

Service Level Commitment for Cloud Services

Tenable commits to provide 99.95% average uptime with respect to the Cloud Services during each calendar month of the subscription term. Uptime means the ability to log into the Cloud Services user interface, or via Single Sign-On (excluding Customer's issues), or authenticate to the APIs. Uptime is measured by the third party monitoring service contracted by Tenable and displayed on uptime.tenable.com. If in any calendar month this uptime commitment is not met by Tenable and Customer was negatively impacted (i.e., attempted to log into or access the Cloud Services and failed due to the unscheduled downtime of the Cloud Services), Tenable shall provide, as the sole and exclusive remedy for unavailability or performance degradation of the specific Tenable Cloud Services, a service credit as follows:

<u>Uptime</u>	<u>Credit (% of monthly fees)</u>
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99.95% - 100%	0
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<99.95%	10%
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If Customer has paid in advance for one or more years of the Cloud Services, monthly fees will be calculated on a pro rata basis. Credits will only be applied to future upgrades or renewals of the specific Tenable Cloud Service affected and for the avoidance of doubt may not be exchanged for cash or other forms of payment.

Regular, Scheduled and Unscheduled Maintenance

Regular maintenance recurs and is typically scheduled when overall customer usage is light across Tenable's customer base. Regular maintenance also includes the daily plugin updates.

Scheduled maintenance (including emergency maintenance) is non-recurring and is performed after at least two (2) hours' advance notice is provided to customers.

Tenable endeavors to avoid downtime during regular and scheduled maintenance, but this is not always possible. To the extent downtime results from regular or scheduled maintenance, such downtime will not count against the uptime guarantee.

Tenable reserves the right in its sole discretion to take the Cloud Services down to perform unscheduled maintenance. Unscheduled maintenance will occur where less than two (2) hours' advance notice is provided. In the event that unscheduled maintenance is required, Tenable will use commercially reasonable efforts to notify Customer in advance, however that may not always be feasible. Such unscheduled maintenance will be counted against the uptime guarantee.

Exclusions

The following items or situations are exempt from Tenable's Service Level Commitment: (i) software or services other than that provided by Tenable; (ii) regular and scheduled maintenance, as described above; (iii) factors outside Tenable's control, including but not limited to any force majeure events, failures, acts or omissions of our upstream providers or failures of the Internet; (iv) actions of third parties, including but not limited to security compromises, denial of service attacks and viruses provided Tenable makes reasonable efforts to keep its software and systems up to date; (v) violations of Customer's agreement allowing access to the Cloud Services; (vi) any evaluation or beta product; or (vii) law enforcement activity or other requests by lawful authorities.

Credit Request

In order to receive a credit under this Service Level Commitment, Customer must request it by emailing Tenable at credits@tenable.com, within five days of the end of the applicable month. If Customer is past due or in default with respect to any payment or any material contractual obligations to Tenable, Customer is not eligible for any credit under this Service Level Commitment.

Changes

This Service Level Commitment may be amended by Tenable in its discretion but only after providing thirty (30) days' advance notice. Tenable may provide such notice either as a note on the screen presented upon logging in to the Cloud Services, or by email to the email address registered with Customer's account.

Last Update: January 31, 2017

Applicable to the following Cloud Services: Tenable.io