



Sisense For Cloud Data Teams

Product Addendum

This Addendum sets out terms applicable specifically to subscriptions for Sisense for Cloud Data Teams (“CDT” products on the applicable Sales Order). For purposes of this Product Addendum, references to the “Product” shall refer to the Sisense for Cloud Data Teams product unless the context requires otherwise.

1. **DEFINITIONS.** All capitalized terms used and not defined in this Addendum shall have the meanings ascribed to such terms in the Agreement. For purposes of this Addendum (including any and all Sales Orders, Schedules and amendments made to or incorporated herein now or in the future), the following capitalized terms shall have the following meaning:

- 1.1. **“Available”** means that the key components of the Product are accessible and operable over the internet.
- 1.2. **“Documentation”** means the standard documentation and user manuals available at: <https://dtdocs.sisense.com/>.
- 1.3. **“Emergency Maintenance”** means any maintenance reasonably necessary to fix critical functionality, security or other vulnerabilities or material defects that may substantially impair the usability or performance of the Product which cannot reasonably be performed during the Scheduled Maintenance window. Sisense will use commercially reasonable efforts to notify Customer (by email, or by posting to Sisense’s website) of Emergency Maintenance as soon as reasonably practicable.
- 1.4. **“Monthly Uptime Percentage”** means the percentage of time that the Product is Available in a calendar month, calculated in accordance with the following formula:

$$\text{Monthly Uptime Percentage} = (\text{minutes Available during the applicable calendar month} / \text{Scheduled Availability Time (in minutes) in the applicable calendar month}) \times 100.$$

- 1.5. **“Primary Contact”** means a contact designated by the Customer who is an employee responsible for all matters relating to this Addendum.
- 1.6. **“Scheduled Availability Time”** means 24 hours a day, 7 days a week, excluding (i) Scheduled Maintenance; (ii) Emergency Maintenance ; (iii) downtime due to acts of Customer, its vendor(s), or any third-party services, third party connections, utilities or equipment; or (iv) downtime related to any other forces beyond the reasonable control of Sisense (such as internet outages, malicious attacks or outages with respect to Customer’s network or internet access). General outages of which Sisense is aware will be posted on: <https://status.periscopedata.com>.
- 1.7. **“Scheduled Maintenance”** means maintenance conducted between the hours of 4:00 pm PT and 7:00 pm PT on the second Saturday of each calendar month, provided that Sisense, in its sole discretion, may conduct such Scheduled Maintenance at a different time, and if so, such change to the Scheduled Maintenance will be communicated to Customer (by email or by posting to Sisense’s website) at least 24 hours in advance.
- 1.8. **“Service Availability SLA”** means a Monthly Uptime Percentage of 99.9%.

2. **PRODUCT AND SUPPORT**

- 2.1. Subject to the terms and conditions of this Agreement, Sisense will provide Customer and its Authorized Users with access and the right to use the Product in accordance with the scope of use specified on the Sales Order. The Product is subject to modification from time to time at Sisense's sole discretion so long as such modification does not materially decrease functionality or otherwise violate this Agreement. Sisense will use commercially reasonable efforts to give Customer prior written notice of any such modification.
- 2.2. Sisense will use commercially reasonable efforts to meet or exceed the Service Availability SLA for the Product. If Sisense fails to meet the Service Availability SLA in any calendar month during the current Term and Customer is in compliance with all of its obligations hereunder, Sisense will provide Customer with a service credit representing the percentage stated below of the pro rata fee for the Product subscription for the calendar month in which the failure occurred, such credit to be applied to the next billing cycle that is at least sixty (60) days after the calendar month in which the failure occurred:

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	5%
Less than 99.0%	10%

In order to receive the service credit, Customer must notify Sisense in writing and request the applicable service credit within ten (10) business days following the end of the calendar month in which the failure occurred. Failure to timely provide such notice will forfeit the right to receive the service credit. The service credit will be Sisense's sole obligation and Customer's exclusive remedy with respect to any failure by Sisense to meet the Service Availability SLA.

- 2.3. Support Terms. Subject to the terms hereof, Sisense will provide reasonable support to Customer from Monday through Thursday during the hours of 4am to 5pm Pacific Time and Friday during the hours of 4am to 3pm Pacific Time. Support can be contacted through the Product and by email at: supportdt@sisense.com.