

# SS&C Blue Prism Chorus and UX Builder

## Service Level Agreement

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This Service Level Agreement (“SLA”) applies to our provision of Subscription Services for Chorus BPM and UX Builder hosted services. We may update this SLA from time to time. The current version of the SLA is published at <http://portal.blueprism.com/agreements>.

**Exclusions:** This SLA does not apply to any prototype, beta, early access or other pre-production release; to any development or other non-production environment; or to any free-of-charge Product.

### 1. Definitions

Capitalized terms not defined in this SLA shall have the same meaning as in your Agreement. The following defined terms apply in this SLA:

**Actual Uptime** – The result of the calculation set out in paragraph 2 of this SLA, expressed as a percentage.

**Agreement** – The agreement under which we agree to provide a Subscription Services Product to you.

**Available** – The Product is live and available for processing.

**Blue Prism, us, we, our** – The SS&C|Blue Prism entity or affiliated entity that is party to the Agreement.

**Customer, you, your** – The Customer organization that is party to the Agreement with Blue Prism.

**Emergency Maintenance** – Application of patches or updates or other actions reasonably necessary to resolve a critical issue affecting the Product or to address an urgent security issue.

**Scheduled Downtime** – Any period during which the Product is not Available to allow for planned maintenance. Periods of scheduled maintenance will be notified in advance.

**Scheduled Uptime** – The total minutes in the relevant month less the total number of minutes of Scheduled Downtime for that month.

**Unscheduled Downtime** – The total minutes during the relevant month during which the Product is not Available outside of Scheduled Downtime, excluding any period of time during which the Product is not available due to: time reasonably required for Emergency Maintenance; your actions or omissions or those of your Authorized Users; failure of equipment, software or services for which you or a third party (other than our sub-contractor) are responsible, including failure of internet connectivity; or any event of Force Majeure under the Agreement.

### 2. Availability SLA

We will make commercially reasonable efforts to ensure that Actual Uptime of the Subscription Service for each calendar month is not less than:

99% of Scheduled Uptime for deployments on Chorus Public Cloud (basic);

99% of Scheduled Uptime for deployments on Chorus Private Cloud.

For the purposes of this SLA, Actual Uptime shall be calculated as follows and expressed as a percentage:

$$\text{Actual Uptime} = \frac{(\text{Scheduled Uptime} - \text{Unscheduled Downtime})}{\text{Scheduled Uptime}}$$

Where we provide you with more than one Subscription Services Product to which this SLA applies, the SLA is calculated separately for each Product.