



# SaaS Listing

## CA Mobile Application Management

### 1. Introduction

This document provides standards and features that apply to the CA Mobile Application Management (MAM) SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Data location information
- Service Level Availability (SLA) targets and measurement
- Service level credits
- Service termination
- Backup

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:

“**User**” - User means each person enrolled in MAM SaaS software

### 3. Data Location

CA identifies the geographical location 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

### 4. Service Level Availability (SLA)

CA commits to the Service Level Availability for production environment as indicated in the table below for the MAM SaaS offering during the Subscription Term of the service. In the event that the Service Level Availability committed decreases below the **Threshold for Service Availability Default** listed below, Customer may be entitled to take additional action as outlined in the SaaS Listing

Components / Capabilities	Target Service Level Availability	Threshold for “Service Availability Default”
CA Mobile Application Management service	99.8%	99.5%



## 5. Method of Measuring SLA

CA measures Service Level Agreement targets as described below:

CA conducts test procedures on the Production system from internal sites to verify that CA Mobile Application Management server is available. Test procedures are conducted approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service.

Test procedure monitors the status page for service availability every 10 minutes.

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

## 6. Service Level Credits

In the event of a service availability default as evidenced by the monthly SLA report furnished to the customer from CA, 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 between Customer and CA.

<b>Service Level Credit for Availability Default</b>
3 Days

## 7. Service Termination

If it is determined by the customer and confirmed by CA that the service has been unavailable below the default threshold, measured on a monthly basis during three contiguous months, then the customer has the right to terminate their subscription to SaaS 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 SaaS as of the effective date of termination and CA shall relieve the Customer of their 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.

## 8. Data Backup

CA commits to the following data backup and business continuity setup during the Subscription Term of the service:

**Backup:** All Customers of the MAM SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours including in the event of a primary data center disaster.