

Service Level Agreement

July 27, 2020

This Service Level Agreement for Service Offerings (this "SLA") sets forth the uptime to which Enlighted will commit to the production version of each Service Offering for Cloud Services. Any terms not otherwise defined herein shall have the meanings set forth in the Cloud Services Agreement (the "Agreement") entered into between Enlighted and Customer.

Enlighted commits to provide 99.5% uptime with respect to its applications (ECloud, Energy Manager in the Cloud, Safe, Space, and Where) each calendar month, excluding regularly scheduled maintenance times.

If Enlighted is unable to meet this uptime commitment for a Service Offering three (3) or more times in a calendar year and the Customer was negatively impacted (i.e., Customer attempted to log into or access the Service and the attempt failed due to the unscheduled downtime of the Service), then Customer will have the right to terminate the Agreement without penalty.

Any remedy provided to Customer shall be the sole and exclusive remedy available to Customer with respect to a failure by Enlighted to meet its obligations under this SLA.

Scheduled and Unscheduled Maintenance

Regularly scheduled maintenance time does not count as downtime. Maintenance time is regularly scheduled if it is communicated in accordance with the notice section set forth below at least one full US business day in advance of the maintenance time. Regularly scheduled maintenance time typically is communicated at least a week in advance, and takes less than 10-15 hours each quarter. Enlighted hereby provides notice that every Saturday night 10:00pm - 11:59pm Pacific Time is reserved for routine scheduled maintenance for use as needed.

Enlighted in its sole discretion may take the Service down for unscheduled maintenance and in that event will attempt to notify Customer in advance in accordance with the Updates/Notice section set forth below. Such unscheduled maintenance will be counted against the uptime commitment.

Claim Request

In order to receive the remedies described in this SLA, Customer must request by opening a Support case with Enlighted within five days of the end of the applicable month. Such submission must include (a) "SLA Claim" as the subject of the case; (b) the dates and times of outage for the claim; (c) any documentation of the applicable outage. Any claims not submitted by Customer within the specified time period may be denied by Enlighted and Enlighted will have no further obligation to Customer with respect to such failure to meet the SLA. Customers who are past due or in default with respect to any payment or any material contractual obligations to Enlighted are not eligible for any claim under this SLA. Enlighted shall calculate any service level downtime using Enlighted's system logs and other records.

SLA Exclusions

The SLA does not apply to (a) any Enlighted Sandbox, Beta, Test, Demo, Limited Availability, Free Services, or other debugger accounts and environments; (b) outage caused by factors outside of Enlighted's reasonable controls; (c) outages caused by Customer software or hardware, or both; (d) outages that resulted from abuses or other behaviors that violate the terms of the Agreement; (e) Enlighted hardware (covered in hardware warranties); (f) Enlighted on-premise software.

With certain roles and permissions granted by the Customer, users may have the ability to disrupt service via the user interface or API by making changes to configurations, initiating upgrades, restarting services, and/or otherwise interrupting services. The SLA does not apply to these disruptions. It is the responsibility of the Customer to responsibly manage user roles and privileges to mitigate these types of user-created interruptions.

Severity Levels and Target Initial Response Time

Enlighted will use commercially reasonable efforts to respond to each severity level within the applicable response time described in the table below, depending on the severity level of the case.

Severity Level	Issue Description	Target Response Time
1	Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.	1 Hour
2	Major functionality is impacted or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available.	4 Hours
3	System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.	1 Business Day

Enlighted must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Enlighted to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate.

Updates/Notice

This SLA may be amended by Enlighted at its discretion. The amended SLA will be posted to the Enlighted Support portal or the Enlighted website.