



## **MuleSoft Cloud Offerings Service Level Agreement (“SLA”) for subscriptions with an Order Start Date on or before May 1, 2025**

**This SLA only applies to MuleSoft Cloud Services as described at <https://www.salesforce.com/company/legal/Mulesoft-Subscription-Plans/> (“Covered Services”). It does not apply to any other MuleSoft Services that are made available by Salesforce (“SFDC”).**

### **Cloud Offerings SLA**

The MuleSoft Cloud Offerings shall be available for the Covered Services to Customer not less than 99.95% of the time each calendar month. If, within ten days of the end of a calendar month, the Customer informs SFDC that the Cloud Offerings are available less than 99.95% of any calendar month during the Term, the Customer shall be eligible for a service credit for future subscriptions equal to the credit formula below.

For purposes of this SLA, unavailability shall be defined as no flows inside an application deployed to CloudHub can be executed. Notwithstanding the preceding, Customer shall not be entitled to service credits under this Section if (A) the Cloud Offerings is Unavailable as outlined in this SLA as a result of (a) a force majeure event; (b) any causes contributed directly by Customer, its Affiliates or vendors; (c) software or hardware not provided by SFDC; (d) regularly scheduled maintenance, provided that SFDC shall use its best efforts to ensure maintenance is done without downtime, or (B) the Customer fails to inform SFDC of such Unavailability within ten days of the end of the month in which Customer determines the Cloud Offerings was Unavailable, or (C) the CloudHub application is not deployed to two or more CloudHub Workers of the Cloud Offerings, or (D) the CloudHub application is not deployed in a production environment. "Monthly Uptime Percentage" for a given application is calculated by subtracting from 100% the percentage of 1-minute periods during the month in which the application was "Unavailable." For clarity, the service credit described herein shall be Customer's sole and exclusive remedy for any breach of this Section (Cloud Offerings SLA) and/or the SFDC Responsibilities section herein.

### **Credit Formula:**

The service credit shall be equal to:

$$(\text{Monthly Percentage Credit} * (\text{Subscription Fee}/12) * \text{Number of VCores affected}) / \text{Total number of VCores}.$$

### SLA Credit table

Availability/ Monthly Uptime Service Levels	Percentage Credit for Monthly Fees
99.95 to 99.5%	5%
99.4 to 98%	10%
Less than 98%	15%

### SFDC Responsibilities

SFDC will use commercially reasonable efforts to make the Cloud Offerings available for the Covered Services 24 hours a day, seven days a week, except for (a) scheduled downtime of the management console (of which SFDC shall give at least 24 hours' notice via <https://status.salesforce.com/products/Mulesoft> and which SFDC shall schedule during the weekend hours from 6:00 p.m. Friday to 1:00 pm Sunday Pacific Time (PT) for MuleSoft's US Deployment and 5:00 p.m. to 10:00 p.m. Central Time (CT) Tuesday for MuleSoft's Government Cloud Deployment, provided that no downtime is required for VCores), or (b) any unavailability caused by force majeure.