

## NAVER CLOUD PLATFORM Security Monitoring Service Level Agreement

This Security Monitoring Service Level Agreement (this “SLA”) applies separately to each account using the Security Monitoring Service (the “Service”). This SLA forms a part of the Service Terms and Conditions and the matters not stipulated herein shall be subject to the Service Terms and conditions, and in the event of a conflict between the terms of this SLA and the terms of the Service Terms and Conditions, the terms and conditions of this SLA shall prevail.

This SLA can be revised according to the procedures set out in the Terms of Service, and the SLA at the time of failure shall be applied.

This SLA is originally written in Korean. In case of differences from the translated SLA (including translation delays), the original Korean version always prevails and any translated SLA is only provided for customers' convenience.

### Service Commitment

The Company guarantees the Monthly Availability Rate of at least 99.9% for the Service during a given month, and if the Monthly Availability Rate is not met, the Company shall issue a Service Credit to the Customer in accordance with this SLA. However, this SLA does not apply to the Basic product of the Service.

### Definitions

- Failure : If the monitoring or detection of Customer service fails due to the failure to work or malfunction of security equipment provided by the Company
- Failure Time : The total duration of Failure occurring during a given month. However, in the case where application of this SLA is excluded, the time for such excluded failure shall not be included in the Failure Time
- Monthly Availability Rate(%) =  $100 \times [1 - \{\text{the sum of Failure Time (in minutes)} / \text{total time of the month (in minutes)}\}]$
- Monthly Fee : The actual amount paid by the Customer to the Company for the Service in a given month in which the Failure occurred. However, in the event that the fee is calculated separately for each instance or task, it means the actual amount paid by the Customer for the instance or task.

### Service Credit

Monthly Availability Rate	Service Credit
Less than 99.9% but greater than or equal to 99.0%	10% of the Monthly Fee
Less than 99.0% but greater than or equal to 95.0%	25% of the Monthly Fee
Less than 95.0%	100% of the Monthly Fee

※ (However, guaranteed single WAF monthly availability and service credit) From 90.0% to less than 95.0% (10% of monthly usage fee), from 85.0% to less than 90.0% (25% of monthly usage fee), less than 85.0% (100% of monthly usage fee)

1. Unless otherwise specified in a separate agreement between the Company and the Customer, the sole and exclusive remedy of the Customer for any performance or availability issues with the Service resulting from the faults attributable to the Company is the Service Credit received in accordance with the terms of this SLA.
2. Service Credits are calculated and issued as set forth above (please note that the credit amount is rounded down to the nearest ten Korean Won). The issued Service Credits will be applicable to all the services that the Customer use in the relevant account, and may not be transferred or applied to any other account unless otherwise specified in the agreement.

### Credit Request and Payment Procedures

1. To receive a Service Credit, the Customer must submit a claim by opening a case in the NAVER CLOUD PLATFORM Customer Support Center by the end of the following month in which the failure occurred (for example, by March 31st if the failure occurred on February 15th), and must submit the claim documents specifying the name of the Product, instance ID, volume ID, task NRN, the time of failure and log data.

2. In the event that the Company confirms that the Monthly Availability Rate of the Service did not meet the threshold, the Company will issue a Service Credit by the end of the month following the month in which the relevant claim was filed.

#### **Exclusion of application of this SLA**

This SLA shall not apply to the following cases:

1. In case of failure caused by factors outside of the Company's reasonable control (such as service interruption due to natural disasters, wars, terrorist acts, disturbances, national emergencies, nationwide network disruptions, or other corresponding force majeure events).
2. If a failure occurs in the Customer's and/or a third party's equipment, software, applications or operating systems installed and used by the Customer on the Company service.
3. If a failure occurs due to the Customer's unauthorized actions or failure to take necessary actions (non-installation or arbitrary removal of required configuration or essential programs, etc.) or is caused by any of the Customer's personnel, such as employees, agents, contractors or suppliers of the Customer who access the company network by using the Customer's account or equipment.
4. In case of failure caused by the Customer's failure to follow the Company's recommendation or usage policy, or infringement or failure due to the Customer's negligent security management of the system.
5. In case of failure caused by the Customer's wrong input (request for access to a file that does not exist, etc.), or by the use of the Service in violation of the precautions or in excess of the usage limit specified by the Company in the Service Terms and Conditions or other guidelines.
6. If the Company suspends the Service to carry out the inspection as notified in advance.
7. If the Service is interrupted to prevent the spread of accidents which occurred in the system of the Customer using the Service.
8. If a failure occurs due to illegal infringement from an external source even though the Company took protective measures in accordance with the relevant laws.
9. If the Company suspends or terminates the Customer's rights to use the Service in accordance with the Service Terms and Conditions or other separate agreements.
10. If a failure occurs during the period of using the Service in which the Monthly Fee is overdue by the Customer, or using beta test, trial run or trial version.
11. Any failure corresponding to the above that is not based on any actions (or omissions) of the Company.

Effective Date : September 22, 2022