

EthanMedia Cloud CDN Service Level Agreement

Effective 7/07/2022

This Cloud CDN Service Level Agreement (“SLA”) is a policy governing the use of EthanMedia Cloud CDN under the terms of the EthanMedia User Agreement (the “**EthanMedia User Agreement**”) between EthanMedia Corporation. and users of EthanMedia’s services (“**you**”). This SLA applies separately to each account using EthanMedia Cloud CDN. Unless otherwise provided herein or another custom product or service that applies to you, given by EthanMedia Corporation, this SLA is subject to the terms of the EthanMedia User Agreement, and capitalized terms will have the meaning specified in the EthanMedia User Agreement. We reserve the right to change the terms of this SLA in accordance with the EthanMedia User Agreement.

Service Uptime Commitment

EthanMedia will use commercially reasonable efforts to make EthanMedia Cloud CDN available with a Monthly Uptime Percentage (defined below) of at least 100% during any monthly billing cycle (the “Service Commitment”). In the event EthanMedia Cloud CDN does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

Monthly Uptime Percentage	Service Credit
Less than 100% but greater than 99.0%	10%
Less than 99.0% but greater than or equal to 95.0%	25%
Less than 95.0%	100%