



SaaS Listing

CA Identity Service

1. Introduction

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

- Billing Metric
- Subscription Types and Billing Processes
- Data Location Information
- SaaS Provisioning
- Service Level Availability (SLA) Targets and Measurement
- Service Level Credits
- Concurrent Usage Limits
- Usage Restrictions and Limitations
- SaaS 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 Metric used as a measure to bill the Customer:

The following is an explanation of “**Identities**” used in defining the billing metric for the SaaS:

“Identity” is a uniquely identified person or device actively managed by the Service at any time during the billing cycle. A non-human operated device or process is counted as a managed “Identity” if it requires unique identification (e.g. login credentials) to, and managed by, the Service.



3. Subscription Types and Billing Processes

CA Technologies licenses the Service on a term subscription basis.

Term Subscriptions - Customer may subscribe for a term as set forth in the Transaction Document with set Authorized Use Limitation and pricing as set forth in the Transaction Document. CA shall invoice Customer in full for such term. Any use in excess of the Authorized Use Limitation shall be invoiced by CA for the previous quarter's overage and at the contract rate set forth in the Transaction Document. The first quarter's overage will be prorated. Any overage will be included in the Authorized Use Limitation for the remainder of the Subscription Term. There are no refunds for unused Identities.

4. 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 the following countries: **United States**

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

5. SaaS 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 such changes. CA will make reasonable efforts to provide information to the Customer regarding material changes to the SaaS.
- **Environments:** CA provisions all customers with one production tenant. "Tenant" refers to the segregation of multiple organizations, departments, users or other grouping in a single instance, as controlled by user credentials.

6. Service Level Availability(SLA)

CA commits to the Service Level Availability as indicated in the table below for the SaaS during the Subscription Term of the Service. In the event that the Service Level Availability committed 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	Target Service Level Availability	Threshold for "Service Availability Default - Minor"	Threshold for "Service Availability Default - Major"
CA Identity Service	99.8%	99.5%	98.5%



7. 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 SaaS is available. Test scripts are run approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the SaaS.

Planned outage time periods are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer up to 72 hours prior to the planned maintenance window.

8. Service Level Credits

In the event of a failure to meet a SLA threshold as set forth above and as evidenced by the monthly SLA report available to Customer, the Customer can request service level credits. 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 mutually agreed to in writing between Customer and CA.

Default Name	Definition	Cre
Service Level Credit for Minor Default	Service level is below 99.5% but greater than or equal to 98.5.0%	2 day
Service Level Credit for Major Default	Service level is below 98.5%	5 day

9. Concurrent Usage Limits

Usage of the SaaS is limited to no more than 5 API requests per second per tenant (the “Concurrent Usage Limit”) and 100,000 requests per day per tenant . If this limit is exceeded, CA will notify Customer so Customer may reduce its usage. In the event Customer exceeds the Concurrent Usage Limit no fewer than five times in two consecutive months, CA may suspend the SaaS until Customer is in compliance.

10. 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.

11. SaaS Termination

If it is determined by the Customer and confirmed by CA that the Service has been unavailable below the major default threshold, 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 for termination due to failure to adhere to Service Level Availability and CA shall have no further liability to the Customer.

12. 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 geography, limiting data loss to no more than 30 minutes in the event of a primary data location disaster.

13. Disaster Recovery (DR)

The CA Identity Service SaaS 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 DR:

What is Covered	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)
CA Identity Service	30 minutes	30 minutes

Recovery Time Objective or **RTO** is defined as the duration of time within which the SaaS 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 SaaS due to a major interruption or incident.