



Web Security Service Level Agreement

This Service Level Agreement (SLA) defines the service metrics which Verizon strives to meet in the delivery of Web Security (Service(s)) and the credits Customer is eligible to receive if those metrics are not met. This SLA shall only apply to the Web Acceleration feature of Web Security.

1. **Overview.** This SLA for Web Acceleration is set forth at http://www.verizon.com/business/service_guide/reg/web-security-sla.pdf. Verizon reserves the right to amend this SLA from time to time effective upon posting of the revised SLA to the URL cited above or other notice to Customer. This SLA sets forth Customer's sole remedies for any claim relating to failure to meet any standard set forth in this SLA. Verizon's records and data will be the basis for all SLA calculations and determinations.
2. **Claims.** To receive a remedy under this SLA, Customer must notify Verizon within 30 business days of a Services Outage. Verizon will verify any requested Service Credit and will confirm the amount of the credit, if applicable. Verizon's Service Credit calculation is the final and definitive assessment of any credit payable. The request for a Service Credit must be in writing and include the date of the suspected Services Outage. The suspected Services Outage must be capable of confirmation by Verizon's measurement tools. Any issued Credit shall be applied to Customer's invoice within two invoicing cycles after Verizon initially received the Credit request.
3. **Credits.** Customer shall be eligible for credit (Service Credits) for a Services Outage in an amount equal to one day's worth of the Monthly Recurring Charge (MRC) paid by Customer, multiplied by each 24-hour period in which Customer experiences a Services Outage during a particular month. All Service Credits are calculated on the basis of a 30-day month. The total Service Credits issued to Customer in connection with any calendar month shall not exceed the MRC paid by Customer for such month.
4. **Web Security Service Metrics**
 - 4.1 **Availability of Service.** Verizon will provide an uptime guarantee of 100% to Customer covering uptime of the CDN and Customer Content delivery uptime and availability. Verizon will periodically measure Customer Content delivery availability by requesting representative Customer Content from Delivery Servers at selected POPs, using software and hardware components capable of measuring traffic and responses at the selected POPs. Verizon reserves the right to periodically change the measurement points and methodologies it uses.
5. **Definitions.** The following definitions apply to the terms in this SLA, in addition to those identified in the Master Terms of your Agreement.
 - 5.1 **Customer Content.** Objects delivered from a Delivery Server.
 - 5.2 **Delivery Server.** Verizon- servers for delivering Customer Content located on the CDN at Verizon's Points of Presence (POP).
 - 5.3 **Origin Server.** Verizon's or Customer's Internet web server, where Customer Content is stored for retrieval by Delivery Servers.
 - 5.4 Services Outage means an instance in which a Service covered by the 100% uptime guarantee is completely unavailable for more than 15 consecutive minutes.



6. **Exclusions.** The metrics set forth in Section 4 are not applicable in case of any of the following circumstances:

6.1 Customer does not follow published instructions for use of the Services.

6.2 Scheduled or emergency maintenance.

6.3 Force Majeure events as defined by the Agreement.

6.4 Customer is in breach of the Agreement or has not paid in full for the Services covering the time period within which the Service Credits are requested.