



- Force Majeure Events, including without limitation, acts of war, acts of God, natural disaster, pandemic, health crisis, government act, utility outages, denial of service attacks, failure of communication lines and/or the Internet, and the occurrence of vulnerabilities or exploits which could not have been avoided with commercially reasonable care;
- Client's systems;
- Third party service or equipment (including software or technology) malfunctions;
- Combination, operation, or use of the Platform in or with any technology (including any software, hardware, firmware, system, or network) or service not provided by DoseSpot;
- Client or any third party's negligence, abuse, misapplication, misuse, or manipulation of or damage to the Platform (including the Technology) or any of Client's materials or Client's systems in any respect; or
- Use of older versions of web browsers or operating systems or platforms.

Service Credits: If the Monthly Uptime Percentage fails to meet DoseSpot's service commitment as defined herein, Client will be eligible to receive a Service Credit, outlined below:

0 R Q W K O \ 6 H U Y L F H & U H G L W
8 S W L P H
3 H U F H Q W
R U D E R Y H None
% H W Z H H Q D Q G 10% of monthly service charges or \$10,000, whichever is smaller
\$ W R U E H O R Z 25% of monthly service charges or \$10,000, whichever is smaller

This SLA and the Service Credits provided hereunder are the Client's sole and exclusive remedy for any Platform Interruptions. To receive a Service Credit, Client must submit a claim by emailing V X S S R U W # G R V H T o S e r v i c e @ d o s e s p o t . c o m . The credit request must be received by DoseSpot within by the end of the second billing cycle after which the incident occurred and must include:

- " 6 / \$ & U H G L W X H i n t e subject line
- Dates and times of each ~~0 D I P, 2 U U S V R~~ incident that Client is claiming.
- Logs that document the errors and corroborate Client's claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks).

If the Monthly Uptime Percentage of such request is confirmed by DoseSpot and is less than the Uptime Target, then DoseSpot will issue the Service Credit to Client within one billing cycle following the month in which request is confirmed by DoseSpot. Client's failure to provide the request and other information as required above will disqualify Client from receiving a Service Credit.