SARTORIUS

UMETRICS® STUDIO HOSTED CLOUD SERVICE LEVEL AGREEMENT

This Service Level Agreement (this "**Agreement**") describes the support services that Sartorius Stedim Data Analytics AB or its designated affiliate ("**Sartorius**") will provide to a Sartorius customer company or entity ("**Customer**") that has purchased a subscription to Umetrics® Studio. In this Agreement, Umetrics® Studio constitutes the Platform (as hereinafter defined) under the terms of the Hosted Cloud Agreement.

Definitions
Terms used in this Agreement with initial capital letters shall have the respective meanings set forth in this Agreement.

"**Components**" means the specific software applications that are made available to Customer under the Hosted Cloud Agreement, together with all revisions, updates, customizations, and modifications thereto provided or otherwise made available to Customer.

"**Force Majeure**" means circumstances beyond a party's reasonable control, including without limitation, acts of government, floods, fires, earthquakes, civil unrest, acts of terror, strikes or other labor problems, internet service provider failures or delays, or denial of service attacks.

"**Maintenance Window**" means a pre-defined time period, typically on a weekly basis, during which planned system outages may occur.

"**Platform**" means the platform that Sartorius uses to make the Components and other services provided by Sartorius available to Customer under the Hosted Cloud Agreement or any statement of work available to Customer.

"**Swedish Business Day**" means a day in Sweden other than a Sunday or other public holiday. Saturdays, Midsummer Eve (midsommarafton), Christmas Eve (julafton) and New Year's Eve (nyårsafton) shall for the purpose of this definition be deemed to be public holidays.

Versioning
Versioning for software code is based on four digits described in the table below. The digits are arranged in the following pattern: Major.Minor.Patch.Build.

Version	Definition
Major	Issued when changes in the software code trigger or, in Sartorius's sole discretion, are likely to trigger Customer revalidation efforts
Minor	Issued when specific workflows have been changed and thus trigger or, in Sartorius's sole discretion, are likely to trigger Customer "change requests" to validate the changes
Patch	Issued when a change is made that does not affect the reading in data, calculation of data, or representation of data functions of the software code (i.e., a "like-for-like change")
Build	Continuous build numbers to keep track of different development builds

Support
Multiple types of support associated with the Platform and the Components may be provided or required, as described in the table below.

Support	Definition
General Support	Support regarding general use, e.g., answering questions about functionality, available features, options, and limitations, etc.; providing references and guidance documents; and providing limited guidance to help interpret output of procedures. Changes in the code are not covered by this type of support. Performed by Sartorius.
Technical	Changes may need to be made to the code; such changes are covered by this type of support. Performed by Sartorius Development.
Customized Consulting Services	Performed by Sartorius Data Science.

Help desk and other support services provided in respect of a particular Component, if any, will be set forth in an applicable statement of work. Unless expressly stated to the contrary in an applicable statement of work, any such help desk or support services will not include any of the following items or actions: (i) on-site services; (ii) modification or customization of software code, configuration or security to meet Customer's needs or wants; (iii) services to address issues arising from error, negligence, misuse or misconduct of Customer or any end user or the failure of any Customer or end user computer system to meet the system requirements of a particular Component or the Platform; or (iv) diagnosis or assistance for problems arising from or installation or operation of third-party hardware or software.

SARTORIUS

Error Levels

Based on their priority for resolution, errors are categorized by "level" as shown in the table below. Errors are prioritized in collaboration with Customer, but if the parties do not reach a common conclusion, Sartorius will decide the applicable error level.

Error Level	Definition
1	Critical bug that prevents Customer from using the **complete** system without any workarounds identified
2	Bug that prevents Customer from using **part of** the system without any workarounds identified
3	Any bug other than that identified in Error Level 1 or 2, with or without a workaround

Timing Definitions

Support may be provided according to one of the timings described below.

Time	Definition
Response	Time from when the error was reported to the first response from Sartorius
Resolution	Time from the first response from Sartorius to when the problem is identified, classed, and resolved (or workaround found)
Release	Time from when the resolution was in place to when the released system contains a fix available to the market

Service Level Agreement

System Uptime

Sartorius shall use commercially reasonable efforts to maintain system uptime of ninety-nine (99%) percent on Swedish Business Days, except for (i) Maintenance Windows, (ii) unscheduled downtime necessary to address emergency situations, and (iii) any unavailability caused by Force Majeure.

The Maintenance Windows are set forth below. Sartorius will use commercially reasonable efforts to provide five (5) days' advance notice to Customer regarding changes to Maintenance Windows.

Potential Impact	Description	Schedule
HIGH	Platform taken offline, which may result in a complete disruption of services to end users.	Thursday 08:00 CET - Friday 10:00 CET
MEDIUM	Potential decrease of production processing capacity; end users could be partially impacted.	Friday 08:00 CET - Friday 10:00 CET

Basic SLA Support

Support is available via umetrics_support@sartorius.com on Swedish Business Days from 9:00-15:00 Central European Time (CET).

Error Level	Response Time	Resolution Time	Release Time
1	1 Business Day	10 Business Days	10 Business Days
2	1 Business Day	20 Business Days	20 Business Days
3	1 Business Day	Not Applicable	Could be resolved as part of next release