

EXHIBIT A
SERVICE LEVEL COMMITMENT

1. Service Levels

- a. LR Cloud will be available per the credit schedule below, as measured by LogRhythm over each calendar month of the Subscription Term and subject to the exclusions set forth below (“Service Level Commitment”).
- b. LR Cloud is considered available if the customer is able to login from Web Console and access the landing page and initiate a search.
- c. Credit Schedule: LogRhythm commits to uptime below. If LogRhythm does not meet the uptime commitment described below we will credit Customer as an extension to the term of the Subscription Services, as follows:

Availability Per Month	Credit (% of monthly subscription fee)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

- d. LR Cloud performance and availability SLAs will not be in effect during Customers overage periods as defined in the Agreement. During overages LogRhythm reserves the right to drop data to protect the infrastructure.

2. Definitions:

2.1 “Excused Delay” means any failure or delay which is beyond the reasonable control of LogRhythm, including without limitation, critical and routine maintenance; acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems, telecommunications failures or delays, denial of service, computer failures involving hardware or software not within LogRhythm’s possession or reasonable control, and acts of vandalism (including network intrusions and denial of service attacks), but only if such unavailability results notwithstanding the exercise of reasonable care and diligence to avoid or mitigate the same in anticipation of or in response to such causes. Excused Delay shall also include downtime due to necessary maintenance and troubleshooting.

3. Exclusive Remedy:

If LogRhythm fails to meet any of the above “Minimum Service Levels” during any calendar month, and such failure is not excused due to any Excused Delay, Customer shall promptly notify LogRhythm in writing of such failure, but in any event within 15 days following the end of the applicable month, and Customer may choose to request a service credit to be applied towards the extension of the Subscription Term. Such service credit shall be computed as set forth above.

Notwithstanding anything to the contrary, the foregoing credits will be Customer’s sole and exclusive remedy with respect to any unscheduled downtime or any failure by LogRhythm to meet any Minimum Service Level and in no event will the cumulative service credits for any calendar month exceed ten percent (10%) of the applicable monthly fees.

4. TTL (“Time to Live”). Initial GA release will include 90 day TTL. The TTL is based on assumption that average log size being 400 bytes. For customers with higher log size, they could get a lower than 90 days TTL.

5. AI Engine Capacity

Every MPS level will be granted enough capacity to operate one core threat detection module and one additional compliance module plus ten additional custom AI Engine rules. LogRhythm reserve the right disable Customers rules and/or require it to be tuned, to maintain the performance and stability of the instance.