

SaaS Availability Service Level Standards

1. Applicability

The following Service Level Standards (“SLS”) applies to cloud SaaS products (“Hosted Services”) offered by GE Vernova’s Digital business as indicated in the order documents between Digital and Customer. The SLS does not apply to on-prem Software, products offered by other GE Vernova divisions or to issues arising from connectivity services to edge devices or appliances.

2. Definitions

- “Available Minutes of Operation” is based on twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.
- “Designated PoP” means the Point-of-Presence (PoP) servers designated as US-West and EU-Frankfurt.
- “Scheduled Downtime” means published maintenance windows or time in minutes for a calendar month where Digital notifies Customer of periods of unavailability for scheduled or emergency network, hardware, Hosted Services maintenance or Hosted Services upgrades. Scheduled or emergency maintenance windows will be notified to or published on a support channel in advance.
- “Unscheduled Downtime” means time duration in minutes for a calendar month, except during Scheduled Downtime or resulting from an Exclusion, when the SaaS product key functions for which customers have appropriate permission are unreachable.
- “Exclusion” means any of the SaaS products is unreachable due to any of the following reasons:
 - i. Factors outside Digital’s reasonable control including any force majeure event or Internet access or related problems beyond the SaaS product’s demarcation point
 - ii. Actions or inactions by Customer or Customer’s employees, or any third party, agents, contractors, or vendors, or anyone gaining access to Digital’s network by means of Customer’s passwords or equipment
 - iii. Conditions that result from Customer’s equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third-party equipment within our direct control)
 - iv. Customer’s use of the service after Digital advised Customer to modify its use of the service, if Customer did not modify its use as advised
 - v. Intermittent periods of unavailability that are ten minutes or less in duration
 - vi. Customer’s use of beta, trial offers, early access programs and/or demos (as determined by Digital)

3. Availability

- i. Availability will be calculated on a monthly basis.

The formula used to calculate Availability is:

$\frac{(\text{Available minutes of Operation} - \text{Unscheduled Downtime} - \text{Scheduled Downtime})}{(\text{Available Hours of Operation} - \text{Scheduled Downtime})} * 100$

- ii. For paid Cloud SaaS generally made available, the following monthly availability applies:

Monthly Availability
99.9%



GE VERNOVA