



## SOLACE EVENT MESH MONITORING AND ALERTING TERMS AND CONDITIONS

With the purchase by customer of a **Solace Advanced Support** plan (an “**Order**”), for the subscription term set forth in the Order (the “**Term**”), Solace will deliver to customer the Solace Event Mesh Monitoring & Alerting service, a remote monitoring service for customer’s Solace products delivered by Solace experts pursuant to a Scope of Services (as defined below) on a 24x7x365 basis (the “**Service**”).

After the date customer signs the Order (the “**Effective Date**”), in consultation with customer, Solace will design and document a remote monitoring and alerting solution unique to customer’s deployment of Solace technology (the “**Solace Platform**”) that will be set forth in a scope of service document (the “**Scope of Service**”).

If customer does not have an agreement with Solace that contains terms that govern the delivery of professional services, in addition to these terms and conditions, Solace provides the Service to you pursuant to the terms and conditions set forth at <https://solace.com/legal>.

### I. Scope of Service Description

The Scope of Service may include any or all the following, depending on customer’s Solace Platform:

#### a. Solace Customer Service Owner

Solace will assign a Customer Service Owner (the “**CSO**”) fluent in the customer’s Solace Platform to oversee the onboarding and overall delivery of the Service and to act as a single point of contact for customer and Solace personnel.

#### b. Monitoring

To facilitate the Service, Solace will deploy a monitoring tool in customer’s environment (the “**Monitoring Tool**”). The Monitoring Tool is configured by Solace to generate alerts and dashboard views relevant to customer’s Solace Platform including but not limited to:

- i. Data Collection
- ii. Alerts
- iii. Dashboards
- iv. Realtime Connectivity and Latency Assurance

All data transmitted by the Monitoring Tool from customer’s Solace products is transmitted over an encrypted connection.

#### c. Incident Management

The Service includes proactive and reactive monitoring of customer’s Solace Platform by detecting and responding to alerts based on Solace’s operational best practices.

#### d. Capacity Management

At all times, the Service monitors customer’s current usage of the Solace Platform against system capacity and analyzes short-term and long-term trends to ensure the Solace Platform will continue to meet customer’s growing messaging requirements.

#### e. Maintenance Activities

The Service includes the following maintenance activities conducted by Solace:

- a. Platform Component Versions & Updates,
- b. Security Certificate Notifications

#### f. Service Reporting

The Service includes periodic reports to Customer on:

- a. Incident Management Reporting (Number of incident tickets, tickets closed & status of current tickets); and
- b. Capacity Management Reporting (Consumption levels & forecast and trend analysis).

### II. Customer Responsibilities

Solace’s delivery of the Service is conditioned on the following customer responsibilities. Customer must:

- a) Provide reasonable assistance with the generation and completion of the Scope of Service and the Activation Process (as defined

- below).
- b) Perform its responsibilities as described in the Scope of Service.
- c) The provisioning of administrative access to the Solace Platform to the CSO and other Solace personnel (as required).
- d) Establish and maintain network connectivity between the Solace Platform and the Monitoring Tool.
- e) Respond to all Solace communications in a timely manner.
- f) Disable access to the Solace Platform for any Solace personnel when notified by Solace.
- g) Maintain the physical plant and/or the IaaS environment that the Solace Platform requires to operate including:
  - a. Power/cooling/cabling,
  - b. Network infrastructure and routing (LAN/WAN),
  - c. Physical servers, virtual machines, container orchestration clusters, and
  - d. Routing.

**III. Activation Process**

Following finalization of the Scope of Service, customer must complete the activation process (the “**Activation Process**”) as defined in the Scope of Service:

- a. Contacts and procedures.
- b. Network access requirements and configurations (including for Solace PubSub+ Insights (DataDog)).
- c. Host requirements for Solace agents.
- d. Data collection and security review.
- e. Define and configure initial monitoring thresholds and alerting procedures.
- f. The specific customer data to be collected in Datadog.
- g. Complete list of alerts to be monitored.
- h. Define change control procedures and standard maintenance windows.

The Activation Process will be deemed completed and the Service and associated SLAs (defined below) will be activated on the date that is mutually agreed via email by the CSO and customer.

**IV. Service Level Agreement**

Incident Response and/or Change Request Response and Resolution times.

Priority	Initial Response Time	Target Resolution Time	Service Hours
Critical	15 minutes	4 hours	24x7x365
Non-Critical	24 hours	48 hours (Production) 1 week (non-Production)	24x5

**V. Orders, Fees and Taxes**

Orders for the Service are non-cancelable and non-refundable. Fees (and any applicable taxes) for the Service are payable in advance (and not in arrears). Solace will invoice for the Support on or after the Effective Date. Unless stated otherwise in the Order, undisputed fees and taxes for the Service are payable by customer within 30 days of issue of the invoice by Solace. Any applicable direct pay permits or valid tax-exempt certificates must be provided to Solace prior to the Effective Date. If Solace is required to pay taxes, customer will reimburse Solace for such amounts. This section does not apply to any taxes payable based on Solace’s income.

**VI. General**

**Service Revisions.**

Solace may add, reduce, eliminate or revise the features and functionality of the Event Platform Monitoring & Alerting Service at any time without prior notice. Notwithstanding the foregoing where, in Solace’s opinion, a change will cause a material detrimental impact to customer (a “**Detrimental Change**”), Solace will provide thirty (30) days prior written notice (email or posting of notice to suffice). In the event of a Detrimental Change, customer may, at no cost, terminate the Event Platform Monitoring & Alerting Service by providing Solace with written notice of termination within thirty (30) days of receiving notice of the Detrimental Change. If Solace does not receive such notice of termination within thirty (30) days, customer will be deemed to have accepted the Detrimental Change.