

MXDR SERVICE LEVEL OBJECTIVES ADDENDUM

Last Updated: November 18, 2024

This MxDR Service Level Objectives ("MxDR SLO") Addendum sets forth the service levels provided by OT for the MxDR Services. Capitalized terms not defined herein shall have the meaning given to them in the Agreement.

1. Definitions.

- a. **"Downtime"** means the total number of minutes in a calendar month during which the Services are unavailable or inoperable, except for any exclusions mentioned in Section 3 of this MxDR SLO Addendum, as determined by OT.

2. The MxDR SLO Targets are set forth in the table below:

<i>Component</i>	<i>Target</i>	<i>Measurement</i>
Mean time to detection	30 minutes or less	Time between threat detection and delivery of an alert through the Communication Channel or designated email address.
Availability of the MxDR Services dashboard	99.0%	Availability of website from the Internet

3. Exclusions from the MxDR SLO.

- a. The MxDR SLO Targets exclude Downtime resulting from: (i) events of force majeure; (ii) configuration, maintenance or correction of Your software, hardware network infrastructure, or communications facilities or those of a third party (including Your agent); (iv) third party service (including, without limitation, Amazon Web Services or Your agent's) outages or other causes beyond OT's reasonable control; or (v) scheduled maintenance, or emergency maintenance; (vi) Your use of an unsupported version of the Services; or (vii) Your use of the Services other than in accordance with the Cloud Terms and Conditions.

4. Remedy.

- a. If OT fails to meet the Service Level Target in any calendar month, and if You have met Your obligations under the Agreement, You may notify OT of such failure and OT will make commercially reasonable efforts to resolve the issue. If OT is unable to remedy a material issue, You may terminate Your subscription upon five (5) days' written notice and OT shall refund a pro rata portion of Your prepaid but unused Fees for the period following the effective date of termination. The remedy specified in this Section 4 of the SLA is Your sole and exclusive remedy for a failure by OT to meet the MxDR SLO Targets or for any other claim related to unavailability of the Services.