

# SERVICE LEVEL AGREEMENT ZENLAYER LOAD BALANCING SERVICES

**Last updated: October 3, 2023**

This “Service Level Agreement – Zenlayer Load Balancing Services” (hereinafter “SLA”) is attached to and forms part of all executed Customer SOFs that pertain to this Service.

This SLA governs the provisions of service standards of Zenlayer Load Balancing Services” (“ZLB” or “Services”), as defined below. Capitalized terms shall have the meaning defined in the MSA located at <https://www.zenlayer.com/msa/>.

Customer agrees that by either (1) executing a Service Order Form, or (2) clicking a box indicating acceptance the Customer accepts the terms of this SLA. If the individual accepting this SLA is accepting on behalf of a company or other legal entity, such individual represents that they have the authority to bind such entity and its affiliates to these terms and conditions, in which case the term “Customer” shall refer to such entity and its affiliates.

Zenlayer reserves the right to update this Agreement at any time, and the latest version posted on Zenlayer’s website shall govern.

## 1. PRODUCT SUMMARY.

Load balancing is a software product that schedules user traffic to back-end servers according to configuration policies. This SLA is only applicable to the Application-based Load Balancing (ALB) and performance guarantee type of Network-based Load Balancing (NLB), and the performance sharing type of Network-based Load Balancing (NLB) is not applied.

## 2. ACCEPTANCE PERIOD.

2.1. The Acceptance Period is two (2) business days for ZLB Services.

2.2. Acceptance of Services. Unless otherwise stated in the SOF, the Services shall be accepted or deemed accepted in accordance with the following procedure: (i) upon the Customer’s receipt Zenlayer’s system generated delivery notification for a Service, the Customer will have, as stated in Section 2.1 above, three (3) business days to test the Service and notify Zenlayer in writing of its acceptance or rejection of the Service; (ii) the Customer may reject a Service only on the basis that the agreed technical specifications, as set forth in the SOF, have not been met; and (iii) if the Customer notifies Zenlayer of its rejection during the Acceptance Period, Zenlayer shall remedy the deficiency and a new delivery notification will be delivered to the Customer and the procedures set forth in this Section 2.2 will be repeated. The Customer’s failure to notify Zenlayer of its acceptance or rejection of the Services within the Acceptance Period will be deemed to constitute the Customer’s acceptance of such Services.

## 3. PAYMENT TERMS AND FEE CALCULATION.

All Charges for the ZLB Services will be calculated according to the price listed in SOF and billed in accordance with the Agreement.

## 4. SERVICE AVAILABILITY.

4.1. Service Availability Formula. ZLB service availability shall be calculated as follows:

$$\left( \frac{T-U}{T} \right) \times 100\% = \text{Service Availability}$$

T = Total Minutes per month

U = Unavailability duration (round up to the nearest minutes)

“Unavailability” shall mean a single ZLB instance cannot provide the traffic scheduling services normally.

“Unavailability duration” shall mean sum of unavailable minutes of a single ZLB instance in a natural month. The unavailable minutes caused by Section 5.3 below shall be excluded.

## 5. SERVICE LEVEL GUARANTEE.

Zenlayer shall use commercially reasonable efforts to maintain a monthly availability for Service of 99.9% or greater.

### 5.1. Service Availability Guarantee and Service Level Credit.

Zenlayer fails to meet the service levels outlined above, except for the reasons outlined in Section 5.3. below, Customer shall be entitled to a Service Level Credit as outlined in the Table below:

<b><u>SERVICE AVAILABILITY</u></b> <b><u>% PER CALENDAR MONTH</u></b>	<b>Unavailability Duration Approximation</b> <b>(for reference only)</b>	<b>Amount of Credit</b> <b>(% of Monthly fee)</b>
≥ 99.9%	Up to 44 minutes	N/A
< 99.9% and ≥ 98.9%	More than 44 minutes and up to 8 hours	10%
< 98.9%	More than 8 hours	20%

### 5.2. To submit a claim for Service Level Credit, Customer shall

- notify Zenlayer in writing within five (5) days of the outage, and
- provide necessary information, including Customer’s name, Customer’s administrative contact, contract number, date of the event giving rise to the claim with beginning and end time, origination and destination route, source, and destination IP Addresses, and a traceroute from the source address (if applicable).
- The amount and ratio of credit shall only apply to the affected Service, and the credit shall be calculated upon the MRC amount of the affected Service listed in this SLA.
- The credit shall be calculated by referencing the records held by Zenlayer, which will be the sole conclusive evidence of the service level achieved, absent manifest error.
- Customer shall not be entitled to a credit if at the time of submission for credit by Customer (i) the Customer’s payment account is past due and/or (ii) the applicable Services have been terminated.

### 5.3. Zenlayer shall be not responsible for service failure caused by the following reasons, and the failed time will not be calculated into the Service Level Credit:

- Emergency or scheduled maintenance, including cutover, maintenance, upgrade, and simulated fault drill, etc.;
- Force Majeure;
- Actions by Customer or others authorized by Customer to use the Services or Customer-provided equipment, or software or local access facilities ordered directly by Customer;
- Customer does not configure the back-end server, or the problem caused by the abnormal back-end server;
- Failure of power, facilities, equipment, systems, configuration, or connections not provided by Zenlayer or its affiliates;
- Customer's visiting volume exceeding the ZLB instance specifications;
- The availability detection network segment is disabled caused by Customer’s security policy configured on the back-end servers;
- The loss or leakage of data, passwords, passwords, etc. caused by improper maintenance or confidentiality of Customers;
- Customer's failure to follow the product use documents or suggestions of Zenlayer;
- Suspension or termination of Service in accordance with the MSA; or
- Acts or omissions of third parties that are not affiliated with Zenlayer.

- 5.4. In the event that Zenlayer observes a DDoS attack targeting an IP port ordered by the Customer, and if the scale of the attack adversely affects the network and disrupts the Services of other customers on the network, Zenlayer reserves the right, at its sole discretion and without prior notice, to implement necessary measures to mitigate the impact to such DDoS attack. Zenlayer reserves the right to suspend Service if necessary to protect the entire network. Zenlayer will not be liable to Customer for any actions taken to reduce the impact of such DDoS attacks.
- 5.5. **Maintenance.** Zenlayer may suspend Services during the maintenance or update of its network. In the event of routine, planned maintenance, Zenlayer will provide Customer with reasonable prior notice. For emergency maintenance, Zenlayer will provide as much notice as is practicable under the circumstances. In all cases, Zenlayer will work with Customer to minimize disruptions to the Service. Under no circumstances will any planned interruption or routine maintenance be considered a Service Outage. Such maintenance is not entitled to any credits unless stated otherwise in this SLA.

## 6. RESPONSE AND RESOLUTION TIMES.

Zenlayer live support will be available 24 hours per day, 7 days per week, year-round. Customer may request support by opening a support ticket via Zenlayer’s portal/email or in the event of “urgent” priority support requests via portal, email, or phone by calling the Zenlayer support team. Both parties agree to establish a consultation system and enhance daily communication to promptly address any issues that may affect service quality. Zenlayer commits to maintaining the provided service in accordance with relevant regulations and specifications. The Customer is expected to provide necessary assistance and cooperation in order to facilitate the service. An “event” in the table below is a hardware power failure, a network interruption, and/or a Service Outage.

Zenlayer will respond to your support requests within the following time frames:

<i>Priority</i>	<i>Initial Response Time</i>	<i>Resolution Time</i>
<b>Urgent</b> – Progressed 24x7	30 mins	8 hours
<b>High</b> – Progressed 24x7	30 mins	48 hours
<b>Medium</b> –Progressed Monday-Friday business hours	30 mins	5 business days
<b>Low</b> –Progressed Monday-Friday business hours	30 mins	10 business days