Service Level Agreement

Service Level Agreement (SLA) for CalAmp Telematics Cloud
Application Services Availability (SA) Target –99.5%
Service Availability (SA) Metric Calculation

The SA metric is the ratio expressed as a percentage of Available Time divided by the Total Time in a quarterly period. Specifically:

Available Time: Total number of minutes in the period MINUS the number of minutes of outages in the period when the Application Services were not available and responsive to end-users (without regard to data network availability).

Total Time: Total number of minutes in the period.

SLA	Service Credit
=>99.5%	No Credit Due
<99.5%>95%	5% Service Credit
<95%>90%	10% Service Credit
<90%	15% Service Credit

The Service Credits set forth in the table above are subject to the following:
1) The Application Services require periodic system downtime to allow for software upgrades and system maintenance. These are announced in advance and are scheduled at off-peak times. Periodic system downtime is not included in the SA calculation, though for the most part every cloud deployment is done with no downtime.

2) CalAmp relies on partners (Verizon, AT&T, Amazon, etc.) for service and is not in control of their operational performance. These outages are rare occurrences, and we work closely with our partners to restore service as quickly as possible. We reserve the right to disregard partner-related outages in our SA calculation.

3) CalAmp measures service levels based on overall system performance and consider a system unavailable when a significant part of the Application Services is working below expectation, or a significant number of devices are not reporting. Single device behavior or specific system bugs are not considered in the SA calculation.