



Service Level Commitment

The Cloud Service will be Available to You 24 hours a day, 365 days per year, 99.50% of the time on a calendar month basis, excluding unavailability (i) due to scheduled maintenance up to four hours per calendar month, (ii) during up to four major upgrades per calendar year, (iii) due to causes beyond Our control, (iv) initiated by Us to protect the Cloud Service or Customer Data from loss or unauthorized access, (v) caused by You or Your applications, (vi) initiated at your request; or (vii) for Cloud Services that operate in a single tenant execution environment (“Single Tenant Cloud Services”) only, due to hot fixes. (“the Service Level Commitment” or “SLC”).

Availability means that the Cloud Service is available for access and Cloud Service response time performance allows for commercially reasonable use of the Cloud Service. Availability is measured at the point where the Cloud Service is made available to the Internet from Informatica’s global data centers.

Our entire liability and Your exclusive remedies for any deviation of a Cloud Service from the Service Level Commitment (“Deviation”) are set forth below.

Availability for calendar month	Credit for Deviation
99.5% – 100%	None
98% – 99.49% (Minor Deviation)	5% of monthly fees for the Cloud Service
Below 98.0% (Major Deviation)	10% of monthly fees for the Cloud Service

You must request a credit by opening a case with Informatica Global Customer Support in accordance with the Global Customer Support Guide published at <https://network.informatica.com/docs/DOC-3015> within five (5) business days after the end of the calendar month of the Deviation.

You may terminate the Cloud Service at issue if the Cloud Service has Major Deviations in any three (3) consecutive calendar months or in any four (4) calendar months during a twelve-month period during the term of the Cloud Service. You must provide written notice of termination by opening a case as set forth above. We will refund you the prepaid but unused fees for the Cloud Service for the remainder of the term of the Cloud Service after the effective date of termination.

Informatica Operational Insights, Informatica Discovery IQ, non-production Cloud Services environments and no-charge Cloud Services are not eligible for credits or other remedies set forth above.

To be eligible for the Deviation remedies, You must be current in Your payment obligations and in compliance with the applicable contract requirements and Informatica policies. We will monitor



and continuously publish Availability information for Single Tenant Cloud Service production environments, and may do so for other Cloud Services, at <https://status.informatica.com/> or another location chosen by Us. The SLC and Deviation remedies above do not apply to SLC deviations erroneously reported as a result of incorrect measurement.