

## Evergreen//One Product Guide

This Evergreen//One Product Guide (“**Product Guide**”) provides descriptions of available Subscription Tiers and the applicable service level agreements associated with all Evergreen//One subscriptions commencing March 18th, 2025.

End User must satisfy the following environmental requirements for any Subscription Tier and in order to be eligible for any applicable services level agreements as further detailed in this Product Guide.

<b>Environmental Requirements</b>	
✓	FC or NVMe-oF for //Unified Block & File and NFSv3 for //UFFO
✓	End User workloads achieving MB/s/TiB or IOPS/TiB but not necessarily both simultaneously
✓	Host/SAN configurations must follow <a href="#">Pure’s best practices</a>
✓	workloads balanced across all Service Infrastructure within a License Systems, with each at 95% utilization or higher as described in Pure1
✓	Pure Edge Services are enabled

### 1. SUBSCRIPTION TIER AND MINIMUM GUARANTEED PERFORMANCE:

SUBSCRIPTION TIER	GUARANTEED PERFORMANCE DENSITY <sup>1</sup>	MINIMUM GUARANTEED PERFORMANCE	Latency Goal <sup>5</sup>
//Unified Block & File Performance <sup>2</sup>	8 MB/s per TiB or 500 IOPS/TiB	1 GB/s or 62,500 IOPS	1ms
//Unified Block & File Premium <sup>2</sup>	24 MB/s per TiB or 1500 IOPS/TiB	2 GB/s or 125,000 IOPS	1ms
//Unified Block & File Ultra <sup>2</sup>	48 MB/s per TiB or 3000 IOPS/TiB	3 GB/s or 187,500 IOPS	1ms
//Unified Block & File Capacity	1.6 MB/s per TiB or 100 IOPS/TiB	1 GB/s or 62,500 IOPS	5ms
//Cloud Block Store <sup>2</sup>	Varies based on configuration selected by End User		N/A
//UFFO Standard <sup>3</sup>	10 MB/s per TiB	1.5 GB/s	N/A

//UFFO Performance <sup>3</sup>	20 MB/s per TiB	3 GB/s	N/A
//UFFO Premium <sup>3</sup>	50 MB/s per TiB	5 GB/s	N/A
//UDR File & Object <sup>3</sup>	1 MB/s per TiB	N/A	N/A
//UDR Block & File <sup>3</sup>	.5 MB/s per TiB	N/A	15ms
Evergreen//One for AI <sup>4</sup>	Varies based on read throughput provisioned by End User		N/A

- Actual guaranteed performance is the higher of performance density multiplied by the applicable Reserve Commitment or Effective Used Capacity measurement, whichever is higher, or the Minimum Guaranteed Performance.
- Guaranteed performance values for //Unified Block and File subscriptions are based on a 70:30 R/W workload and are applicable to FC & NVMe-oF block performance. A subscription delivers its guaranteed performance if it is able to achieve at least one of the specified MB/s or IOPS values, depending on block size, for that Subscription Tier.
- Guaranteed performance values for //UFFO subscriptions are based on 70:30 R/W workload with a minimum access size of 256KB at full concurrency for NFSv3.
- 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.
- Latency goal describes maximum storage service latency target for workloads up to the Guaranteed Performance level.

## 2. SERVICE LEVEL AGREEMENTS

### PERFORMANCE

Meets Expected Performance <sup>1</sup>	Not Met/Month <sup>3</sup>	Service Credit or Daily Rate
99.9999% <sup>2</sup>	>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%

- All Systems in the License must be fully utilized.
- Calculated at the License level on a monthly basis as follows:  

$$\text{Availability} = (\text{Total Seconds in Calendar Month}) - (\text{Time in Seconds Performance Not Met}) / \text{Total Seconds in a Calendar Month}.$$

Note: Due to bandwidth and logging overhead considerations, all IOPS and MB/s samples are measured and reported in 30 second averages.
- 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.

### Uptime<sup>1</sup>

Uptime <sup>2</sup>	Downtime/Month	Service Credit of Monthly Invoice <sup>3</sup>
99.9999% <sup>2</sup>	>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:  

$$\text{Uptime Percentage} = (\text{Total Seconds in Calendar Month} - (\text{Downtime/Seconds})) / \text{Total Seconds in a Calendar Month}.$$
- 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 Downtime<sup>1</sup>

Uptime During Maintenance <sup>2</sup>	Downtime/Month <sup>3</sup>	Service Credit of Monthly Invoice
100.00% <sup>4</sup>	> 0 seconds	100%

- 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.
- Uptime During Maintenance is calculated as follows:  $(\text{Total Seconds During Maintenance}) - (\text{Seconds of Uptime During Maintenance})$  for a completed month of service.
- 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 Capacity<sup>1</sup>

Capacity Not Available/Days in Service Month <sup>3</sup>	Service Credit of Monthly Invoice <sup>2</sup>
≥1 day	3%
≥3 days	5%
≥5 days	10%
≥7 days	25%

≥14 days	100%
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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 must 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 Service Infrastructure does not have sufficient capacity to support host or Purity replication operations. For example, if capacity is unavailable for two (2) whole days, End User receives a 3% credit for that service month.

### NO DATA MIGRATIONS SLA

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. To the extent Pure determines that Applicable Service Infrastructure requires a data migration in lieu of a non-disruptive upgrade, Pure will provide a Service Credit provided that the subscription satisfies the below criteria. The Service Credit is based upon the Service Charges for any Service Infrastructure within a License requiring data migration. The Service Credit will be equivalent to the number of months that End User has already consumed its Evergreen//One subscription, but not exceed 12 months, provided that the subscription satisfies the following criteria:

<b><u>No Migration SLA</u></b>	
✓	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

### ZERO DATA LOSS SLA

Under the "Zero Data Loss SLA," Pure guarantees no data loss within its Service Infrastructure. If data loss occurs, Pure will first offer Data Recovery Services to attempt to recover the lost data. If, after assessment, it is determined that the data loss was due to a fault in the Service Infrastructure (excluding Excluded Products), and the data is deemed unrecoverable following these recovery efforts, Pure will issue a Service Credit to the End User. This credit will be based on the Reserve Commitment Charges for the affected system and will reflect the number of months the End User has utilized its Evergreen//One Subscription on that Service Infrastructure, capped at 12 months. The Service Credit will be the End User's sole remedy and Pure's exclusive liability for any data loss related to an Evergreen//One subscription. It does not exempt the End User from adhering to industry standards for managing snapshots, backups, and data protection.

## DATA RECOVERY SERVICES

Pure will (a) deploy personnel as reasonably required in Pure's option, to recover any data that Pure has determined was lost due to a Pure Service Infrastructure being at fault; (b) ship (at its sole cost and expense) any hardware required to recover any lost data or otherwise ensure no further data loss; and (c) reconfigure any replacement defective eligible hardware; and decommission and remove any replaced Eligible Hardware.

## PAID POWER & RACK SERVICE LEVEL AGREEMENT

Pure pays End User the cost of power consumed and rack space required by the Service Infrastructure deployed to deliver the Reserve Commit and applicable SLAs during the initial Service Term but no longer than five (5) years. The End User must meet the requirements specified below from the Subscription Start Date. The amount of the payment is determined by: (a) Rack units estimated to be required for the Service Infrastructure that will deliver the Reserve capacity, multiplied by a fixed unit cost based on best efforts estimate as determined by Pure, and (b) the nominal power consumption by the Service Infrastructure measured in Kilowatt-Hours, multiplied by the unit electricity costs for the Service Installation location(s) country, as published by the International Energy Agency (<https://www.iea.org/>). End User must provide the payment instructions to Pure prior to the Subscription Start Date, in order to receive this payment. Any payments due under the Paid Power & Rack program cannot be converted into additional discounts.

<b>Paid Power and Rack Availability</b>		
<b>Eligibility</b>	<b>Subscription Tier</b>	<b>Reserve Commit Size</b>
✓	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

## ENERGY EFFICIENCY SERVICE LEVEL AGREEMENT

<b>Subscription Tier</b>	<b>Watts<sup>3</sup>/TiB (not to exceed numbers)</b>	<b>Minimum Reserve - Initial Commitment</b>
//Unified Block & File Performance	3W / TiB	300 TiB
//Unified Block & File Premium	6W / TiB	300 TiB
//Unified Block & File Ultra	10W / TiB	300 TiB
//Unified Block & File Capacity	2W / TiB	500 TiB
//UDR F&O	3W / TiB	1500 TiB
//UDR B&F	2W / TiB	500 TiB
//UFFO Standard	3W / TiB	500 TiB
//UFFO Performance	4W / TiB	500 TiB
//UFFO Premium	4W / TiB	500 TiB
Evergreen//One for AI	100W / GB/s 7W / TiB <sup>4</sup>	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 //UBF subscriptions including pre-encrypted or pre-compressed data, measured as having a PRE ratio lower than 2:1, are 2x the numbers in the table above.
4. The higher value applies depending on End User's consumption.

**SERVICE CREDITS FOR ENERGY EFFICIENCY SERVICE LEVEL AGREEMENT**

<b>Average Watts/TiB in completed Service Month</b>	<b>Service Credit of Daily Rate</b>
≥1 day	3%
≥3 days	5%

≥5 days	10%
≥7 days	25%
≥14 days	100%

**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.

**5. PRIOR VERSIONS.**

- [Evergreen//One Subscriptions Commencing January 4, 2023 - October 9, 2023](#)
- [Evergreen//One Subscriptions from October 10, 2023 - June 15, 2024](#)
- [Evergreen//One Subscriptions from June 16, 2024 - August 4, 2024](#)
- [Evergreen//One Subscriptions from August 5, 2024 - March 17, 2025](#)

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