

## SaaS Listing

# CA API Management - SaaS

### 1. Introduction

This document provides standards and features that apply to the CA API Management – SaaS offering (“Service”) provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Data location information
- Service provisioning
- Service Level Availability (SLA) targets and measurement
- Service level credits
- Bandwidth Usage Limits
- Usage Restrictions
- Service termination
- Data Backup
- Disaster recovery

The definitions set out in the **Agreement** will apply to this SaaS Listing document.

### 2. Billing Metric

CA identifies and describes the following Billing Metrics used as a measure to bill the Customer:

“**Bandwidth**” means CA’s measurement of the bit-rate of consumed data communication resources expressed in bits per second or multiples of it per time period or the number of transactions per second, flowing to or from the Service associated with the Customer

### 3. Data Location

CA identifies the available geographic locations of all of the Customer’s data as follows:

All data on deployed systems and in backups reside within one of the following countries:

North America: **United States**

Europe: **Ireland**

Asia Pacific: **Australia or Japan**

CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes.



#### 4. Service Provisioning

**Versions:** CA will provision the Customer on the latest version of the Service that is generally available. CA may from time to time modify the Service and add, change, or delete features of the Service, without notice to the Customer. Customer's continued use of the Service after any such changes to the Service constitutes acceptance of these changes. CA will make reasonable efforts to provide information to the Customer regarding material changes to the Service. In addition, CA may apply service packs containing minor code changes, security updates and patches throughout the Subscription Term.

**Environments:** CA provisions all customers with one production environment. Customers that require additional environments will be required to purchase them. Customers are solely responsible for migrating any relevant data or configuration between their additional environments and/or production environments.

**Portal** means the web-based Customer management interface for the Service. Customer may purchase additional Portals to add additional, uniquely branded websites for the Customer's benefit.

**Gateway** means a unique instance of the CA API Gateway used to process runtime traffic as part of the Service. Customer may purchase additional CA API Gateways to add additional bandwidth for the Customer's benefit.

#### 5. Service Level Availability (SLA)

CA commits to the Service Level Availability for the production environment as indicated in the table below for the Service offering during the Subscription Term of the service. In the event that the Service Level Availability decreases below the "**Threshold for Service Availability Default - Minor or Major**" as set forth below, Customer may be entitled to take action as outlined herein.

Components / Capabilities	Threshold for "Service Availability Default - Minor"	Threshold for "Service Availability Default - Major"
CA API Management -SaaS	99.8%	98.5%

#### 6. Method of Measuring SLA

CA measures Service Level Agreement targets as described below:

CA runs test scripts using application monitoring tools on the Production system to verify that the Service is available. Test scripts are run approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the Subscription Term.



**Planned outage time periods** are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer

## **7. Service Level Credits**

In the event of a failure to meet a SLA threshold as set forth above and as evidenced by the CA monthly SLA report available to Customer, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Customer must notify CA within thirty (30) days from the date Customer becomes eligible to receive a service level credit. Failure to comply with this requirement will forfeit Customer's eligibility to receive the service level credit. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to in a mutually signed writing between Customer and CA.

Default Name	Definition	Credit
Service Level Credit for Minor Default	Service level is below 99.8% but greater than or equal to 98.5%	2 days
Service Level Credit for Major Default	Service level is below 98.5%	5 days

## **8. Bandwidth Usage Limits**

Usage of the Service is limited to no more than 3.6 GB (gigabytes) of bandwidth per hour or 250 transactions per second, per Gateway, whichever comes first. If this limit is exceeded, CA will notify Customer so Customer may reduce their usage or order additional Gateways. In the event Customer exceeds the Bandwidth usage limit for two consecutive months, Customer will be required to execute an Order Form for additional quantities of Gateways promptly upon CA's request. Failing to reduce the usage or execute an Order Form may cause the Service to be suspended by CA until Customer is in compliance.

## **9. Usage Restrictions and Limitations**

The Customer will not (a) use the Service to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights, (b) use the Service

to store or transmit computer instructions that self-replicate without manual intervention, such as viruses, worms or Trojan horses, (c) interfere with or disrupt the integrity or performance of the Service or third-party data contained therein, (d) attempt to gain unauthorized access to the Service or its related systems or networks, or (e) permit direct or indirect access to or use of the Service in a way that circumvents a contractual usage limit.

## **10. Service Termination**

If it is determined by the Customer and confirmed by CA that the Service has been unavailable below the **Threshold for Service Availability Default -- Major**, measured on a monthly basis during three consecutive



months, then the Customer has the right to terminate their subscription to the Service without incurring any additional charges or termination fees. In the event such determination is made, the Customer is entitled to a refund of fees which have not yet been applied towards the Service as of the effective date of termination and CA shall relieve the Customer of its obligation to pay for any fees due for the remainder of the Subscription Term. The waiver by CA of further fees shall be Customer's sole and exclusive remedy under the SaaS Module for termination due to failure to adhere to Service Level Availability and CA shall have no further liability to the Customer

## 11. Data Backup

CA commits to the following data backup and replication during the Subscription Term:

**Data Backup:** All Customers of the Service offering shall have their data backed up on a daily basis. Backups are securely replicated to an alternate location (within the same geographic location (e.g. N. America)) limiting data loss to no more than 24 hours in the event of a primary data location disaster.

- Daily backups are retained for 7 days
- Removable media are not used for data or backup storage
- Restoration of data may require engagement of CA professional Services for an additional fee

## 12. Disaster Recovery (DR)

The Service offering provides a DR site and maintains a plan to switch to the DR site in the event the primary site is rendered inoperable by a force majeure event. The following are the key measures of the DR plan:

What is Covered	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)
CA API Management - SaaS	72 hours	Maximum data loss: 24 hours <i>Data that is uploaded, but not backed up within the 24 hours may have to be re-entered</i>

**Recovery Time Objective** or **RTO** is defined as the duration of time within which the Service must be restored after a major interruption or incident.

**Recovery Point Objective** or **RPO** is defined as the maximum period in which data might be lost from the Service due to a major interruption or incident.