



FACTSHEET: Service Level Agreement

For Celonis Cloud Service Offerings

Celonis Process Mining enables you to see how your business processes have been executed. Due to the transparency provided by Celonis Process Mining, the success of optimization measures can be reviewed at once. Moreover, process patterns and metrics can be analyzed and continuously monitored.

1. Cloud Service Uptime

We will use commercially reasonable efforts to provide you access to the Cloud Service of the Celonis Process Mining Enterprise Edition on a twenty-four hour, seven days a week (24x7) basis at an uptime rate of 99.0 % calculated monthly.

Cloud Service Uptime Measurement

The Cloud Service Uptime will commence to be measured on our mutually agreed to-be determined go-live date, which shall in no event be prior to the actual go-live date. The actual "Go-Live Date" shall be the date on the following conditions have been met: (i) we have for the first time provided access to the Cloud Service in the production environment; (ii) end-user testing is completed by you and us; and (iii) you can access the production environment with production data for the first time.

However, we may not be able to guarantee the uptime rate in some cases. Thus, the Cloud Service Uptime Measurement shall not apply to performance issues caused by the following:

- ✓ Overall internet congestion, slowdown, or unavailability
- ✓ Unavailability of generic internet services (e.g. DNS servers)
- ✓ Virus or hacker attacks
- ✓ Force majeure events
- ✓ Actions or inactions of you or third parties beyond our control
- ✓ A result of your equipment or third-party computer hardware, software, or network infrastructure not within our control
- ✓ Scheduled SaaS infrastructure maintenance (see below)



1. System Uptime Report

Upon your request, we will provide you with a Cloud Service Uptime Report. Each Cloud Service Uptime Report will cover a period of twelve (12) months, measured backwards from the end of the calendar month that preceded the date of the request. If you do not agree with the SaaS Uptime Metric Report, written notice of the dispute must be provided to us within fifteen (15 days) of receipt of the Cloud Service Uptime Report.

2. Scheduled Infrastructure Maintenance

Scheduled Maintenance times for the Celonis Software will be posted on the my.celonis portal. We endeavor to provide at least forty-eight hours prior posting of any scheduled maintenance for the Celonis Software. In addition, updates will be uploaded to the SaaS infrastructure approximately four times per year. This may cause short breaks in the availability of the service as well. We will inform You about such updates in advance.

<https://my.celonis.de>