



## MuleSoft Cloud Offerings SLA under Salesforce's uMSA

### Cloud Offerings SLA

The MuleSoft Cloud Offerings shall be available to Customer not less than 99.99% of the time each calendar month. If, within 10 days of the end of a calendar month, the Customer informs MuleSoft that the Cloud Offerings is available less than 99.95% of any calendar month during the Term, Customer shall be eligible for a service credit for future Subscriptions equal to the credit formula below.

For purposes of this SLA, unavailability shall be defined as no flows inside an application deployed to CloudHub are able to be executed. Notwithstanding the foregoing, Customer shall not be entitled to service credits under this Section if (A) the Cloud Offerings is Unavailable as set forth in this Agreement as a result of: (a) a force majeure event; (b) any causes contributed directly by Customer, its Affiliates or vendors; (c) software or hardware not provided; (d) regularly scheduled maintenance, provided that MuleSoft shall use its best efforts to ensure maintenance is done without downtime or (B) the Customer fails to inform MuleSoft of such Unavailability within 10 days of the end of the month in which Customer determines the Cloud Offerings was Unavailable; or (C) the CloudHub application is not deployed to two or more CloudHub Workers of the Cloud Offerings or (D) the CloudHub application is not deployed in a production environment. "Monthly Uptime Percentage" for a given application is calculated by subtracting from 100% the percentage of 1 minute periods during the month which the application was "Unavailable". For clarity, the service credit described herein shall be Customer's sole and exclusive remedy for any breach of this Section (Cloud Offerings SLA) and/or the following Section (MuleSoft Responsibilities).

### Credit Formula:

The service credit shall be equal to:

$(\text{Monthly Percentage Credit} * (\text{Subscription Fee}/12) * \text{Number of VCores affected}) / \text{Total number of VCores}$ .

### SLA Credit table

| Availability/ Monthly Uptime Service Levels | Percentage credit for monthly fees |
|---|------------------------------------|
| 99.95 to 99.5%                              | 5%                                 |
| 99.4 to 98%                                 | 10%                                |
| Less than 98%                               | 15%                                |

## **MuleSoft Responsibilities**

MuleSoft will use commercially reasonable efforts to make the Cloud Offerings available 24 hours a day, 7 days a week, except for: (a) scheduled downtime of the management console (of which MuleSoft shall give at least 24 hours' notice via [status.mulesoft.com](https://status.mulesoft.com) and which MuleSoft shall schedule during the weekend hours from 6:00 p.m. Friday to 1:00pm Sunday Pacific Time (PT) for MuleSoft's US Deployment and 5:00 p.m. to 10:00 p.m. Central Time (CT) Tuesday for MuleSoft's Government Cloud Deployment, provided that no downtime is required for VCores) or (b) any unavailability caused by Force Majeure.