



**Service Level Agreement for Virtual Desktop Service by NetApp**  
**Last Modified: November 2020**

## Terms

This Service Level Agreement (“SLA”) for NetApp’s Virtual Desktop Service (the “**Service**” or “**VDS**”) is a part of the Cloud Data Services Terms. Capitalized terms used, but not defined in this SLA, will have the meaning assigned to them in the Cloud Data Services Terms.

If the Service does not achieve the service levels described in this SLA, then you may be eligible for a service credit.

NetApp may change this SLA by notifying you on the proposed modification. You may object to the proposed modification by giving us a written notice thereof within thirty (30) days from the date you were first notified of the modification. Any objection to a proposed modification must be submitted pursuant to the claims process described below. Should NetApp disregard your objection and enact the proposed modification, you may terminate the affected Service by giving NetApp a thirty (30) days prior written notice. In such an event, you shall not be subject to an early termination fee. However, you will still be responsible for all outstanding charges for the Service provided to you by NetApp before the effective date of the termination.

We will honor the SLA in effect at the outset of your subscription for the duration of your initial subscription term. However, if you renew your subscription, the version of this SLA that is in effect the time of renewal will apply throughout your renewal term.

## Definitions

“Allowable Downtime” means scheduled NetApp maintenance and upgrades.

“Downtime” is the total accumulated minutes that are part of Maximum Available Minutes where the Service is unable to provide access to virtual desktops, excluding a period when the Service is not available due to Allowable Downtime. Downtime includes an inability to access the control plane of the service via web portal, API or other means.

“Uptime” shall be defined as  $\text{Monthly Uptime \%} = (\text{Maximum Available Minutes} - \text{Downtime}) / \text{Maximum Available Minutes}$ .

## The Availability Service Level

NetApp will use commercially reasonable efforts to make the Service available with an Uptime percentage of at least 99.9%, during any monthly billing cycle.

## Claims Process

If at any time during your Subscription, you determine that you are not receiving the Availability Service Level, contact [ng-vds-support@netapp.com](mailto:ng-vds-support@netapp.com) and include the following information in your email:

- Calculated Downtime
- All applicable documentation which will corroborate your claimed outage
  - Username, phone number and email address of the affected individual(s)
  - Description of the technical problem(s), including screenshots of any error messages where possible
  - Complete steps to reproduce the issue
  - URL or API call utilized, if applicable
  - Web browser used, if applicable

## Service Credits

We will evaluate all information provided and make a good faith determination of whether a service credit is owed for the future use of the Service. The service credit will not exceed 20% of the monthly cost of your initial Provisioned Capacity performance tier.

## Limitations

You must send an email to [ng-vds-support@netapp.com](mailto:ng-vds-support@netapp.com) within four weeks of the incident, and you are only eligible to receive one service credit per month per account. The service credit can only be applied to towards your future payments for the Service.

## Exceptions

This SLA does not apply to any performance issues which are attributable to: (i) Allowable Downtime; (ii) a force majeure event or factors which are outside NetApp’s reasonable ability to control; (iii) your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within NetApp’s direct control); (iv) your use of the Service after we advised you to discontinue or modify your use of the Service, if you did not modify your use as advised; (v) preview, pre-release, beta or trial versions or features of the Service; (vi) your failure to adhere to Service restrictions or the Acceptable Use Policy as identified in the Cloud Data Services terms; (vii) data in transit authentication and/or encryption (signing and/or sealing); and (viii) any suspension and termination of your right to use the Service in accordance with the Cloud Data Services Terms.