

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 commencing June 16, 2024, based on the License level requirements listed below.

1. FOR ALL SUBSCRIPTIONS COMMENCING JUNE 16, 2024:

Subscription Type	Expected Performance ¹
//Unified Block & File ² Performance	8 MB/s per TiB or 500 IOPS/TiB (Combined R/W) (16KiB I/O Size)
//Unified Block & File Premium	16 MB/s per TiB or 1000 IOPS/TiB (Combined R/W) (16KiB I/O Size)
//Unified Block & File Ultra	32 MB/s per TiB or 2000 IOPS/TiB (Combined R/W) (16KiB I/O Size)
//Unified Block & File Capacity	1.6 MB/s per TiB or 100 IOPS/TiB (Combined R/W) (16KiB I/O Size)
//Cloud Block Store	Varies based on configuration selected by End User
//UFFO ³ Performance	20 MB/s per TiB (Combined R/W)
//UFFO Premium	50 MB/s per TiB (Combined R/W)
//UFFO Ultra	130 MB/s per TiB (Combined R/W)
//UDR File & Object	0.5 MB/S per TiB (Combined R/W)
//UDR Block & File	0.5 MB/S per TiB (Combined R/W)
Evergreen//One for AI ⁴	Varies based on read throughput provisioned by End User

1. Based on the average reads/writes as measured in terms of MB/s/TiB and IOPS/TiB (IOPS = average IO size divided by 16KiB, per second) of the applicable Reserve Commitment, or the Effective Used Capacity measurement, whichever is higher.
2. The expected performance numbers for //Unified Block & File Services are applicable to FC & NVMe-oF block performance.
3. The expected performance numbers for //UFFO subscriptions are based on a 70:30 R/W workload at full concurrency for NFSv3.
4. Guaranteed performance values for Evergreen//One for AI subscriptions are based on 100% read workloads with a minimum access size of 256KB at full concurrency for NFSv3.

1.

Environmental Requirements	
✓	FC or NVMe-oF for //Unified Block & File and NFSv3 for //UFFO
✓	End User workloads achieving MB/s/TiB or IOPS/TiB targets 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

Uptime¹

Uptime ²	Downtime/Month	Service Credit of Monthly Invoice ³
99.9999% ²	>2.6 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%

- Uptime percentage is calculated at the License level based on 24 hours a day, across a fully completed calendar month, calculated as follows:
Uptime Percentage = (Total Seconds in Calendar Month) - (Downtime/Seconds) / Total Seconds in a Calendar Month.
- Routine controller failovers are excluded from the calculation. //UDR & //UBF File access centric connections with intrinsic protocol timeout characteristics are excluded from the uptime calculation if native protocol implementation does not support service failovers.
- For any Service Credit to apply, (i) the applicable System must have been active and running for the completed service month preceding the outage; and (ii) host multipathing must be set up for best practices.

Zero Planned Downtime¹

Uptime During Maintenance ²	Downtime/Month ³	Service Credit of Monthly Invoice
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100.00% ⁴	> 0 seconds	100%
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1. All licenses are delivered with zero planned downtime and no disruption to the SLAs, for Purity upgrades and any Service Infrastructure expansions or upgrades as performed by Pure, and therefore End User may be entitled to a Downtime Credit equal to 100% of the monthly charges for the corresponding Effective Used Capacity on any System that experiences Planned Downtime.
2. Uptime During Maintenance is calculated as follows: (Total Seconds During Maintenance) – (Seconds of Uptime During Maintenance) for a completed month of service.
4. May not apply to: (a) End User-driven Service Infrastructure moves, data center maintenance or shutdowns; (b) issues arising out of any equipment, software, or any other technology neither owned nor supplied by Pure; or (c) issues arising out of Pure's reasonable control. Routine controller failovers are automatically excluded from uptime calculations. //UDR & //UBF File access centric connections with intrinsic protocol timeout characteristics are excluded from the uptime calculation if native protocol implementation does not support service failovers.

Buffer Capacity¹

Buffer Not Available/Days in Service Month ³	Service Credit of Monthly Invoice ²
≥1 day	3%
≥3 days	5%
≥5 days	10%
≥7 days	25%
≥14 days	100%

1. 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 as a condition of Pure meeting this SLA.
2. All Systems in the License must be fully utilized, and End User must cooperate with Pure in the timely deployment of buffer capacity.
3. Service Credits are prorated for the number of days that Buffer Capacity does not support host or Purity replication operations. For example, if Buffer Capacity is unavailable for two (2) whole days, End User receives a 3% credit for that service month.

Performance

Meets Expected Performance ¹	Not Met/Month ³	Service Credit of Daily Rate ⁵
99.9999% ²	>2.6 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 License must be fully utilized.
2. Calculated at the License level monthly, 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. NOTE: Due to bandwidth and logging overhead considerations, all IOPS and MB/Sec samples are measured and reported in 30 second averages.
3. 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% License Daily Rate credit for those two days in the month.
4. UFFO Subscriptions initiated prior to June 8th, 2022, or delivered on the 15-blade chassis system will continue to be measured and deliver the performance agreements under which they commenced service.
 - a. UFFO Ultra: 96 MiB/s per TiB for reads and 35 MiB/s per TiB for writes.
 - b. UFFO Premium: 43 MiB/s per TiB for reads and 15 MiB/s per TiB for writes.
5. For a Service Credit to apply, End User must demonstrate the performance was not met.

ENERGY EFFICIENCY¹ – FOR ALL SUBSCRIPTIONS COMMENCING JUNE 16, 2024²

Subscription Type	Watts ³ /TiB (not to exceed numbers)	Minimum Reserve - Initial Commitment
//Unified Block & File Performance	3W / TiB	300 TiB
//Unified Block & File Premium	4W / TiB	300 TiB
//Unified Block & File Ultra	7W / TiB	300 TiB
//Unified Block & File Capacity	2W / TiB	500 TiB
//UDR F&O	3W / TiB	1500 TiB
//UFFO Performance	4W / TiB	500 TiB
//UFFO Premium	4W / TiB	500 TiB
//UFFO Ultra	6W / TiB	500 TiB
Evergreen//One for AI	100W / GB/s 7W / TiB ⁴	30 GB/s

1. End User will experience the applicable power consumption per License, as set forth in this table. License must commence with greater than initial commitment specified in table above.

2. Energy Efficiency SLA also does not apply to (a) Pure hardware purchased or transferred over from the End User; or (b) custom or non-standard configurations to the Service Infrastructure.
3. Watts are based on a daily average of actual power consumed over a completed service month as reported by Pure. For purposes of calculating energy efficiency, "TiB" means either the Reserve Commitment plus the 25% Buffer, or the Total Estimated Effective Used (Usable * PRE Ratio) capacity for the applicable Systems in the Subscription, whichever is greater. NOTE: Watts/TiB for counterpart PRE //Unified Block & File Performance, Premium and Ultra Service Tiers are 2X the standard //Block offerings.
4. The higher value applies depending on End User's consumption.

PAID POWER & RACK - FOR ALL SUBSCRIPTIONS COMMENCING JUNE 16, 2024

Pure pays End User following the Service Commencement Date, for the cost of power and rack consumption required by the Service Infrastructure deployed to deliver the Reserve Commit and applicable SLAs for the Service Term, not to exceed five (5) years, for the following Subscription Tiers, as set forth in the Evergreen//One Terms of Use.

Paid Power and Rack Availability		
Eligibility	Subscription Tier	Reserve Commit Size
✓	Unified Block & File - Performance	200 TiB
✓	Unified Block & File - Premium	200 TiB
✓	Unified Block & File - Ultra	200 TiB
✓	Unified Fast File and Object	400 TiB
✓	UDR Block and File	500 TiB
✓	Unified Block and File - Capacity	400 TiB
✓	UDR F&O	1,500 TiB
✓	Evergreen//One for AI	30 GB/s
✓	Renewals of Net New Subscriptions	No Minimum
✓	Expansion of Existing Subscriptions requiring additional Service Infrastructure	No Minimum

*This program excludes: (a) existing subscription expansions; (b) existing subscription renewals; and (c) Pure hardware purchased or transferred over from the End User.

NO DATA MIGRATIONS SLA - FOR ALL SUBSCRIPTIONS COMMENCING JUNE 16, 2024

Under the "No Data Migrations SLA", Pure guarantees that Pure will non-disruptively upgrade the Applicable Service Infrastructure, and that the upgrade will not require any data migration. Pure will issue End User a Service Credit as described in the Evergreen//One Terms of Use, to

End User if any upgrade to Applicable Service Infrastructure requires any data migration, provided that the subscription satisfies the following criteria:

No Migration SLA	
✓	Upgrade Performed by Pure or Pure Authorized Partner
✓	End User is not past due with any invoices
✓	Service Infrastructure complies with the Evergreen//One Upgrade Policy

*This program excludes any upgrade that involves consolidating Systems or movement across Subscription Tiers or service tiers.

ZERO DATA LOSS SLA - FOR ALL SUBSCRIPTIONS COMMENCING JUNE 16, 2024

Under “Zero Data Loss SLA,” Pure guarantees Zero Data Loss with the Service Infrastructure. Pure will issue End user a Service Credit, pursuant to the Evergreen//One Terms of Use should any Data Recovery Services utilized by Pure fail to help in the recovery of any lost data.

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

4. 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.

Last Update June 20, 2024