal.com within 30 calendar days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.

3. Maximum Service Credit. The aggregate maximum number of Service Credits that VirusTotal will issue to Customer for all Downtime that occurs in a single calendar month will not exceed 30 calendar days of Covered Service added to the end of Customer's term for the Covered Service. Service Credits may not be exchanged for or converted to monetary amounts or transferred to another party.

4. Exclusions. The SLA does not apply to any Covered Service that expressly excludes this SLA (as stated in the documentation for such Covered Service), free Services (e.g., introductory trial periods) or any performance issues: (a) caused by factors outside VirusTotal's reasonable control; or (b) that resulted from Customer's equipment or third party equipment, or both (not within the primary control of VirusTotal).

5. Other support. VirusTotal will provide reasonable support to Customer for technical or operational issues related to the Covered Service. VirusTotal will use commercially reasonable efforts to reply to Customer's written inquiry within 2 business days of VirusTotal's receipt of Customer's request.