

Evergreen //One Product Guide

This Evergreen //One Product Guide (“**Product Guide**”) provides descriptions of available subscription types and the applicable service level agreements associated with all Evergreen //One subscriptions, based on the Environmental Requirements list below.

1. EVERGREEN //ONE SUBSCRIPTION TYPE AND EXPECTED PERFORMANCE.

Subscription Type	Expected Performance ¹
//Block Performance	8 MiB/TiB (R/W Throughput) or 500 IOPS/TiB (16KiB I/O Size)
//Block Premium	16 MiB/TiB (R/W Throughput) or 1000 IOPS/TiB (16KiB I/O Size)
//Block Ultra	32 MiB/TiB (R/W Throughput) or 2000 IOPS/TiB (16KiB I/O Size)
//Block Capacity	Optimized for Tier-2 workloads
//UFFO Performance	20 MB/Sec of throughput for every Effective TiB
//UFFO Premium	50 MB/Sec of throughput for every Effective TiB
//UFFO Ultra	130 MB/Sec of throughput for every Effective TiB
//Cloud Block Store	Varies based on configuration selected by End User

^{1.} Based on the the average reads/writes as measured in terms of MiB/TiB and IOPS/TiB (IOPS = average IO size divided by 16KiBk) of the applicable Reserve Commitment, or the Effective Used for all Evergreen One customers, average and reported over the prior month. The expected performance numbers for //UFFO subscriptions are based on a 70:30 R/W workload at full concurrency for NFSV3.

Environmental Requirements	
✓	FC or NVME for //Block and NFSv3 for //UFFO
✓	End User workloads achieving MiB/TiB or IOPS/TiB but not necessarily both simultaneously
✓	Host/SAN configurations must follow Pure's best practices
✓	Workloads balanced across all Systems, with each at 95% utilization or higher as described in Pure1

2. SERVICE LEVEL AGREEMENTS

Uptime

Uptime ¹	Downtime/Month ³	Service Credit of Monthly Invoice
99.9999% ²	<2.0 secs	3%
99.999%	<26 secs	5%
99.99%	<4.4 mins	10%
99.95%	<21.9 mins	25%
99.9%	<43.8 mins	100%

- Does not apply to (a) any performance issues due to batch, maintenance, or data migration work; (b) issues arising out of any equipment, software, or any other technology neither owned nor supplied by Pure; or (c) issues arising outside of Pure's reasonable control.
- Uptime percentage is calculated across the Environment on a monthly basis, based on 24 hours a day, 7 days a week, calculated as follows:

$$\text{Uptime Percentage} = (\text{Total Minutes in Calendar Month}) - (\text{Downtime Minutes}) / \text{Total Minutes in a Calendar Month}$$
- Assuming a 30-day month

Buffer Capacity¹

Buffer Capacity ² Availability	Not Available/Month ⁴	Service Credit of Monthly Invoice ⁵
99.9999% ³	<2.0 secs	3%
99.999%	<26 secs	5%
99.99%	<4.4 mins	10%
99.95%	<21.9 mins	25%
99.9%	<43.8 mins	100% ⁶

- End User will receive 25% buffer capacity over the then-current Effective Used or Reserve Commitment (whichever is higher), up to 1PiB, in increments up to 100TiB at a time. End User shall provide its On-Demand forecast to Pure for provisioning additional capacity ahead of usage exceeding 80% of the Reserve Commitment.
- All Systems in the subscription must be utilized; and End User must cooperate with Pure in the deployment of buffer capacity.
- Calculated across Environment on a monthly basis, based on 24 hours a day, 7 days a week, calculated as follows:

$$\text{Availability} = (\text{Total Seconds in Calendar Month}) - (\text{Time in Seconds Capacity Not Available}) / \text{Total Seconds in a Calendar Month}$$
- Assumes a 30-day month
- Service Credit for Buffer Capacity is calculated as 25% of the then-current Reserve Commitment or 100TiB.
- Any 100% Service Credits are prorated for the number of days that Buffer Capacity is not available. For example, if Buffer Capacity is 100% unavailable for two (2) whole days, End User receives a 100% credit for those two days in the month.

Performance

Meets Expected Performance ¹	Not Met/Month ³	Service Credit of Monthly Invoice
99.9999% ²	<2.0 secs	3%
99.999%	<26 secs	5%
99.99%	<4.4 mins	10%
99.95%	<21.9 mins	25%
99.9%	<43.8 mins	100% ⁴

1. All Systems in the subscription must be fully utilized
2. Calculated across Environment on a monthly basis, based on 24 hours a day, 7 days a week, calculated as follows:
Availability = (Total Seconds in Calendar Month) - (Time in Seconds Performance Not met) / Total Seconds in a Calendar Month
3. Assumes a 30-day month
4. Any 100% Service Credits are prorated for the number of days that Performance is not met. For example, if Performance is 100% unavailable for two (2) whole days, End User receives a 100% credit for those two days in the month.

3 SERVICE CREDIT REQUIREMENTS. The commitments listed above are contingent upon the following: (a) End User submitting a Sev-1 ticket; (b) Pure determining that “Pure System at Fault” is the Root Cause Analysis (RCA) for the underlying cause of missing the commitment; (c) for any Performance commitments, the End User must demonstrate the performance not met; (d) for any Uptime commitments, the applicable System was active and running for the 30 days preceding the outage; (e) host multipathing must be set up for best practices; and (e) the RCA must not find that End User was a cause of the applicable Service Level Commitment describe above. Notwithstanding anything to the contrary in the Agreement, the maximum Service Credit that End User may earn for any single subscription shall not exceed 10% of the highest Reserve Commitment for any year during the applicable Service Term.

4. APPLICATION OF SERVICE CREDITS. Credits can only be applied: (a) if End User complies with Pure’s [Evergreen//One Upgrade Policy](#); (b) to invoices for Evergreen //One issued subsequent to when the credit was earned, and (c) to the affected System. Credits shall not: (i) be applied to anything other than as described in this Agreement; (ii) combined with any other credits earned, incentives, or discounts offered by Pure; (iii) be issued as cash or a cash rebate in lieu of a credit, even if the subscription is not being renewed; and (iv) be valid after the expiration of termination of the subscription. All consumption and downtime data applicable to the final quarter of the Subscription is consolidated, and either Pure or the applicable reseller

issues a final invoice that applies all credits earned through the expiration or termination of the applicable Service Term.

5. Zero Planned Downtime Commitment. All Subscriptions are delivered with zero Planned Downtime and therefore End User may be entitled to a Downtime Credit equal to 100% of the monthly charges on any System that experiences Planned Downtime.

6. INCLUDED WITH ALL SUBSCRIPTIONS. All Evergreen //One subscriptions include the [Evergreen //One RACI](#) and the [Evergreen //One Included Services Description](#).

7. GENERAL TERMS. This Product Guide supplements the Pure End User Agreement (or other written agreement covering the same subject matter executed by Pure) for the applicable subscription purchased by End User. Capitalized terms not specifically defined in these Terms have the same meaning as in the End User Agreement. Pure reserves the right to update this Guide from time to time, as noted by the “Last Updated” date below.

Last Update June 28, 2022