

**Exhibit [LETTER/NUMBER]**

**Service Level Agreement**

Master Service Agreement No. [NUMBER]

Customer: [CUSTOMER]

Version No.	Version Date	Customer Authorization	Kolide Authorization
1	December 2, 022	[SIGNATURE/INITIALS]	[SIGNATURE/INITIALS]

This Service Level Agreement (“SLA”) is a part of master service agreement number [NUMBER] (“**Master Service Agreement**”) between Kolide and Customer. It sets forth certain service levels for Customer’s use of the Kolide services provided to Customer under the Master Service Agreement. Capitalized terms used but not defined in this SLA shall have the meanings set out in the Master Service Agreement.

1. Defined Terms. For purposes of this SLA, the following terms shall have the following meanings:

**“Availability Level”** means the total number of minutes in a calendar month minus the total number of minutes during a calendar month that the Services are unavailable to Customer not due to an Excluded Event, multiplied by 100 and then divided by the total number of minutes in a calendar month.

**“Excluded Event”** means any event that causes unavailability to the Service due to (a) the acts or omissions of Customer, its employees, customers, contractors or agents; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Kolide or its third party suppliers providing the Service; (c) any inconsistencies or changes in Customer’s source environment, including either intentional or accidental connections or disconnections to the environment; (d) Force Majeure events; (e) scheduled or emergency downtime; (f) any suspension of the Service in accordance with the terms of the Master Service Agreement; or (g) any use the Services in a manner inconsistent with the Master Service Agreement or the Services’ documentation.

**“Service Credit”** means a percentage of Customer’s monthly subscription fees to Kolide to be credited to Customer if Kolide fails to meet an Availability Level as set forth in this SLA.

2. Customer Obligations. The Customer’s responsibilities and obligations in support of this SLA include the following:

(a) Adhering to policies and processes established by the Kolide for reporting service failures.

(b) Paying fees and costs as required by the Master Service Agreement.

3. Service Levels and Service Credits.

(a) If the Services fail to meet the Availability Levels set forth in the table below in any calendar month, the Customer will be entitled to the corresponding Service Credit. The total amount of Service Credits will not exceed fifty percent (50%) of Customer's monthly subscription fees for any month.

<b>Availability Level</b>	<b>Service Credit</b>
Less than 99.99% - 99.9%	5%
Less than 99.9% - 99.0%	10%
Less than 99.0% - 95.0%	20%
Less than 95%	50%

(b) Subject to Section 3(d), Kolide strives to apply Service Credits to the next invoice following the calendar month in which the Availability Level failure occurred.

(c) The Service Credits set forth in this SLA are Customer's sole and exclusive remedy for Kolide's failure to meet Availability Levels. Customer shall not be entitled to any other rights or remedies set forth in this SLA or the Master Service Agreement for such failures.

(d) To request a Service Credit, Customer must contact Kolide in writing within ten (10) business days of the occurrence of the event giving rise to the Service Credit. If Customer makes a request for a report on their Availability Levels pursuant to such a Service Credit inquiry, Kolide will provide a report of Customer's Availability Level in that impacted month. If, after Kolide's investigation into the failure, Kolide determines in its reasonable discretion that an Availability Level was not met in the month stated in Customer's notification, Kolide will issue the corresponding Service Credit.