



## **SERVICE LEVELS**



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1. **Performance Metric.**
  - 1.1 Uptime. 99.5 percent annual uptime during service hours, excluding scheduled maintenance. For the sake of clarity, annual uptime will be calculated as follows: uptime divided by standard service hours.
  2. Force Majeure. Periods of time during which force majeure events diminish Artemetrx's performance, such time periods will not be counted in determining whether Artemetrx has achieved the metric. In addition, customer must ensure that its relevant systems are up to date, including without limitation operating systems, network systems, internet browsers, and Ios applications. Periods of time during which Artemetrx's performance is adversely affected because of customer's failure to update its systems will not be counted in determining whether Artemetrx has achieved the performance metric.