BLUE PRISM CLOUD SERVICE LEVEL AGREEMENT

Availability Service Level

1 Definitions

Actual Uptime shall mean the total minutes in the reporting month that the Blue Prism Cloud Services was actually available to Authorised Users for normal use.

Maintenance Downtime shall mean the total minutes in the reporting month during which Blue Prism shall maintain the Blue Prism Cloud Services, as notified at least 48 hours in advance to the Customer.

Emergency Downtime shall mean the total minutes in the reporting month during which the Blue Prism Cloud Services shall be unavailable in order to resolve a critical issue.

Scheduled Downtime shall mean the total minutes in the reporting month represented by the Maintenance Downtime plus Emergency Downtime.

Scheduled Uptime shall mean the total minutes in the reporting month less the total minutes represented by the Scheduled Downtime.

2 Service Level Standard

a. Blue Prism Cloud Services will be available to Customer for normal use no less than 99.9% of the Scheduled Uptime.

3 Calculation

a. (Actual Uptime / Scheduled Uptime) * 100 = Percentage Uptime (as calculated by rounding to the second decimal point)

4 Performance Credit

a. Where Percentage Uptime is equal to or greater than 99.9%, no service credit will be due to Customer.

b. Where Percentage Uptime is less than 99.9%, Customer shall be due a service credit.

c. The service credit shall be in the amount of 5% of the monthly subscription fee (if the subscription fee is invoiced annually, the monthly fee is calculated by dividing the annual fee by twelve; the service credit is as calculated on a monthly basis for the reporting month).

d. The service credit shall increase by a further 5% for each full 1% reduction in Percentage Uptime, up to a maximum of 15%.

5 Example Calculation

a. Assuming reporting month is February (41,760 minutes).

b. Assuming a single Maintenance Window from Midnight to 2:00 a.m. (equals Scheduled Downtime of 120 minutes) during the month.

c. Scheduled Uptime equals 41,640 minutes (total minutes of 41,760 less 120 minutes of Scheduled Downtime).

d. Assuming Actual Uptime of 41,140 minutes. A Percentage Uptime is calculated as follows: (41,140 / 41,640) *100 = 98.8%.

e. The threshold of 99.9% less the Percentage Uptime of 98.8% = 1.1%.

f. The difference is greater than a 1% reduction therefore, Customer is due 10% of the monthly subscription fee as a service credit.