

# DASSAULT SYSTEMES

## SERVICE LEVEL AGREEMENT FOR ONLINE SERVICES

3DS shall provide the Online Services in accordance with this Service Level Agreement. This Service Level Agreement shall not be applicable to any Licensed Program or any other data processing program that would be included in the Online Services and for which on-premise installation is required.

Terms that are initially capitalized shall have the meaning set forth in the Agreement concluded between 3DS and Customer or in the present Service Level Agreement.

### 1. Online Services Availability

- The target is to provide availability of the Online Services (*i.e.* the ability for Customer to be logged to the Online Services) for a minimum of ninety nine point five percent (99.5%) of the time under which the Online Services are not under (i) a Planned Service Interruption (as defined hereunder) or (ii) an interruption which is the result of a Customer's request. This percentage of availability is calculated by deducting from 100% the number, expressed as a percentage, calculated by applying the following formula: number of minutes during which the Online Services have not been available to Customer (only taking into account interruptions exceeding 5 minutes) during a calendar month due to reasons under 3DS' exclusive control, divided by the total number of minutes of such calendar month. For the avoidance of doubt, shall not constitute reasons under 3DS' exclusive control, without the foregoing being limitative, any electrical, utility or telecommunication outages, or significant telecommunication performance degradation.
- A "Planned Service Interruption" time means the period of time necessary to interrupt the Online Services in order to perform scheduled preventive or corrective maintenance, as well as back-ups. Interruptions for i) preventive or corrective maintenance shall last a maximum of four (4) hours per month and planned one (1) week in advance, and ii) back-ups shall last a maximum of one (1) hour per day when performed during Customer's business hours.
- An "Emergency Service Interruption" may happen at any time without notice in order to fix a critical problem. Critical problems may include, without limitation i) attacks on the Online Services (including a denial of service attack), ii) Customer's use of Online Services disrupting Online Services or creating a security risk to 3DS or to any 3DS Customer, iii) harming of 3DS systems or any 3DS Customer's systems or iv) creating a likely risk of the foregoing, or v) using the Online Services for fraudulent or illegal activities.

### 2. Back-up

3DS shall ensure daily back-up of Customer Data. Such Customer Data shall be kept for a period of seven (7) days following related back-up and may be destroyed by 3DS after such period.

### 3. Online Services Upgrade

- 3DS may upgrade the Online Services during any Planned Service Interruption or Emergency Service Interruption.
- This upgrade may require the installation of upgrade(s) by Customer on its machine(s), in order for Customer to be able to use the Online Services. The installation of such upgrade(s) by Customer is under Customer's sole responsibility.

### 4. Customer Data Retrieval

- Customer Data retrieval procedures available to retrieve Customer Data are defined in the Documentation.
- Customer shall be entitled to request Customer Data retrieval in accordance with the applicable procedures until fifteen (15) days after expiration of the corresponding Online Services.

Service Level Agreement for Online Services available at <https://www.3ds.com/terms/sla>.