Service Level Agreement

Last Updated: November 24, 2026

This Service Level Agreement ("**SLA**") is an integral part of the Software as a Service Agreement ("**Agreement**") governing the use of the Akeyless Services (as defined therein). Terms used herein, however not defined, shall have the same meaning as defined in the Agreement.

To the extent the Akeyless Services are purchased through an authorized partner or reseller ("**Reseller**"), all or any portion of the support services may be provided by the Reseller.

1. DEFINITIONS

- "**Availability**" means, for each 5-minute interval, the percentage of Requests processed by Akeyless during that interval that do not fail (i.e. returns a server-side error or receives no response from the Akeyless Services) with Incident. If no Request was made within a given 5-minute interval, that interval is deemed to be 100% available. Akeyless performs Availability measurements on a per service / use case basis. The Availability commitment applicable to each Support Tier is set forth in the table in Section 3.
- "**Business Critical System**" means a Customer's production system or application designated in writing by the Customer to Akeyless in advance as business critical, and approved by Akeyless.
- "**Customer**" means the entity that is party to the Agreement or that places an order for the Akeyless Services (other than a Reseller), together with its Authorized Users.
- "**Downtime**" means lack of Availability.
- "**Error**" means a reproducible failure of the applicable functionalities of Akeyless Services to perform materially in accordance with the Akeyless Documentation.
- "**Incident**" means any single event, or any set of related events, that results in Downtime.
- "**Monthly Uptime Percentage**" is calculated, for each given Akeyless region, as the average of the Availability for all 5-minute intervals in a monthly billing cycle. Monthly Uptime Percentage measurements exclude Downtime resulting directly or indirectly from any SLA Exclusion.
- "**Planned Downtime**" means any planned infrastructure maintenance, which might cause Downtime.
- "**Request**" means a customer-initiated action of a type specifically listed as being supported by Akeyless in the Akeyless Documentation.
- "**Response Time**" means the time elapsed between Akeyless's receipt of the Customer's report of an Error or Incident through a support channel designated in Section 2, and Akeyless's first response by a support representative, measured during the hours of support availability applicable to the Support Tier.
- "**Service Credit**" means a dollar credit, calculated in accordance with the provisions set forth below, which Akeyless may apply to an eligible Customer, solely to offset future amounts payable by Customer to Akeyless.
- "**SLA Exclusions**" means any of the events or circumstances set forth in Section 5 (Exclusions) of this SLA.
- "**Workaround**" means a temporary solution, configuration or procedure that allows the Customer to continue using the affected functionality of the Akeyless Services without material degradation of

performance or functionality.

2. SUPPORT CHANNELS AND ESCALATION PROCEDURE

Our support hours availability depends on the Support Tier (as set in the table below) agreed under the Customer's Agreement (where the Support Tier is designated as 24X7, our support channels shall be available 24 hours per day, 7 days a week, 365 days a year).

Our designated support channels are set forth below:

- **Email support:** Our support team can be contacted at: support@akeyless.io. Please make sure to contact us via your registered email with us.
- **Open a ticket:** Our support team can also be contacted through this form: https://www.akeyless.io/submit-a-ticket/
- **The Bug Bounty Program:** Any individual, including Customer, can report a bug or vulnerability it found on the Services through the Bug Bounty Program available at: https://www.akeyless.io/report-a-bug/.
- **Online chat** available through the Akeyless website: https://www.akeyless.io/.
- **Escalation procedure:** Depending on your Support Tier as detailed below, if your support request has not been resolved according to this SLA, or where an expedite problem resolution is required, the Customer may escalate support request by contacting: support_escalation@akeyless.io.

Akeyless system operational status page including historical uptime is available at: https://status.akeyless.io/. The Customer may also receive such notifications through email correspondence.

3. SERVICE COMMITMENT

Akeyless makes best efforts to make the authentication or secret-retrieval functionality of the Services available at a Monthly Uptime Percentage for each Akeyless region during each monthly billing cycle in accordance with the Availability and response time applicable to a Support Tier, as set forth below ("**Service Commitment**").

SUPPORT TIERS		SILVER	GOLD	PLATINUM
Availability		99.99%	99.99%	99.99%
Hours of Support Availability		Best effort	24×7	24×7
Response Time*	Severity 1	Best effort	2 hours	30 mins
	Severity 2	Best effort	8 hours	2 hours
	Severity 3	Best effort	48 hours	24 hours
Named Customer Success Engineer		N/A	N/A	Yes
Customer Point(s) of Contact		1	2	5
Client Daily Transaction Quota		2k per day	4k per day	6k per day
Maximum Client Transactions per minute		200	600	800

In the event that the Monthly Uptime Percentage fails to satisfy the Availability, the Customer shall be eligible to receive Service Credit in accordance with the provisions set forth below. The severity levels governing the applicable response times shall be as set forth below:

“Severity 1” (Critical) means an Error or Incident that meets one or more of the following criteria. With respect to criteria (a) to (c), the Error is one as a result of which the Akeyless Services are not operational and no Workaround is available: (a) Availability: the Availability is less than fifty percent (50%) for ten (10) consecutive minutes or longer, excluding Planned Downtime; (b) Performance: the p95 latency of authentication or secret-retrieval Requests exceeds the greater between ten (10) seconds, or ten times (10x) the trailing thirty (30) day baseline, for fifteen (15) consecutive minutes or longer; (c) Scope: the Error affects twenty-five percent (25%) or more of the Customer’s licensed Clients, or a Business Critical System designated by the Customer in writing in advance; or (d) Security: confirmed unauthorized access to, or disclosure of, the Customer’s secrets or key material, caused by the Akeyless Services.

“Severity 2” (High) means an Error or Incident as a result of which the Akeyless Services are operational but a core function is materially degraded, and which meets one or more of the following criteria: (a) Availability: the Availability is not less than fifty percent (50%) and not more than ninety-five percent (95%) for thirty (30) consecutive minutes or longer, excluding Planned Downtime; (b) Function: a core capability (dynamic secrets, rotation, certificate issuance, Secure Remote Access, or audit log delivery) is non-functional, while basic secret retrieval continues to operate; (c) Performance: the p95 latency of authentication or secret-retrieval Requests exceeds the greater between three (3) seconds, or three times (3x) the trailing thirty (30) day baseline, for thirty (30) consecutive minutes or longer; (d) Scope: the Error affects at least five percent (5%) but less than twenty-five percent (25%) of the Customer’s licensed Clients, or ten (10) or more Authorized Users, whichever is lower; or (e) Workaround: any Error that would otherwise qualify as Severity 1 under criteria (a) to (c) above, for which a Workaround is available.

“Severity 3” (Standard) means any Error, Incident or other issue that does not meet the criteria for Severity 1 or Severity 2, including an Error that has a limited or minor impact on the Akeyless Services, affects a non-core

function or a limited number of Authorized Users, or for which a Workaround is available, as well as general questions, cosmetic issues and Akeyless Documentation inquiries.

The classification of an Error by Severity is intended solely to determine the applicable response priority and Response Time under the Support Tier, and shall not, in itself, determine the existence or duration of Downtime, the Monthly Uptime Percentage or the Customer's eligibility for Service Credits, which shall be determined solely in accordance with the Availability commitment and Section 4 of this SLA.

4. SERVICE CREDITS

- Solely to the extent Customer is not in breach of the Agreement, and as Customer's sole and exclusive remedy for Incidents, Akeyless shall credit Customer's Account (or the applicable Reseller in the name of Customer where Customer purchased and paid for the Service through a Reseller) with the applicable credit percentage in accordance with the applicable Monthly Uptime Percentage ("**Credit**"). For the avoidance of doubt, Customer may not unilaterally offset monthly service fees for any performance or availability issues.

Monthly Uptime Percentage	**Service Credit Percentage**
Less than 99.99% but greater than or equal to 99.5%	10%
Less than 99.5% but greater than or equal to 95%	25%
Less than 95%	40%

- The Credits are calculated as a percentage of the total charges paid by the Customer for the Services for the billing cycle in which the Incident occurred in accordance with the schedule above and are applied only against future payments or fees due. If Customer purchased and paid for the Service through a Reseller, then such fees calculations shall be based on the fees payable by the applicable Reseller to Akeyless. Where Customer purchases and pays for the Service through a Reseller, the Reseller shall be solely responsible for issuing the appropriate amounts to Customer against Customer's future payment obligations.
- Service Credits will be applicable and issued only if the credit amount for the applicable billing cycle is greater than one dollar ($1 USD). Credits may not be transferred or applied to any other Account.
- To receive a Credit, Customer shall submit to Akeyless a detailed Credit claim via support@akeyless.io ("Claim") by the end of the calendar month following the month in which the Incident occurred. For example, if the Incident occurred on February 15th, Akeyless must receive the claim and all required information by March 31st. Customer's failure to provide the Claim within the such allotted timeframe will disqualify Customer from receiving a Credit.
- A Claim shall include all information necessary for Akeyless to validate the Claim, including but not limited to: (i) a detailed description of the Incident; (ii) information regarding the time and duration of the Downtime; (iii) the number and location(s) of affected users (if applicable); (iv) descriptions of the attempts to resolve the Incident at the time of occurrence; (v) request logs that document the errors (any confidential or sensitive information in these logs should be removed or replaced with asterisks).
- Akeyless will use commercially reasonable efforts to process Claims during the subsequent month and within forty-five (45) days of receipt. If Akeyless determines that a Credit is indeed owed to Customer, it will

apply the Credit to the following monthly service fees.

- The aggregated maximum number of Credits to be issued by Akeyless to Customer in a single calendar month will not exceed 100% of the amount invoiced for the affected Service in that invoice billing period, and the excess amount will be forwarded to the next billing cycles until credited in full or until no further payments are due (in such case, any excess shall be relinquished).

5. EXCLUSIONS

This SLA and any applicable Service Levels do not apply to Downtime caused as a result of the following:

- **Planned Downtime:** The Service was unavailable due to planned maintenance, provided that Akeyless provides Customer at least forty-eight (48) hours' advance notice (by posting an announcement on the Status Page, via your Account, the Service or platform, or by sending an email).
- **Force Majeure**: delay or failure to perform any obligation under the Agreement where the delay or failure results from any cause beyond its reasonable control, including, but not limited to, acts of God, labor disputes or other industrial disturbances, electrical or power outages, utilities or other telecommunications failures, earthquake, global pandemic, storms or other elements of nature, blockages, embargoes, riots, acts or orders of government, acts of terrorism, or war.
- **Unavailability which:** (i) resulting from your or a third party's software, network, links, products, services, widgets, apps, integrations, hardware or other equipment, including Third-Party Services; (ii) resulting from your or anyone on your behalf use of the Service in violation or in a manner not authorized in the Agreement, including the Documentation, or in writing by us; (iii) resulting from a Distributed Denial of Service (DDoS) attacks or other unlawful activity; or (iv) due to any unauthorized access to or use of the Service.
- **Evaluations**: During or with respect Trial Services (as determined by Akeyless).

6. CHANGES TO THIS SLA

Akeyless may modify this SLA at any time, provided that if it makes any changes that materially adversely decrease the level of service, then it shall notify Customer by posting an announcement on the website, Customer Account, the Service or platform, or by sending an email.