

SERVICE LEVEL ADDENDUM FOR SNOW ATLAS

This Service Level Addendum is part of the Agreement between Snow and Customer. For the purposes of this Service Level Addendum, “**Service**” refers to Snow’s software-as-a-service offering delivered via Snow Atlas.

- 1) **Customer Support.** Snow Customer Support is available 24 hours a day, 5 days a week, Monday through Friday (excluding Snow observed Public Holidays in Customer’s region). Customers may reach Snow customer support by accessing the Support Portal: [Snow Support Portal](#). More information and details can be found at [Contact information for all Support regions \(snowsoftware.com\)](#)
- 2) **Target Initial Response Time and Communication Cadence.** Throughout the lifecycle of the case, Snow will endeavour to provide an initial response along with frequent communication updates in accordance with the targets below. Snow case management targets are goals and not commitments:

Priority	Description	Target Initial Response Time	Target Communication Cadence
Priority 1	The Service is unavailable to all users due to software or hardware failure	2 Hours	Daily
Priority 2	The Service is accessible, but a significant subset of functionality is unavailable to all users due to software or hardware failure	4 Hours	Every 2 Days
Priority 3	The Service features are not accessible, but a workaround is available	8 Hours	Every 3 Days
Priority 4	Customer requests information regarding the Service capabilities or navigation.	24 Hours	Every 5 Days

- 3) **Defect Reporting.** Customer will report defects to Snow customer support for processing by Snow.
- 4) **Maintenance.** Snow reserves the right to limit Customer’s access to the Service in order to perform maintenance, to make modifications, or as a result of circumstances beyond Snow’s reasonable control (collectively, “**Maintenance**”).
- 5) **Service Availability.** “**Service Availability**” shall mean the amount of time in any given calendar month during which the Service can be accessed by authorized users, to be calculated as a percentage of the total amount of time in such calendar month, excluding Exclusion Events and Maintenance. **Snow will ensure that Service Availability equals or exceeds 99.5% in each calendar month.**
- 6) **Exclusion Events.** Snow will not be responsible for any service level deficiency resulting from any of the following (“**Exclusion Events**”):

- a. A failure or interruption of any component or service for which Snow is not responsible, including but not limited to, electrical power, networking equipment, computer hardware or software, or Internet and telecommunications service;
- b. Any Force Majeure event;
- c. Viruses, other malicious code or denial of service attacks, unless Snow fails to implement commercially reasonable threat management solutions or the service level deficiency resulted from Snow's failure to properly update such threat management solutions;
- d. Acts or omissions of Customer or its employees, agents, or third-party contractors except for Snow; or
- e. Customer inaccessibility, where such inaccessibility either caused the problem or prevents or delays its resolution.