Terms and Policies
Legal
Product Documentation
Copyright Notice

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Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.
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TENCENT CLOUD TERMS OF SERVICE

Welcome, and thank you for your interest in the online services collectively known as Tencent Cloud, along with any related websites, networks, applications, and other services provided by Tencent (collectively, the “Services”). These Terms of Service are a legally binding contract between you and Tencent regarding your use of the Services. For the purposes of these Terms of Service, “Tencent,” “we,” “our,” and “us” refer to the applicable Tencent contracting entity set forth in Section 3.

PLEASE READ THE FOLLOWING TERMS CAREFULLY.

BY CLICKING “I ACCEPT,” OR BY DOWNLOADING, INSTALLING, OR OTHERWISE ACCESSING OR USING THE SERVICES, YOU AGREE THAT YOU HAVE READ AND UNDERSTOOD, AND, AS A CONDITION TO YOUR USE OF THE SERVICES, YOU AGREE TO BE BOUND BY, THE FOLLOWING TERMS AND CONDITIONS, INCLUDING the then-current additional terms applicable to the Services posted online here, including the Privacy Policy, Data Privacy and Security Agreement, Acceptable Use Policy, Copyright Policy, the PRC Service Region Terms, the North America Terms, the EEA Consumer Terms, the Germany Terms, any Service-specific terms, and the Service Level Agreement (collectively, “Additional Terms,” and together with these Terms of Service, the “Terms”). Please see our Privacy and Cookies Policy for further information regarding our use of your personal information submitted to or via the Services. If you are not eligible, or do not agree to the Terms, then you do not have Tencent’s permission to use the Services. YOUR USE OF THE SERVICES, AND TENCENT’S PROVISION OF THE SERVICES TO YOU, CONSTITUTES AN AGREEMENT BY TENCENT AND BY YOU TO BE BOUND BY THESE TERMS.

1. THE SERVICES AND APPLICATIONS. The Services are further described at http://www.tencentcloud.com, and include: (a) the documentation for the Services (as may be updated from time to time) in the form generally made available by Tencent to its customers for use with the Services; (b) the APIs, mobile applications, and Software provided by Tencent in connection with the Services; and (c) any additional services purchased by you. The Services allow you to create applications using the Services or run applications on the Services (“Applications”). Applications include any application that runs on the Services and any source code written by you to be used with the Services or otherwise hosted on Tencent Cloud.

2. ELIGIBILITY. You must be at least 14 years old to use the Services. By agreeing to these Terms, you represent and warrant to us that: (a) you are at least 14 years old; (b) you have not previously been suspended or removed from the Services; and (c) your registration and your use of the Services is in compliance with any and all applicable laws.
and regulations. If you are an entity, organization, or company, the individual accepting these Terms on your behalf represents and warrants that they have authority to bind you to these Terms and you agree to be bound by these Terms.

3. CONTRACTING ENTITY; GOVERNING LAW

(a) The country specified in your registered billing information determines: (i) the Tencent entity with which you are contracting under these Terms and (ii) the governing law that applies to these Terms and your use of the Services, as set forth in the table below.

<table>
<thead>
<tr>
<th>Your Location</th>
<th>Tencent Contracting Entity</th>
<th>Governing Law</th>
</tr>
</thead>
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<tr>
<td>European Economic Area, United Kingdom and Switzerland</td>
<td>Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands</td>
<td>England and Wales</td>
</tr>
<tr>
<td>North America</td>
<td>Tencent Cloud LLC, a Delaware corporation registered company located at Claremont2747 Park Blvd, Palo Alto, CA 94306.</td>
<td>California, USA</td>
</tr>
<tr>
<td>South Korea</td>
<td>Tencent Korea Yuhan Hoesa, 152, Taheheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, Korea</td>
<td>South Korea</td>
</tr>
<tr>
<td>Rest of the world</td>
<td>Aceville Pte. Ltd., a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622.</td>
<td>Singapore</td>
</tr>
<tr>
<td>People’s Republic of China</td>
<td>Tencent Cloud Computing (Beijing) Co., Ltd.</td>
<td>PRC</td>
</tr>
</tbody>
</table>

(b) The country specified in your registered billing information may cause additional or different terms to apply as follows. If your use of the Services is subject to consumer protections as determined under applicable law, additional terms apply, as set forth in the EEA Consumer Terms and the Germany Terms below. If the country specified in your registered billing information is in North America, you shall be subject to the North America Terms below. In addition to the above, additional or different terms may apply to your use based on your local laws.

(c) "PRC" means the People’s Republic of China, and for the purpose of these Terms only, does not include Hong Kong, Macau, and Taiwan.

4. USE OF SERVICES

(a) Accounts and Registration. When you register for a Tencent Cloud account ("Account"), you may be required to provide us with some information, such as your name, postal address, email address, or other contact information. You agree that the information you provide to us is accurate and that you will keep it accurate and up-to-date at all times. We may deny you the right to create an account.
(b) **End Users Access and License.** Any entities or individuals that access the Services under your Account or an Application are referred to in these Terms as “**End Users**.” You and your authorized End Users may access and use the purchased Services in accordance with these Terms during the Term. If you become aware of any unauthorized use of your Account or the password for your Account, you will notify Tencent as promptly as possible. If you are an entity, organization, or company, you will permit only your employees and contractors to access the Services through your Account. You are responsible for safeguarding any and all Account details and access credentials. Any breach of these Terms or any use of your Account by anyone to whom you disclose your username or password will be treated as if the breach or use had been carried out by you, and will not relieve you of your obligations to us. Tencent may provide downloadable tools, software development kits, sample code, APIs, or other computer software in connection with the Services or with the use of your Account ("**Software**"). Subject to you and your authorized End Users’ compliance with these Terms, Tencent grants to you and your authorized End Users a limited, non-exclusive, non-transferable, non-sublicensable and revocable license to use Software in a manner not exceeding any applicable usage limitation or term, and within the applicable territory, and only in connection with the Services. To the extent that the Software comes with an end user license agreement, terms of service or other similar agreement governing the use of such Software, you will ensure that it will strictly comply with such agreement.

(c) **Service Regions.** Certain Services allow you to select a geographically defined service region in which User Data is stored in order to provide the Services (a "**Service Region**"). Where a Service Region applies, Tencent will, upon your request, store User Data in the Service Region you select when User Data is being used for the provision of those Services. If your selected Service Region is the PRC, then the PRC Service Region Terms below apply with respect to those Services for which the PRC is the selected Service Region.

(d) **Suspension of Services.** If you become aware that any Application (including an End User’s use of an Application) or User Data violates these Terms, including the Additional Terms, you will immediately suspend the Application, remove the User Data, and suspend access by the End User, as applicable. If you fail to do so within twenty-four hours after Tencent sends notice of any violation, Tencent may suspend or disable the Application and disable your Account until that violation is corrected. In the event that Tencent determines that a violation could: (a) disrupt the Services; (b) disrupt use of the Services by a third party; (c) disrupt the Tencent network or servers used to provide the Services; or (d) allow unauthorized third party access to the Services, then Tencent or its Affiliates may immediately without prior notice to you, suspend your Account or the offending Application or End User account, to the minimum extent required to prevent or resolve that violation. "**Affiliate**" means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with a party, where “Control” means control of greater than fifty percent of the voting rights or equity interests of a party or by way of contract, management agreement, voting trust, or otherwise.

(e) **Service Modifications.** Tencent may discontinue or make any changes to the Services at any time. If Tencent discontinues or makes any changes to the Services that would materially decrease the functionality of those Services, Tencent will use commercially reasonable efforts to inform you of the change with reasonable advance notice before it goes into effect, provided that you have subscribed to be informed about those changes. Tencent may make the change, and will not be obligated to provide notice, if the discontinuation or change is necessary to address an
emergency or threat to the security or integrity of the Services, comply with or respond to litigation, address Intellectual Property Rights concerns, or comply with the law or government requests. Tencent may provide periodic updates to the Software or Services provided by Tencent from time to time ("Updates"). Tencent may also make new features or functionality available from time to time through the Services and add new services to the Services from time to time (by adding them at the URL set forth under that definition), the use of which may be contingent upon your agreement to additional requirements.

(f) Security and Privacy. Tencent’s security and privacy practices are available in the Additional Terms. You shall configure and use the Services in a way that meets your security requirements.

(g) Third Party Applications. You are solely responsible for any software used by you in connection with your use of the Services ("Third Party Software"), including third party software made available in connection with the Services. Tencent is not responsible for and is not liable for any damages or losses arising from the use of the Third Party Software, and Tencent does not endorse, support or guarantee the quality, reliability, or suitability of any Third Party Software. You will comply with any terms and conditions applicable to Third Party Software. Tencent does not provide any technical support for any Third Party Software. Please contact the relevant supplying third party for technical support.

(h) Access to Your Device. In order for Tencent to provide the Services, Tencent may require access to and use of a device you own or control. For example, Tencent may need to access a device’s processor and storage to complete a Software installation. Tencent will provide further information regarding how Tencent Cloud accesses the device within Tencent Cloud. You agree to give Tencent access to the device for these purposes, and you acknowledge that if you do not provide access, Tencent may not be able to provide the Services (or certain features within the Services). You agree that Tencent may use or access Personal Information (as defined in Tencent’s Privacy Policy) within the device in the course of providing Tencent Cloud, and that any Personal Information will be treated in accordance with Tencent’s Privacy Policy.

5. FEES AND PAYMENTS

(a) You may, from time to time, be required to make payments to us as part of your use of the Services ("Fees"). Except as otherwise set forth in the EEA Consumer Terms, all Fees are non-refundable. You agree that you are solely responsible for payment of all Fees and all taxes associated with any such payments. All payments made by you shall be made free and clear of and without deduction for any tax. To the extent that you are required by applicable law to make such a deduction or withholding of tax, you shall provide us with an official tax receipt or other appropriate supporting documentation within 30 days after payment of the deduction or withholding tax and increase the amount paid to us to the extent necessary to ensure that we receive a sum equal to the amount we would have received had no such deduction or withholding been made.

(b) At the time you create an Account or otherwise sign up for Services you may be asked to provide a credit card, and thereafter may be able to link alternative means of payment to your Account (each a “Payment Method”). You agree that (subject to applicable laws and regulations): (i) you authorize us to: (1) save your chosen Payment Method’s
information (e.g., credit card information) on our systems or that of our payment processor; and (2) periodically bill your chosen Payment Method for Services consumed during the prior month or pursuant to an alternative payment structure we agree to; and (ii) if any payment made via your chosen Payment Method is rejected, denied, not received by us or returned unpaid for any reason: (1) we may suspend or terminate your access to the Services until your payment is properly processed; (2) charges will continue to be incurred and you are liable to us for any fees, costs, expenses or other amounts we incur arising from such rejection, denial or return (and we may charge you for such amounts); and (3) we may charge late fees up to the maximum amount permissible under law. We will present you with an invoice on or about the second day of a given month for Services consumed during the prior month and will charge your Payment Method at the time we issue your invoice.

(c) Your card issuer may charge you an online handling fee or processing fee in connection with your payment of Fees. We are not responsible for this fee.

(d) We may change or introduce any charges for the Services at any time after prior notice by publication within the Services. Any new or changed charges will immediately apply to your use of the Services.

(e) If you and Tencent agree to other payment terms or Payment Methods in writing (including email), then those alternative provisions shall apply in the event of a conflict with this Section.

6. TECHNICAL SUPPORT AND SERVICE LEVELS

(a) **SLAs.** Tencent will provide any related Services in accordance with the relevant services level agreement (“SLA”), if any, set forth in the Additional Terms.

(b) **Support for Services.** Except to the extent required by applicable law with respect to consumers, Tencent is under no obligation to provide technical support or other services unless you have purchased support services. You acknowledge and agree that technical support or other services may require you to pay additional costs and other fees.

(c) **Support for Applications.** You are responsible for technical support of your Applications.

7. YOUR OBLIGATIONS

(a) **Compliance.** You are solely responsible for your Applications and User Data and for making sure your Applications and User Data comply with these Terms (including the Additional Terms). Tencent reserves the right to review all Applications to ensure your compliance with these Terms. You acknowledge and agree that you are responsible for all use of the Service by End Users, End Users’ access to Applications and User Data, activities under Accounts, and for otherwise ensuring that each End User complies with these Terms.

(b) **Privacy.** You will protect the privacy of your End Users in accordance with all applicable laws and regulations, including by communicating a legally adequate privacy notice to End Users. You may have the ability to access, monitor, use, or disclose User Data submitted by End Users through the Services. You will obtain and maintain any required consents from End Users to allow your access, monitoring, use, and disclosure of User Data.
(c) Restrictions. You will not, and will not allow your Affiliates, employees, and contractors and any third parties under your control, management, supervision, or otherwise to: (a) copy, modify, create a derivative work of, reverse engineer, decompile, translate, disassemble, or otherwise attempt to extract any or all of the source code of the Services (except to the extent such a restriction is expressly prohibited by applicable law, and where you are permitted by law to so reverse engineer, you will contact Tencent to obtain the desired information prior to such reverse engineering); (b) use the Services for the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Services could lead to death, personal injury, or environmental damage; (c) use the Services to benchmark the Services or in any manner that is competitive with the Services; (d) sublicense, resell, or distribute any or all of the Services separate from any integrated Application; or (e) access the Services in a manner intended to avoid incurring Fees or otherwise avoiding usage limitations. To the extent you choose a Service Region that includes the United States, you will not, and will not allow your Affiliates, employees, and contractors and any third parties under your control, management, supervision, or otherwise to: (a) process or store any User Data that is subject to the International Traffic in Arms Regulations maintained by the United States Department of State; or (b) process or store any User Data that is subject to the Health Insurance Portability and Accountability Act of 1996 as it may be amended from time to time, or any regulations issued under it.

8. INTELLECTUAL PROPERTY RIGHTS AND USER DATA

(a) Tencent Cloud Intellectual Property Rights. All Intellectual Property Rights in and to the Services, as between you and Tencent, will be owned by Tencent and its licensors. Except as expressly set forth in these Terms and to the extent this can be done under applicable law, Tencent does not grant to you any licenses or other rights, implied or otherwise, in or to Tencent’s Intellectual Property Rights. "Intellectual Property Rights" means all current and future worldwide rights under patent, copyright, trade secret, trademark, or moral rights laws, and other similar rights.

(b) Tencent Confidential Information. “Tencent Confidential Information” means information that Tencent (or an Affiliate) discloses to you under these Terms, and that is marked as confidential or should reasonably be considered confidential based on the nature of the information and the circumstances of its disclosure. You will not disclose the Tencent Confidential Information except to those of your Affiliates, employees, and contractors who need to know the Tencent Confidential Information for the purposes of exercising your rights and performing your obligations under these Terms, and who have agreed in writing to confidentiality obligations that are at least as protective as these Terms. You will, and will take appropriate measures to ensure that your Affiliates, employees, and contractors: (a) take at least reasonable care to protect the confidentiality of the Tencent Confidential Information; and (b) do not use the Tencent Confidential Information for any purpose other than to exercise your rights and perform your obligations under these Terms. However, you may also disclose Tencent Confidential Information to the extent required by applicable laws, regulations, or government orders; provided that you use commercially reasonable efforts, if legally permitted, to: (i) promptly notify Tencent of those disclosure requirements before disclosing the Tencent Confidential Information; and (ii) provide to Tencent any information reasonably requested to assist Tencent in seeking a protective order or other confidential treatment for that Tencent Confidential Information.
(c) Feedback. If you provide Tencent or its Affiliates with any suggestions, ideas, comments, or other feedback about the Services ("Feedback"), Tencent and its Affiliates may use and otherwise exploit that Feedback without restriction and without obligation to you; provided, however, Tencent will not publicly disclose Feedback in a way that is identifiable to you.

(d) User Data.

(i) "User Data" means any data, information, media or other content submitted by you or your End Users to the Services, but excluding any data provided to Tencent or its Affiliates as part of your general Account.

(ii) Tencent will access and process User Data only in connection with the provision of the Services and otherwise in accordance with these Terms and as described in our Privacy Policy. You hereby grant to Tencent a non-exclusive, sublicensable license to access, copy, and use User Data to provide the Services, and otherwise use in accordance with these Terms.

(iii) You acknowledge and agree that Tencent may disclose User Data to third parties with or without notice to you: (i) to comply with applicable law or protect Tencent’s rights; or (ii) to comply with court orders, a lawful government or law enforcement request, or other legal process. Tencent may also block or remove User Data as required by applicable law, in which case Tencent will make reasonable commercial efforts to promptly notify you if legally permissible.

(iv) You are solely responsible for maintaining and backing up User Data. You represent and warrant that: (i) you have all rights required to provide User Data to Tencent, for Tencent to use the User Data as provided for in these Terms and for you to use in connection with your use of the Services; and (ii) User Data, and your use of User Data through the Services does not violate any laws or rights of any person. You retain all Intellectual Property Rights in User Data.

9. TERM AND TERMINATION; SUSPENSION

(a) Term. These Terms will commence when you accept these Terms or first download, install, access, or use the Services and continue until terminated as set forth below ("Term").

(b) Termination by Tencent. To the extent permitted under applicable law, Tencent may, at its sole discretion, terminate these Terms, or suspend or terminate your access to the Services or any aspect of the Services, immediately upon written notice to you if:

(i) you violate any provision of these Terms;

(ii) you have not paid any Fees or other amounts owed by you to Tencent within 30 days after the applicable due date;

(iii) Tencent reasonably believes that you have violated any applicable laws, or engaged in any fraudulent or deceptive activity, in connection with your use of the Services;

(iv) you enter into liquidation, administrative receivership, bankruptcy or make any voluntary agreement with your creditors or are unable to pay your debts as they fall due; or
(v) Tencent, at its sole discretion, terminates its provision of or access to the Services (1) in your jurisdiction or industry sector or field of business, or (2) for all of its users or customers.

(c) Termination by you. You may terminate your account and these Terms at any time by following the instructions provided within the Services. Except as set forth in the EEA Consumer terms, if you terminate your account and these Terms, you are not entitled to a refund of any fees paid to Tencent.

(d) No Liability for Termination. Except as expressly required by law, if either party terminates these Terms in accordance with any of the provisions of these Terms, neither party will be liable to the other because of the termination, for expenditures or commitments made in connection with these Terms or damages caused by the loss of prospective profits or anticipated sales. Termination will not, however, relieve either party of obligations incurred prior to the effective date of the termination.

(e) Effect of Suspension. If Tencent suspends your access to any or all of the Services: (a) you remain responsible for all Fees accrued through the date of suspension (including where the charges were incurred before suspension date but performance of the relevant obligations were after the suspension date); (b) you remain responsible for any applicable charges for any part of the Services to which you have access; and (c) you will not be entitled to any service credits under any applicable Service Level Agreement for any period of suspension.

(f) Effects of Termination.

(i) Upon termination of these Terms: (i) you will pay Tencent any Fees or other amounts owed under these Terms within 30 days of termination, (ii) you will delete the Software and remove from the Services any Application and User Data; and (iii) upon Tencent’s request, you will use commercially reasonable efforts to return or destroy all Tencent Confidential Information. Tencent has no obligation to make accessible to you any User Data after the termination of these Terms.

(ii) In addition, the following provisions will survive any termination of these Terms: Sections 1, 5, 7, 8, 9(d), 9(e), 9(f), 10(a), 10(b), 11, and 12.

10. DISCLAIMER

(a) Disclaimer of Warranties. TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAWS, THE SERVICE AND SOFTWARE ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND NEITHER TENCENT NOR ANY OF ITS LICENSORS OR AFFILIATES, PROVIDERS OR DISTRIBUTORS, MAKE, AND TENCENT HEREBY DISCLAIMS ON BEHALF OF ITSELF AND ITS LICENSORS, ANY REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING THE TENCENT CLOUD, ANY OTHER SOFTWARE OR SERVICES, OR ANY MEDIA OR OTHER CONTENT SUBMITTED, UPLOADED, STORED, TRANSMITTED OR DISPLAYED BY OR THROUGH THE SERVICES, INCLUDING ANY REPRESENTATION, WARRANTY OR UNDERTAKING:

(i) THAT THE SERVICES OR SOFTWARE WILL BE UNINTERRUPTED, SECURE, OR ERROR-FREE OR FREE FROM VIRUSES OR HARMFUL COMPONENTS;
(ii) THAT USER DATA WILL NOT BE SUBJECT TO LOSS OR DAMAGE;

(iii) THAT THE SERVICES OR SOFTWARE WILL BE COMPATIBLE WITH YOUR OR YOUR END USERS’ NETWORKS, SYSTEMS, APPLICATIONS, HARDWARE, OR DEVICES; OR

(iv) THAT THE SERVICES WILL BE OF MERCHANTABLE QUALITY OR FIT FOR ANY PARTICULAR PURPOSE. THE SERVICES are not designed or intended FOR HIGH RISK ACTIVITIES.

(b) **Sole and Exclusive Remedy.** The parties acknowledge and agree that, regardless of anything to the contrary in these Terms, your sole and exclusive remedy for a breach of an SLA is the receipt of any applicable service credits as set forth and pursuant to the applicable SLA.

**11. LIMITATION OF LIABILITY; INDEMNIFICATION**

(a) **Cap on Liability.** EXCEPT WITH RESPECT TO FEES PAYABLE BY YOU, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, THE TOTAL AGGREGATE LIABILITY OF TENCENT AND ITS AFFILIATES, ON THE ONE HAND, AND YOU ON THE OTHER, FOR ALL CLAIMS ARISING IN CONNECTION WITH THESE TERMS, THE SERVICES, AND THE SOFTWARE WILL BE LIMITED TO THE TOTAL FEES THAT YOU HAVE PAID TO TENCENT UNDER THESE TERMS IN THE 12 MONTHS IMMEDIATELY PRECEDING THE DATE THAT EVENT GIVING RISE TO THE LIABILITY FIRST OCCURRED.

(b) **Disclaimer of Damages.** EXCEPT WITH RESPECT TO FEES PAYABLE BY YOU, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW NEITHER TENCENT, NOR ITS AFFILIATES OR THEIR LICENSORS WILL BE LIABLE TO YOU UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY, EVEN IF YOU HAVE BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES, FOR: (A) INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES; OR (B) LOST PROFIT, REVENUE, CUSTOMERS OR OPPORTUNITIES; IN EACH CASE, RELATING TO THE SERVICES.

(c) **Disclaimer of Certain Liabilities.** If the Services are interrupted for any of the reasons set forth below, Tencent will promptly cooperate with the entities involved to resolve the applicable interruption, and to the extent permitted under applicable laws, Tencent disclaims liability for any loss to the extent caused by the following:

(i) causes attributable to infrastructure operators, including but not limited to technical adjustments made by telecommunications operators, damage to telecommunications/power lines, installation, modification or maintenance of telecommunications networks/power resources by telecommunications/power operators.

(ii) your use of the Services in a manner not authorized by Tencent; improper operation by you or failures in your computer software, systems, hardware, or telecommunications lines.

(iii) any other circumstances not attributable to the fault of, outside the control of, or not reasonably foreseeable by, Tencent.

(d) **Tencent Indemnification.**
(i) Tencent will defend or, at its option, settle any third party claim, suit or proceeding ("Claim") brought against you alleging that the use of the Services by you or your End Users in accordance with these Terms infringes a third party patent or copyright. Tencent will have sole control of the defense or settlement negotiations, and Tencent agrees to pay, subject to the limitations set forth in these Terms, any final judgment entered against you and any amounts agreed to in settlement by Tencent as a result of such infringement in any Claim defended by Tencent; provided that you provide Tencent with: (i) prompt written notice of the Claim; (ii) sole control over the defense and settlement of the Claim; and (iii) all reasonably requested information and assistance, at Tencent’s expense, to settle or defend the Claim.

(ii) In the event that any Claim is brought or, in Tencent’s opinion, likely to be brought, Tencent may, at its sole option and expense: (i) procure for you the right to continue to use the applicable Service; (ii) modify the Service, or replace the Service with non-infringing software or services that do not materially impair the functionality of the Service; or (iii) if neither of the foregoing is feasible on commercially reasonable terms, terminate these Terms and refund on a pro-rata basis any fees prepaid by you to Tencent for the applicable Service.

(iii) Tencent will have no obligation to you under this Section 11(d) to the extent a Claim arises from: (i) your breach of these Terms; (ii) User Data; (iii) use of the Software or Services in combination with any products, services, data, software, hardware or business processes not provided by Tencent, if the alleged infringement is based on that combination; (iv) use of non-current or unsupported versions of the Services; (v) modifications to the Software or Services by anyone other than Tencent or its Affiliates; or (vi) liability arising from your or any End User’s use of the Services after Tencent has notified you to discontinue such use.

(iv) THIS SECTION 11 STATES THE ENTIRE LIABILITY OF TENCENT, AND YOUR SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS WITH RESPECT TO THE SERVICES.

(e) Your Indemnification. You will defend or, at your option, settle any Claims brought against Tencent, its Affiliates, and each of their respective licensors, employees, officers and directors, to the extent they are based upon or arise out of: (a) any allegation that any Application or User Data infringes or misappropriates the Intellectual Property Rights of any third party; (b) your, or your End Users’, use of the Services in a way that would be a violation of the these Terms, including the Additional Terms; or (c) a dispute between you and an End User; provided that Tencent or its Affiliates may participate in the defense and settlement negotiations using counsel of their choice, at Tencent’s or its Affiliates’ expense, and any settlement requiring Tencent or its Affiliates or their employees or agents to admit liability, pay money, or take or refrain from taking any action will require Tencent’s or the Affiliate’s prior written consent, not to be unreasonably withheld, conditioned, or delayed. You agree to pay any final judgment entered against Tencent or its Affiliates or their employees or agents, and any amounts you agree to in a settlement, as a result of those Claims. Tencent will provide you with: (a) prompt written notice of any Claims; and (b) any available information and assistance, at your expense, to settle or defend the Claim.

(f) Independent Allocations of Risk. EACH PROVISION OF THESE TERMS THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS INTENDED TO ALLOCATE
THE RISKS OF THESE TERMS BETWEEN YOU AND TENCENT. THIS ALLOCATION IS REFLECTED IN THE FEES CHARGED BY TENCENT TO YOU AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN YOU AND TENCENT. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THESE TERMS, AND EACH OF THESE PROVISIONS WILL APPLY EVEN IF THE LIMITED REMEDIES IN THESE TERMS HAVE FAILED OF THEIR ESSENTIAL PURPOSE.

12. EXPORT CONTROL

(a) **Your Status.** Neither you, nor any of your officers, directors, shareholders, agents or employees, are:

(i) listed in any list of designated persons maintained by the United States (including, without limitation, the list of “Specially Designated Nationals” as maintained by the Office of Foreign Assets Control of the U.S. Treasury Department, the United Nations Security Council, the United Kingdom (including the Consolidated List of Financial Sanctions Targets as maintained by Her Majesty’s Treasury), the European Union and any Member State thereof (including the Consolidated List of Persons, Groups and Entities Subject to Financial Sanctions), or any other list of sanctioned persons maintained by an authority with jurisdiction over you (any person so listed being a “Restricted Person”);

(ii) organized in, operating from or resident in a country or territory that is the target of comprehensive sanctions (as of the date of this Agreement, Iran, Cuba, North Korea, Syria and the Crimea/Sevastopol region (“Sanctioned Territories”)); or

(iii) controlled or owned by 50 percent or more by any of the foregoing.

(b) **Sanctions Event.** If you become a Restricted Person or controlled or owned by 50% or more by a Restricted Person or if provision of the Services becomes otherwise restricted or prohibited as a consequence of the imposition of sanctions or by operation of export control laws or regulations (a “Sanctions Event”), Tencent shall not be obliged to perform any of its obligations or provide Services and shall be entitled to terminate these Terms with immediate effect.

(c) **Export Compliance.** In connection with the Services, you will comply with all applicable import, re-import, sanctions, anti-boycott, export, and re-export control laws and regulations, including U.S. or EU restrictions that prohibit or restrict the export, reexport or transfer of products, technology, services or data – directly or indirectly – to or for Sanctioned Territories, Restricted Persons, or other relevant end-users (collectively, “Export Laws”). You agree not to engage in any activities in connection with the Services that would risk placing Tencent in breach of any Export Laws and are solely responsible for compliance with Export Laws related to the manner in which you choose to use the Service, including: (a) your transfer and processing of User Data; (b) the provision of User Data to End Users; and (c) specifying the Service Region in which any of the foregoing occur.

13. GENERAL

(a) **Independent Contractors.** The relationship of the parties established by these Terms is that of independent contractors, and nothing contained in these Terms should be construed to give either party the power to (a) act as an
agent or (b) direct or control the day-to-day activities of the other. Financial and other obligations associated with each party’s business are the sole responsibility of that party.

(b) **Non-Assignability and Binding Effect.** Neither party may assign or otherwise transfer, by operation of law or otherwise, its rights or obligations under these Terms without the prior written consent of the other party, except Tencent may freely assign or otherwise transfer these Terms without your consent: (a) in connection with a merger, acquisition or sale of all or substantially all of Tencent’s assets; or (b) to any Affiliate or as part of a corporate reorganization. Any attempted assignment or transfer in violation of the foregoing restriction will be void. Subject to the foregoing, these Terms will be binding upon and inure to the benefit of the parties and their successors and permitted assigns.

(c) **Consent to Electronic Communications.** By using the Services, you consent to receiving certain electronic communications from us as further described in our Privacy Policy. Please read our Privacy Policy to learn more about our electronic communications practices. You agree that any notices, agreements, disclosures, or other communications that we send to you electronically, whether by e-mail, through the Services Platform, or otherwise, will satisfy any legal communication requirements, including that those communications be in writing.

(d) **Force Majeure.** If the performance of these Terms is delayed or either party breaches these Terms due to an event of force majeure, including but not limited to natural disasters, acts of government, promulgation or change of policies, promulgation or change of laws and regulations, strikes and unrest, neither party will be liable for the breach (except for Customer’s payment obligations hereunder), provided that the affected party will notify the other party as soon as practicable. If an event of force majeure prevents the performance of these Terms for more than 30 calendar days, either party may terminate these Terms, without assuming any liability, by giving 15 days’ advance written notice to the other party.

(e) **Governing Law and Dispute Resolution.** Except as provided in the North America Terms, EEA Consumer Terms, and Germany Terms below, any claims for equitable relief may be brought any court of competent jurisdiction even if the parties have chosen an exclusive venue below. These Terms are governed by the jurisdiction set forth in Section 3. Unless the North America Terms, EEA Consumer Terms, PRC Terms, and Germany Terms specify otherwise, all claims arising out of or relating to these Terms or the Services, will be resolved by arbitration administered by the Singapore International Arbitration Centre in accordance with the Arbitration Rules of the Singapore International Arbitration Centre in force when the notice of arbitration is submitted. The seat of the arbitration will be Singapore and the language will be English. All proceedings will be confidential and there will be one arbitrator only.

(f) **Waiver and Severability.** The waiver by either party of any breach of these Terms does not waive any other breach. Neither party will be treated as having waived any rights by not exercising (or delaying the exercise of) any rights under these Terms. If any part of these Terms is unenforceable, the remaining portions of these Terms will remain in full force and effect.

(g) **No Third-Party Beneficiaries.** These Terms are not intended to confer any benefits on any third party except to the extent that it expressly states that it does. End Users are not a third party beneficiaries to these Terms.
(h) **Entire Agreement.** These Terms and the Additional Terms are the final and complete expression of all agreements between you and Tencent regarding their subject matter and supersede all prior oral and written agreements regarding these matters. The Additional Terms referred to in these Terms are incorporated by this reference. In the event of any conflict between the terms of the main terms and conditions of these Terms and the Additional Terms, these main terms and conditions will control, followed by the Additional Terms. However, the terms and conditions of the PRC Service Region Terms, the North America Terms, the EEA Consumer Terms, or the Germany Terms will control, if applicable.

(i) **Modification of these Terms.** Tencent may amend these Terms, including the Additional Terms, from time to time by posting updated versions to the Tencent Cloud site. Updated versions will be effective no earlier than the date of posting. Tencent will use reasonable efforts to notify you of the changes, but you are responsible for periodically checking these Terms and the Additional Terms for any modifications. Your continued use of the Services constitutes your acceptance of any amended Terms. Amended Terms are not applicable retroactively.

**TENCENT CLOUD PRC SERVICE REGION TERMS**

To the extent you wish to receive Services under the Tencent Cloud Terms of Service (“**Terms**”) for which the PRC is the Service Region, such Services shall be subject to the terms of these PRC Service Region Terms. Any terms used but not defined in these PRC Service Region Terms have the meaning given to them in the Terms.

1. **Prohibited Conduct.** When using Services in the PRC, you must comply with all applicable laws, regulations, rules and policies, and safeguard internet security. You must not engage in, or facilitate, any activities that constitute a violation of laws and regulations, including but not limited to:

(a) activities that: jeopardize national security, reputation or interests; incite subversion of state power; overthrow the socialist system; incite division of state and sabotage national unity; advocate terrorism or extremism; incite ethnic hatred or discrimination;

(b) deceptive, false or misleading practices, or practices that infringe the intellectual property rights or legitimate rights and interests of others, such as using "private servers" or "plug-ins";

(c) the posting or dissemination of spam or unlawful content that disrupt national order, jeopardize national security, or advocate feudal superstitions, obscenity, pornography or vulgarity;

(d) violation of operating rules relating to networks, devices or services linked to the Tencent Cloud network; unlawful or unauthorized access, misappropriation, interference or surveillance;

(e) any actual or attempted sabotage of network security, including but not limited to performing malicious scanning of websites and servers, hacking into a system, or unlawfully accessing data by using viruses, Trojans or malicious codes, phishing and so forth;
(f) any actual or attempted modification of system configuration set by Tencent or any actual or attempted sabotage of system security; using technological means to undermine or disrupt the operation or others' use of the Services; any actual or attempted disruption of the normal operation of any products of Tencent or any part or functions thereof in any way, or the production, posting or dissemination of such tools or methods;

(g) you being frequently attacked (including but not limited to DDoS attacks) as a result of the provision of services, including but not limited to "DNS resolution", "security services", "domain name proxy" and "reverse proxy", and failing to correct your practices in a timely manner, or failing to eliminate the effects as requested by Tencent, thereby causing an impact on the Services platform or on others;

(h) other illegal or non-compliant practices, including but not limited to illegal activities such as gambling.

2. Your Information.

(a) You shall provide truthful, legitimate and valid information (the "Information") in accordance with the registration procedures for the Services, including but not limited to your name, contact, email, telephone, mailing address, industrial and commercial registration documents and so forth. If any change occurs to the Information, you shall promptly notify Tencent of such change.

(b) To ensure account and transaction security, Tencent shall be entitled to require you to carry out real-name authentication at any time, and you shall cooperate accordingly. You agree that Tencent Cloud may authenticate your Information with third parties, and you authorize Tencent to obtain all necessary information relating to your use of the services.

(c) In order to reasonably protect your interests and those of your users and other right holders, Tencent shall be entitled to put in place processes and systems specifically devoted to dealing with infringement and complaints, and you shall comply with such processes and systems. If Tencent receives a complaint or report from a third party against you, Tencent shall be entitled to disclose your information (including but not limited to your registered name, identification, contacts, telephone number and so forth) to the complainant as necessary and urge you to consult with the complainant, with a view to promptly resolving such complaint or dispute and protecting the legitimate rights and interests of all parties concerned. You shall extend your cooperation; failure to do so may affect your use of the Services.

3. Security. You will not install or use any pirated software on the Services, and must take security measures to protect your computer information systems as required under applicable PRC rules, including but not limited to installing any required State-approved security products specifically designed for computer information systems.

4. Remedies. If Tencent discovers, on its own or based on information provided by the competent authorities or complaints filed by rights holders, that you have violated applicable laws, regulations or rules, or breached the Terms, including these PRC Service Region Terms, Tencent will be entitled to take any one or more of the following steps at its own discretion:

(a) demanding that you immediately remove or modify the content in question;
(b) directly removing or blocking the content in question or disabling the links in question;

(c) restricting or suspending the provision of the Services to you (including but not limited to directly taking your services offline and withdrawing the relevant resources or setting restrictions on your operations under your Account(s));

(d) in case of serious violations or breaches, Tencent will have the right to terminate the provision of Services to you and terminate the Terms (including but not limited to directly taking all of your services offline and withdrawing the relevant resources). The fees already paid by you for any unused service period will be credited to Tencent as liquidated damages;

(e) pursuing other liabilities against you in accordance with law.

5. Cooperation with Authorities. Tencent will be entitled to cooperate with any inquiry made by the judicial authorities, administrative authorities or other competent authorities of the PRC, and provide the information, so as to resolve complaints and disputes in timely manner and protect the legitimate rights and interests of all parties concerned.

6. Governing Law. The provisions of Section 13(e) and the provisions of Section 3 concerning governing law of the Terms are hereby deleted and restated as follows:

The formation, effectiveness, performance and interpretation of, and dispute resolution in relation to, these Terms will be governed by the laws of the PRC (excluding the conflicts of law provisions). In the event of any dispute arising out of these Terms, the parties will first attempt to resolve the dispute through consultations; if the parties fail to resolve the dispute through consultations in good faith, either party may refer the dispute or conflict to a People’s Court in Nanshan District, Shenzhen.

TENCENT CLOUD NORTH AMERICA TERMS

To the extent you wish to receive Services under the Tencent Cloud Terms of Service (“Terms”) and the country specified in your registered billing information is in North America, you shall be subject to the terms of these North America Terms. Any terms used but not defined in these North America Terms have the meaning given to them in the Terms.

1. Dispute Resolution and Arbitration

(a) Except for the right of either party to apply to any court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any dispute, controversy or claim arising in any way out of or in connection with the Terms, including the existence, validity, interpretation, performance, breach or termination of the Terms, or any dispute regarding pre-contractual or non-contractual rights or obligations arising out of or relating to it (“Dispute”) will be referred to and finally resolved by binding arbitration. Arbitration is less formal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a
judge or jury, may allow for more limited discovery than in court, and can be subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. This agreement to arbitrate disputes includes all claims arising out of or relating to any aspect of these Terms, whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and regardless of whether a claim arises during or after the termination of these Terms. YOU UNDERSTAND AND AGREE THAT, BY ENTERING INTO THESE TERMS, YOU AND TENCENT ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION.

(b) Any arbitration between you and Tencent will be administered by the American Arbitration Association (“AAA”) under its rules in force when the Notice of Arbitration is submitted in accordance with those Rules (“Rules”), which Rules are deemed to be incorporated by reference into this clause and as may be amended by the rest of this clause. The Rules and filing forms are available online at www.adr.org or by calling the AAA at 1-800-778-7879. The Federal Arbitration Act and federal arbitration law apply to the Terms. All arbitration proceedings between the parties will be confidential unless otherwise agreed by the parties in writing.

(c) Tencent will reimburse you for your payment of the filing fee, unless your claim is for more than $10,000, in which case the payment of any fees will be decided by the Rules. Any arbitration hearing will take place at a location to be agreed upon in Santa Clara County, California, but if the claim is for $10,000 or less, you may choose whether the arbitration will be conducted: (a) solely on the basis of documents submitted to the arbitrator; (b) through a non-appearance based telephone hearing; or (c) by an in-person hearing as established by the Rules in the county (or parish) of your billing address. The arbitration tribunal will consist of three arbitrators to be appointed in accordance with the Rules. Arbitration will be conducted in English. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction.

(d) YOU AND TENCENT AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both you and Tencent agree otherwise, the arbitrator may not consolidate more than one person’s claims, and may not otherwise preside over any form of a representative or class proceeding.

2. Third Party Connectivity Services

The Services provided to you may include broadband data connectivity services that connect your location(s) to Tencent Cloud (the “Third Party Connectivity Services”). Tencent acts as a network manager and obtains the Third Party Connectivity Services on your behalf as an element of the Services you receive. The Third Party Connectivity Services are provided by one or more broadband service provider(s) subject to the terms and conditions of such provider(s). The Third Party Connectivity Services are subject to certain performance limitations that impact your use of the same. You may contact Tencent at cloudlegalnotices@tencent.com to obtain additional information about the Third Party Connectivity Services that are being used as an element of your Services, including the provider(s)’ network practices, performance characteristics, and applicable commercial terms. Tencent passes through any costs
for the Third Party Connectivity Services from the provider(s) to you and may charge a network manager fee as part of the Services offered.

TENCENT CLOUD EUROPEAN ECONOMIC AREA AND SWITZERLAND (“EEA”) CONSUMER TERMS

If you are not a business user and you are purchasing the Services for personal use, to the extent you wish to receive Services under the Tencent Cloud Terms of Service (“Terms”) and the country specified in your registered billing information is in the EEA, such Services shall be subject to the terms of these EEA Consumer Terms. Any terms used but not defined in these EEA Consumer Terms have the meaning given to them in the Terms.

1. Governing Law

These terms shall be governed by English law, except that (if you are a consumer and not a business user) and if you live in a country (which, for these purposes, includes Scotland or Northern Ireland) of the European Union other than England, there may be certain mandatory applicable laws of your country which apply for your benefit and protection in addition to or instead of certain provisions of English law and those mandatory laws will apply.

You agree that any dispute between you and us regarding these terms or the Services will only be dealt with by the English courts, except that if you are a consumer and not a business user) and if you live in a country (which, for these purposes, includes Scotland or Northern Ireland of the European Union other than England, you can choose to bring legal proceedings either in your country or in England, but if we bring legal proceedings, we may only do so in your country. If you are a consumer within the EEA, to the extent there is any conflict, this provision shall take precedence over any term in the front-end of these Terms.

If you reside in EEA you may also have recourse to a mediation procedure body designated by us or an alternative dispute resolution process. The European Commission provides consumers with an online dispute settlement platform accessible at the following address: http://ec.europa.eu/consumers/odr/.

2. Cancellation Right

You normally have the right to cancel the Services within 14 days after the date the Services start being provided. However, you acknowledge that we start provision of the Services immediately following acceptance of your selection of the Services (which, by selecting the Service, you request us to do) and that you will have no right to change your mind and cancel under the Consumer Contracts Regulations once the Services have been fully carried out. If you cancel before the Services have been fully carried out (and within the 14-day period) then the charge you pay us (and which we will deduct from any refund otherwise due to you) will be proportionate to the Services that have been used by the time you cancel, and will not exceed our reasonable costs of providing the Services up until that point.

To cancel the Services, you must clearly inform us, preferably:
3. Our refunds policy

If you cancel the Services within the 14-day cooling-off period (see above), we will process any refund due to you as soon as possible and, in any case, within 14 days after you notify us of cancellation.

If you received any promotional or other discount when you paid, any refund will only reflect the amount you actually paid.

Refunds are made using the same method originally used by you to pay for your purchase, unless agreed otherwise.

4. Defective Services

If any Services you order are defective (in other words, they do not comply with the requirements of these Terms), you may have one or more legal remedies available to you, depending on when you make us aware of the problem, in accordance with your legal rights. If you believe the Services are defective, you should inform us as soon as possible by contacting customer service by submitting a work order through the console at https://console.tencentcloud.com/workorder/category, giving your name, address and account information. Nothing in this section affects your legal rights.

5. France Specific Terms

If you are a consumer residing in France, please note that the exclusion and limitation of liability provisions included in Sections 11(a) and 11(b) of the Terms above, will not apply to you.

TENCENT CLOUD GERMANY TERMS

To the extent you wish to receive Services under the Tencent Cloud Terms of Service ("Terms") and the country specified in your registered billing information is in Germany, you shall be subject to the terms of these Germany Terms, which prevail over the general Tencent Cloud Terms of Service in case of any contradictions. Any Terms used but not defined in these Germany Terms have the meaning given to them in the Terms.

1. Privacy Policy. Our Privacy Policy does not form part of the Terms. It only serves for informational purposes and provides information on how we process personal data within the scope of the Services.

2. Changes to the Service and/or the Terms. We reserve the right to change the Service and/or the Terms. We will notify you of the changed conditions by email at least six (6) weeks before their effective date and will indicate the intended application of these new Terms. If you do not object to the application of the new Terms within this period of time or if you continue to use the Services after the changed Terms have entered into force, the new Terms will be
considered to have been accepted. We will notify you of the importance of the six (6) week period, the right to object, and the legal consequences of silence. If you do not accept the new Service and/or Terms, which are essential for the continued provision of our Services, we may terminate our contractual relationship with you.

3. Third Party Software. No terms and conditions applicable to Third Party Software form part of the Terms. You are not bound by any terms and conditions applicable to Third Party Software by these Terms.

4. Limitation of Liability, Indemnification. Notwithstanding Section 11 of the Tencent Cloud Terms of Service, the following applies to you:

(a) For damages with respect to injury to health, body or life caused by Tencent, Tencent’s representatives or Tencent’s agents in the performance of the contractual obligations, we are fully liable.

(b) Tencent is fully liable for damages caused wilfully or by gross negligence by Tencent, Tencent’s representatives or Tencent’s agents in the performance of the contractual obligations. The same applies to damages which result from the absence of a quality which was guaranteed by Tencent or to damages which result from malicious action.

(c) If damages, except for such cases covered by Sections 4(a), 4(b) or 4(d), with respect to a breach of a contractual core duty are caused by slight negligence, Tencent is liable only for the amount of the total fees that you have paid to Tencent under these terms in the twelve (12) months immediately preceding the date that event giving rise to the liability first occurred. Contractual core duties, generally, are such duties whose accomplishment enables proper performance of an agreement in the first place and whose performance a contractual party regularly may rely on.

(d) Tencent’s liability based on the German Product Liability Act remains unaffected.

(e) Any further liability of Tencent is excluded.

(f) The limitation period for claims for damages against Tencent expires after one (1) year, except for such cases covered by sections 4(a), 4(b), or 4(d).

5. Inapplicable Clauses. The following Section of the Tencent Cloud Terms of Service do not apply to you: Section 9(b)(iv), Section 9(d), Section 10, and Section 12(g).

6. Consent to Electronic Communications. Notwithstanding Section 12(c) of the Tencent Cloud Terms of Service, we will ask you for a separate consent to receiving certain electronic communications from us.

7. Termination. Irrespective of Section 9 of the Tencent Cloud Terms of Service, Tencent may terminate the Terms at any time and for any and no reason upon providing to you 30 days’ written notice.

8. Governing Law. Notwithstanding Section 3(a) of the Tencent Cloud Terms of Service, if you use our Services as a consumer, the governing law that applies to the Terms is German law.

TENCENT CLOUD SOUTH KOREA TERMS
To the extent you wish to receive Services under the Tencent Cloud Terms of Service ("Terms") and the country specified in your registered billing information is South Korea, you shall be subject to the terms of these South Korea Terms, which prevail over the general Tencent Cloud Terms of Service in case of any conflict or inconsistency. Any terms used but not defined in these South Korea Terms have the meaning given to them in the Terms.

1. Eligibility
Section 2 concerning eligibility of Terms is hereby restated as follows:
You must be at least 19 years old to use the Services. By agreeing to these Terms (including South Korea Terms, hereinafter the same), you represent and warrant to us that: (a) you are at least 19 years old; (b) you have not previously been suspended or removed from the Services; and (c) your registration and your use of the Services is in compliance with any and all applicable laws and regulations. If you are an entity, organization or company, the individual accepting these Terms on your behalf represents and warrants that they have authority to bind you to these Terms and you agree to be bound by these Terms.

2. Changes on Services or Fees
If Tencent changes the Services or Fees, Tencent will specify the reason for the change, the content of the Services or Fees to be changed, and the date of provision, etc., and post such information on the initial screen of the Service at least 7 days prior to the date of implementation of such change. However, if the change in Service or Fees is unfavorable or material to you, we will notify you at least 30 days in advance and obtain consent from you with respect to the change.

3. Cancellation
(a) If you are an end-user of the Services and a consumer under Act on the Consumer Protection in Electronic Commerce, etc., you may cancel the Services within 7 days after the date of commencement of the Services. However, notwithstanding the above, if the contents of the Services are different from the contents displayed or advertised by Tencent, or if the contents are performed differently from contents specified in the Terms and other agreements related to the Services, you may cancel the Services within three months after the date of commencement of the Services, or within 30 days after the date you knew or could have known such fact.

(b) You may not cancel the Services against Tencent's intention if the Services that Tencent has provided are temporary or with only partial functions.

(c) in order to cancel the Services, you must clearly inform us, preferably by contacting customer service by submitting a work order through the console at https://console.tencentcloud.com/workorder/category, giving us your name, address, and account information.

(d) Cancellation will take effect from the date of sending your intention to cancel.

(e) If you cancel, Tencent will delete and terminate your Service without delay and refund Fees within 3 days after the date of deletion/termination.
(f) In the event that Tencent delays the refund in paragraph (e), Tencent will pay you the delayed interest calculated by multiplying the delayed period by the interest rate prescribed by the Act on the Consumer Protection in Electronic Commerce, Etc. and the Enforcement Decree.

(g) Tencent will request the business operator who provided the Payment Method used to pay the Fees to suspend or cancel the charge for the Fees without delay. However, if Tencent has already received Fees from the payment company, it will be refunded to the payment company and notify to you.

(h) If you have used some of the Services, Tencent is entitled to make a claim against you for an amount equivalent to the benefits you have obtained by using the Services or the cost of supplying the Services for you.

(i) Tencent may not claim a penalty or compensation for damages on the grounds of cancellation.

4. Modification of the Terms
If Tencent intends to amend the Terms, Tencent will post the updated version on the Tencent Cloud website. Updated versions will be effective no earlier than 7 days after the date of posting. Your continued use of the Services after the effective date of the updated Terms constitutes your acceptance of any amended Terms. However, if the modification in the Terms is unfavorable or material to you, we will notify you at least 30 days in advance and obtain consent from you with respect to the modification.

5. Governing Law
Notwithstanding Section 3(a) of the Terms, if you use our Services as an end-user or consumer, the governing law that applies to the Terms will be Korean Law.
SUMMARY

What type of personal information do we collect?

We collect information regarding your use and purchase of our Services and your interactions with Tencent. You also provide information when you make an enquiry on our website or register to use our Services. Examples include your name and contact details. If you are the administrator of the account, you have the ability to provide access rights to other persons by including their email address in the service console. For information that you provide to us to set up your account, and that we collect and generate in managing your Services, we act as the controller. For information that you store using the Services (for example, content that you upload to store on our servers), we act as a processor. See below at The Types of Personal Information we Collect and Process for more information.

How will we use the collected personal information?

We will use the collected information to create and verify your account, enable password change, process payments, and to communicate with you. See below at How we use Your Personal Information for more information.

Who do we share the collected personal information with?

We share your information with our third party service providers, related group companies and as required by law. See below at How we share and store your Personal Information for more information.

Where do we process the collected personal information?

Our servers may be located outside of the country you are located, for example in Mainland China. See below at How we share and store your Personal Information for more information.

How long do we hold on to the collected personal information?

Your information is retained so long as your account exists. After which, the information is deleted within a set time period, depending upon the type of personal information. See below at Data Retention for more information.

How do I exercise my rights over my information?

You may have special rights over your information and how we can use it. These include how you can access the information, erasing the information, restricting how your information can be used, objecting to its use and getting a copy of your information. See below at Your Rights for more information.

Dispute Resolution

If you have any concerns or complaints, please contact us at cloudlegalnotices@tencent.com. See below at Contact & Complaints for more information.
How will we notify you of changes?

If there are any significant changes to this privacy policy, we will provide a notice on our website. See below at Updates & Changes for more information.

Contact Information

Data Controller (EEA, UK and Switzerland): Tencent Cloud Europe B.V.. Address: Atrium building, 8th floor, Strawinskylaan 3127, 1077 ZX Amsterdam, the Netherlands.

Data Controller (Outside EEA, UK and Switzerland): The entity you have contracted with, as set out in the Terms of Service.

Data Protection Officer: Please email cloudlegalnotices@tencent.com.

Jurisdiction-Specific Addenda

Additional provisions with respect to certain jurisdictions are included in the addenda to this privacy policy. If you are ordinarily resident in a jurisdiction listed, then the relevant terms for that jurisdiction apply to you. In the event of a conflict between an addendum and this privacy policy, the provisions of the relevant addendum will prevail with respect to the relevant territory only. Unless otherwise provided in a relevant addendum, the provisions of this privacy policy apply to such territory in addition to the specific provisions of such addendum and are not amended except as specifically stated in such addendum.

Modules

The Modules set out below in the section Modules to this privacy policy shall apply and form part of this privacy policy if you use the specific Feature (as defined in each relevant Module). You acknowledge we will collect, process, use and store your personal information, as described in the applicable Module. See below at Modules for more information.

INTRODUCTION

When you use the Tencent Cloud website and cloud services (including https://tencentcloud.io and https://www.tencentcloud.com ("Services"), you are agreeing to our rules and policies regarding your personal information and you expressly consent to us collecting, processing, using and storing your personal information, as described in this privacy policy.

If you do not agree with this privacy policy, you must not use the Services.

We hold personal information that you provide to us to set up and manage your account and the Services, and personal information generated in connection with your use of the Services ("Administrative Information"). We are the data controller of Administrative Information. This privacy policy informs you of your choices and our practices regarding your Administrative Information.
We also hold data, including personal information, that you submit, upload, transmit or display using the Services ("Content") and we store this data solely in order to provide the Services. The terms relating to our storage of Content are set out in our Terms of Service and Data Processing and Security Addendum. You are the data controller of Content and questions about data handling processes from your users or third parties regarding Content should in the first instance be addressed to you. At all times, we act as a service provider to you, and process data on your behalf. You can extract your Content at any time.

If you are located in the European Economic Area or Switzerland, the data controller of your personal information for the purposes of the General Data Protection Regulation is Tencent Cloud Europe B.V., a company registered in The Netherlands with its registered address at Atrium building, 8th floor, Strawinskylaan 3127, 1077 ZX Amsterdam, the Netherlands. If you are located outside the European Economic Area or Switzerland, the data controller of your personal information is the entity that you have contracted with, as set out in the Terms of Service. In each case, the relevant entity is referred to in this policy as "Tencent", "we" and "us".

Our data protection officer can be contacted at cloudlegalnotices@tencent.com.

SECTION 1: WHERE WE ARE A DATA CONTROLLER

The Types of Personal Information We Collect and Process

We will collect and use the following information about you:

- **Information you give us.** You may give us information about you by making an enquiry about our Services, using our Services or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register for our Services (or for business customer, act as the company's business representative to register for Services), such as your name, username, email address, address, IP address, APPID, UIN, Device ID, Tencent Cloud ID, photo ID, credit card information, and telephone number. If you choose to set up your account using one of your existing accounts with Google, we also collect information from that connected account to complete your registration, this includes Google ID, email address, authentication code and avatar (in the form of a log).

- **Information we collect about you when use our Services.** We automatically collect certain information from you when you use our Services through the Tencent Cloud web portal, including IP address, User Agent and Device ID, and information regarding your use of our Services such as our log of your visits, site access requests, uploads and downloads.

- **Information that we obtain from a third party.** Tencent Cloud allows administrators of the user account to determine access rights. In doing so, the administrator of your Services (which might be you) can include the email addresses of other persons who are to be given access to the Services under that account. If you are the administrator of the account, you acknowledge and undertake to us that you have the consent of the individual concerned to provide their email address for this purpose.
We also collect and store your information each time you interact with Tencent, for example, when you communicate with us by email, activate new Services, or complete forms on our website. We also store information about the Services you purchase, such as the activation code, date of purchase, and information relating to any support issue.

**Cookies**

We use cookies and other similar technologies (e.g. web beacons, Flash cookies, etc.) ("Cookies") to enhance your experience using the Services. Cookies are small files which, when placed on your device, enable us to provide certain features and functionality.

You have the option to permit installation of such Cookies or subsequently disable them. You may accept all Cookies, or instruct the web browser to provide notice at the time of installation of Cookies, or refuse to accept all Cookies by adjusting the relevant function in the web browser of your computer. However, in the event of your refusal to install Cookies, Tencent Cloud may be prevented from providing some of its Services available to you.

For more information about the Cookies we use, please see our [Cookies Policy](#).

**Children**

Our Service is not intended for children. Children must not use the Service for any purpose. We will not knowingly allow anyone under 14 to register for our Services and/or provide any personal identification information. If you are under 14, please do not sign up to use our Services or provide any information about yourself through the Service.

**How We Use Your Personal Information**

We will use the information in the following ways and in accordance with the following legal bases:

<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Purpose of Use</th>
<th>Legal Basis for Processing (only applicable for the EEA and UK)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location, Name, Email Address, IP Address, User Agent (or website browser), Device ID and Tencent Cloud ID, Address (including city, province and post code), APPID, UIN, Username and other login security credentials; (If you choose to register via Google: Google ID, email address, authentication code and avatar (in the form of a log)) (Mandatory)</td>
<td>We use this information to: · create your Tencent Cloud account in accordance with your request and/or verify you have an account; · allow for password resets; · provide you with user support; · record transactions or provide order confirmations; and · enforce our terms, conditions and policies.</td>
<td>We process this information as it’s necessary for us to perform our contract with you to provide the Services.</td>
</tr>
<tr>
<td>Personal Information</td>
<td>Purpose of Use</td>
<td>Legal Basis for Processing (only applicable for the EEA and UK)</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Mobile Number, Email Address, Address (Mandatory)                                    | We use this information:  
· to verify your Tencent Cloud account;  
· for security protection (if you activate account verification, this will be used to send you SMS alerts and two-factor authentication codes when you modify account passwords, email addresses, etc.);  
· for product notifications;  
· for order confirmations; and  
· for service information (e.g. account balance information, and to communicate to you when your account balance is running low). | It is in our legitimate interests to verify your identity and communicate with you about the Services.                                                                                                      |
<p>| Photo ID (e.g., driver’s license or passport) Name and Address (Mandatory)           | If you elect to use servers located in the PRC (excluding Hong Kong (China), Macau (China) and Taiwan (China)) for the Services, we use your photo ID (or, where you are a corporate customer, corporate documentation) to ensure that your account is legally verified in accordance with local law. | It is in our legitimate interests to process such data to ensure you are able to activate the service for use in jurisdictions where this is a legal requirement.                                             |
| Credit card information (card number, name, expiration date, security code, payment ID) (Mandatory) | We use your credit card information to process payments made by you for use of the Services.                                                                                                                   | We process this information as it’s necessary for us to perform our contract with you to facilitate payment for the Services.                                                                                       |</p>
<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Purpose of Use</th>
<th>Legal Basis for Processing (only applicable for the EEA and UK)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Records (such as date and time of payment for services) (Mandatory)</td>
<td>We provide access to your Transaction Records to allow you to see your transaction history.</td>
<td>We process this information as it’s necessary for us to perform our contract with you to manage payments in respect of the Services.</td>
</tr>
<tr>
<td>Log Data, Metadata, IP Address, User Tickets, User Agent, Date and Time of Access, each URL visit within the Tencent Cloud website whether direct or referred from third party website (Optional)</td>
<td>We use this information for strategy and Service improvement and for analytics.</td>
<td>It is in our legitimate interests to improve our strategy and Services.</td>
</tr>
<tr>
<td>Customer Service Ticket/ Chat Content, IP Address, Tencent Cloud ID, incident details and response steps (Mandatory)</td>
<td>We use this information to: · deal with your concerns and complaints about the Service; and · improve and administer our Services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, and to keep our Services safe and secure.</td>
<td>It is in our legitimate interests to improve our Services and provide support in connection with the Services supplied to you.</td>
</tr>
<tr>
<td>Log and Metadata in relation to incidents (Optional)</td>
<td>We use this information in order to improve our Service and responses.</td>
<td>It is in our legitimate interests to improve our Service and responses.</td>
</tr>
<tr>
<td>Personal Information</td>
<td>Purpose of Use</td>
<td>Legal Basis for Processing (only applicable for the EEA and UK)</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Enquiry Data (data provided when you submit an enquiry via our website contact form or as part of a sales enquiry), including: your name, email, phone number, UIN, priority of query or ticket, reminder settings, company name, business service, location, and details of your query or any additional information provided by you (Mandatory)</td>
<td>We use this information to respond to your request.</td>
<td>It is in our legitimate interests to process this information as it is needed to respond to your request.</td>
</tr>
<tr>
<td>Technical support enquiry data (data provided when you submit a technical support request), including your name, email, phone number, the type of your question, and details of your query (Mandatory)</td>
<td>We use this information to respond to your request.</td>
<td>It is in our legitimate interests to process this information as it is needed to respond to your request.</td>
</tr>
<tr>
<td>Promotional Contact Data: Name, Email, Phone Number, Company Name, Business Service, Location and details of your query (Optional)</td>
<td>We use this information to: · promote our products and services to you; and to send you direct marketing communications through us or our third party partners.</td>
<td>We process this information with your consent. You can withdraw this consent at any time.</td>
</tr>
<tr>
<td>Marketing Data: Name, Business Email, Phone Number, Company Name, Country/Region and Industry (Mandatory)</td>
<td>We use this information: · to reserve you a place on our online events and webinars · for product notifications; and · for order confirmations.</td>
<td>We process this information with your consent. You can withdraw this consent at any time.</td>
</tr>
<tr>
<td>Personal Information</td>
<td>Purpose of Use</td>
<td>Legal Basis for Processing (only applicable for the EEA and UK)</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Name, Email Address, Country Code, Phone Number, Company Name, Business Service, Inquiry (Mandatory) | We use this information:  
· to process your application for the COVID-19 Cloud Resources Support Program;  
· to respond to requests for our products;  
· for product notifications; and  
· for order confirmations.                                                                 | We process this information pursuant to our contract with you to provide the support.                                                                 |
| Name, Email Address, Country Code, Phone Number and Company Name (Mandatory) | We use this information to communicate (whether through us or our third party partners) with you, in order to understand products and services that may interest you, and to explore potential business opportunities with you. | It is in our legitimate interests to process such data to maintain a relationship with you and to better understand your business needs. |

We may process and collect other personal information from you from time to time for specific reasons, such as when you try our demo versions on our Services for a specific Feature. For example, when you input or upload data on the demo version of our Instant Messaging feature (such as by sending chat messages and notices, or changing chat names), we will process such data in order to enable you to experience the interface and functions, and delete such data within forty-eight (48) hours. We may also otherwise provide more information on the way we process personal information (including information on any changes to the way we process that personal information that may differ to this privacy policy), such as on our product pages.

**How We Share and Store Your Personal Information**

We may share your personal information with selected third parties in and outside your country, including:

- **Third Parties** where we use a third party service to: (a) process payments; (b) provide customer support (including provision of a support database and ticketing); (c) send SMS service notification; or (d) provide other services, support, features or functionality as part of the Services, including those listed on our Third Parties page.
• **Related group companies**, including the entities listed on our [Third Parties](#) page, with whom we share your personal information to operate our Services.

To the extent data is transferred outside of the EEA or UK for processing (for example, to Mainland China), we rely on the European Commission's model contracts for the transfer of personal data to third countries (i.e., the standard contractual clauses), pursuant to Decision 2001/497/EC (in the case of transfers to a controller) and Decision 2004/915/EC (in the case of transfers to a processor);

• **Law enforcement agencies, public authorities or other judicial bodies and organisations.** We disclose information if we are legally required to do so, or if we have a good faith belief that such use is reasonably necessary to:

  - comply with a legal obligation, process or request;

  - enforce our terms of service and other agreements, policies, and standards, including investigation of any potential violation thereof;

  - detect, prevent or otherwise address security, fraud or technical issues; or

  - protect the rights, property or safety of us, our users, a third party or the public as required or permitted by law (including exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction); and

• **A third party that acquires all or substantially all of us or our business.** We will disclose information to a third party in the event that we sell or buy any business or undergo a merger, in which case we will disclose your data to the prospective buyer of such business. We will also disclose information to a third party if we sell, buy, merge or partner with other companies or businesses, or sell some or all of our assets. In such transactions, user information may be among the transferred assets.

**Third Party Links and Services**

Tencent may provide links to other third party websites as a convenience to you (collectively, the “**Third Party Websites**”). Please exercise care when visiting any Third Party Websites. The Third Party Websites have separate and independent privacy policies, notices and terms of use which govern your use of such websites and their use of any information they collect. We recommend you read these policies carefully. Tencent disclaims all liability for personal information you provide to any Third Party Websites.

**The Security of Your Personal Information**
Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of the information transmitted to our site.

## Data Retention

We will retain your personal information as described below (except if otherwise required to be retained by applicable law).

<table>
<thead>
<tr>
<th>Information</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Location, Email Address, Password, IP Address, User Agent (or website browser), Device ID, Tencent Cloud ID, Verification Code, Mobile Number, Name, Address (including city, province and post code), APPID, UIN; (ii) Google login credentials: Google ID, email address, authentication code, avatar (in the form of a log); (iii) Location based on the IP address of login activity for the purposes of your identity verification</td>
<td>(i) Account data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted; (ii) For Google login credentials: information is retained until the expiry of a 90-day period from its creation; (iii) Only location based on the IP addresses of only the previous three (3) logins are retained.</td>
</tr>
<tr>
<td>Credit card information (only limited to Payment ID) (we do not store your other credit card information including card number, name, expiration date and security code, except for the purposes of acquiring a payment ID which is provided by our payment processor upon receiving your other credit card information)</td>
<td>Payment ID is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.</td>
</tr>
<tr>
<td>Transaction Records</td>
<td>Payment data is held for as long as an account exists. Information is erased within ninety (90) days of the date the account is deleted.</td>
</tr>
<tr>
<td>Photo ID (e.g, driver’s license or passport) Name and Address</td>
<td>Account data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.</td>
</tr>
<tr>
<td>Log Data, Metadata, IP Address, User Agent, Date and Time of Access, each URL visit within the Tencent Cloud website whether direct or referred from third party website</td>
<td>This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.</td>
</tr>
<tr>
<td>Customer Service Ticket / Chat Content, IP Address, Tencent Cloud ID, incident details and response steps</td>
<td>This data is held for so long as an account exists. Information is erased within twenty-four (24) hours of the date the account is deleted.</td>
</tr>
<tr>
<td>Log and Metadata in relation to incidents</td>
<td>This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.</td>
</tr>
<tr>
<td>Information</td>
<td>Retention Period</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Enquiry Data</strong> (data provided when you submit an enquiry via our website contact form or as part of a sales enquiry, including your name, email, phone number, UIN, priority of query or ticket, reminder settings, company name, business service, location, and details of your query or any additional information provided by you)</td>
<td>Enquiry data is held until an enquiry is resolved, and then erased within one hundred and eighty (180) days of such resolution, unless you agree to have this data retained and receive more information in the future.</td>
</tr>
<tr>
<td><strong>Technical support enquiry data</strong> (data provided when you submit a technical support request), including your name, email, phone number, the type of your question, and details of your query</td>
<td>Technical support enquiry data is held until an enquiry is resolved, and then erased within one hundred and eighty (180) days of such resolution, unless you agree to have this data retained and receive more information in the future.</td>
</tr>
<tr>
<td><strong>Promotional Contact Data</strong>: Name, Email, Phone Number, Company Name, Business Service, Location and details of your query</td>
<td>Such data is held until you tell us that you no longer wish to receive promotional information.</td>
</tr>
<tr>
<td><strong>Marketing Data</strong>: Name, Business Email, Phone Number, Company Name, Country/Region and Industry.</td>
<td>Such data is held until you tell us that you no longer wish to receive promotional information.</td>
</tr>
<tr>
<td><strong>Name, Email Address, Country Code, Phone Number, Company Name, Business Service, Inquiry.</strong></td>
<td>This data is held for so long as the COVID-19 Cloud Resources Support Program operates. Information is erased within ninety (90) days of the date the COVID-19 Cloud Resources Support Program ends.</td>
</tr>
<tr>
<td><strong>Name, Email Address, Country Code, Phone Number and Company Name</strong></td>
<td>This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.</td>
</tr>
</tbody>
</table>

Personal information, which has fulfilled the purpose for which it was collected or used, or has reached the period of time during which personal information was to be possessed, will be destroyed in an irreversible way. Personal information stored in electronic files will be deleted safely in an irreversible manner by using technical methods, and printed information will be destroyed by shredding or incinerating such information. Also, we will delete your personal information within 10 days (i) upon your request to have your personal information deleted; (ii) upon your deletion of your account; and/or (iii) if any personal information is left behind with incomplete account registrations.

In the event that the processing and retention period have terminated, but personal information is required to be retained continuously for other reasons including for the purposes as prescribed under applicable laws, the relevant personal information will be stored and maintained separately from other types of personal information.
Your Rights

This section ("Your Rights") applies to users who are located in the European Economic Area. The sub-section entitled "Access, Correction & Deletion" also applies to users who are located in Japan and Korea and Macau Special Administrative Region.

You have certain rights in relation to the personal information we hold about you. Some of these only apply in certain circumstances as set out in more detail below. We also set out how to exercise those rights. Please note that we will require you to verify your identity before responding to any requests to exercise your rights. We must respond to a request by you to exercise those rights without undue delay and at least within one month (although this may be extended by a further two months in certain circumstances) unless otherwise permitted by the applicable legislation.

To exercise any of your rights, please complete the request form here.

Access, Correction & Deletion

You can access, correct and delete some of your data in the account portal at any time here. If you believe there is any other personal information we process about you, or you are unable to correct or delete inaccurate information, you can make a request here. You may also have the right to receive a copy of certain personal information (see Portability below).

Please note, however, that we may retain personal information if there are valid grounds under data protection laws for us to do so (e.g., for the defence of legal claims or freedom of expression) but we will let you know if that is the case.

Portability

You have the right to receive a copy of certain personal information we collect from you in a structured, commonly used and machine-readable format and a right to request that we transfer such personal information to another party. The relevant personal information is information you provided for the purposes of performing our contract with you (for example, your mobile number, email address, or transaction data). You can export your Content at any time.

If you wish for us to transfer the personal information to a third party you can contact us using the form available here. Note that we can only do so where it is technically feasible.

Restriction of Processing to Storage Only

You have a right to require us to stop processing your personal information that we hold, other than for storage purposes, in certain circumstances. Please note, however, that if we stop processing the personal information, we may use it again if there are valid grounds under data protection laws for us to do so (e.g., for the defence of legal claims or for another's protection).

Objection

You have the right to object to our processing of your personal information under certain circumstances (such as where that information is used with your consent, for example for marketing or profiling) by completing the form here.
Communications from Us

If you have opted-in to the receipt of direct marketing from us, we may send you news and offers from time to time, for example; to reserve you a place on our webinars. You can opt-out anytime by contacting us at: cloudlegalnotices@tencent.com.

We may from time to time send you service-related announcements when we consider it necessary to do so (such as when we temporarily suspend Tencent Cloud for maintenance, or security, privacy or administrative-related communications). You may not opt-out of these service-related announcements, which are not promotional in nature.

Contact & Complaints

Questions, comments and requests regarding this policy are welcomed and should be addressed to our Privacy Officer at cloudlegalnotices@tencent.com.

In the event that you wish to make a complaint about how we process your personal information, please contact our Privacy Officer in the first instance at cloudlegalnotices@tencent.com and we will endeavour to deal with your request as soon as possible. This is without prejudice to your right to launch a claim with the data protection supervisory authority in the EU country in which you live or work where you think we have infringed data protection laws.

Updates & Changes

If we make any material changes to this policy, we will post the updated policy here and provide a notice on our website. Please check this page frequently to see any updates or changes to this policy.

JURISDICTION-SPECIFIC ADDENDA

SOUTH KOREA

Last updated: 12 / 07 / 2020

This Addendum to the Tencent Cloud Privacy Policy (the "Addendum") is to address matters that are necessary to process your personal information in compliance with the Personal Information Protection Act (the "PIPA") of Korea. Please refer Tencent Cloud Privacy Policy for more details on the conditions of using the Services.

How We Share and Store Your Personal Information

a. We delegate the processing of your personal information as described below, and the delegatees may process your personal information according to the purpose of the delegation:

<table>
<thead>
<tr>
<th>Delegatee</th>
<th>Delegated Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adyen Singapore Pte Ltd.</td>
<td>Payment processing and risk management</td>
</tr>
</tbody>
</table>
Delegatee | Delegated Tasks
--- | ---
Image Frame Investment (HK) Limited | SMS Sending
Tencent Computing (Beijing) Co., Ltd. | Providing back-end support
Third Party Resellers | Client relationship management and marketing communications

**Overseas Transfer of Personal Information**

We transfer Personal Information to third parties overseas as follows:

<table>
<thead>
<tr>
<th>Recipient (Contact Information of Information Manager)</th>
<th>Country to which Your Personal Information is to be Transferred</th>
<th>Date and Method of Transfer</th>
<th>Types of Your Personal Information to be Transferred</th>
<th>Purposes of Use by Recipients</th>
<th>Peri Rec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adyen Singapore Pte Ltd. <a href="mailto:dpo@adyen.com">dpo@adyen.com</a></td>
<td>Singapore</td>
<td>Encrypted transmission</td>
<td>Credit card number, name, valid period, CVV, address</td>
<td>Payment processor and risk management</td>
<td>7 yea</td>
</tr>
<tr>
<td>Recipient (Contact Information of Information Manager)</td>
<td>Country to which Your Personal Information is to be Transferred</td>
<td>Date and Method of Transfer</td>
<td>Types of Your Personal Information to be Transferred</td>
<td>Purposes of Use by Recipients</td>
<td>Period Recipient Access/Deletion</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
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<td>-----------------------------------------------------</td>
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<td>--------------------------------</td>
</tr>
</tbody>
</table>
| Frensworkz Software Technology Co., Limited support@frensworkz.com | PRC | Online transmission | • First and last name  
• Title  
• Role  
• Position  
• Industry  
• Employer  
• Contact information (company, department, role, email, phone, QQ number, physical mail address, website)  
• Account, account name, account remark name  
• ID data  
• Billing address, billing country, billing street, billing city, billing state/province, billing zip/postal code | Aggregate implementing services | Until service termination |
<p>| Image Frame Investment (HK) Limited <a href="mailto:dataprotection@tencent.com">dataprotection@tencent.com</a> | Hong Kong | Online transmission | Mobile number, SMS content | SMS Sending | Account holder deletion |</p>
<table>
<thead>
<tr>
<th>Recipient (Contact Information of Information Manager)</th>
<th>Country to which Your Personal Information is to be Transferred</th>
<th>Date and Method of Transfer</th>
<th>Types of Your Personal Information to be Transferred</th>
<th>Purposes of Use by Recipients</th>
<th>Peri Rec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salesforce.com Singapore Pte. Ltd</td>
<td>United States</td>
<td>Online transmission</td>
<td>• Promotional Contact Data</td>
<td>Client relationship management and marketing support</td>
<td>Plea...</td>
</tr>
<tr>
<td>Recipient (Contact Information of Information Manager)</td>
<td>Country to which Your Personal Information is to be Transferred</td>
<td>Date and Method of Transfer</td>
<td>Types of Your Personal Information to be Transferred</td>
<td>Purposes of Use by Recipients</td>
<td>Per Rec</td>
</tr>
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<td>--------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>----------------------------</td>
<td>----------------------------------------------------</td>
<td>--------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Tencent Computing (Beijing) Co., Ltd. <a href="mailto:meeting_info@tencent.com">meeting_info@tencent.com</a></td>
<td>People’s Republic of China</td>
<td>Online transmission upon account creation and payment</td>
<td>Mandatory: Date of birth, name, mobile phone number, email address, location, address (including city and post code), type of business, password</td>
<td>System operation and maintenance</td>
<td>Acc accounting information for tax verification (3)</td>
</tr>
<tr>
<td>Google Inc. <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a></td>
<td>United States</td>
<td>Transmitted if user logs in using Google ID</td>
<td>Log-in credentials</td>
<td>Log-in</td>
<td>In ac Platf (http</td>
</tr>
</tbody>
</table>

### Data Destruction

Personal information, which has fulfilled the purpose for which it was collected or used, and has reached the period of time during which personal information was to be possessed, will be destroyed in an irreversible way. Personal information stored in electronic files will be deleted safely in an irreversible way by using technical methods, and printed information will be destroyed by shredding or incinerating such information.

### Your Rights of Data Subject and Methods to Exercise Such Rights

You may exercise rights related to the protection of personal information by requesting access to your personal information or the correction, deletion or suspension of processing of your personal information, etc. in writing or via
email, fax, phone, etc. pursuant to applicable laws such as the PIPA. You may also exercise these rights through your legal guardian or someone who has been authorized by you to exercise such rights. However, in this case, you must submit a power of attorney to us in accordance with the Enforcement Regulations of the PIPA. Upon your request, we will take necessary measures without delay in accordance with applicable laws such as the PIPA. You can also withdraw your consent or demand a suspension of the personal information processing at any time.

Contact
If you have any questions or comments about the Privacy Policy, if you need to report a problem, or if you would like us to update, amend, or request deletion of the information we have about you, please contact our Chief Privacy Officer (or department in charge of personal data protection) at:

Department in Charge of Protection of Personal Information

- Name of Department: Privacy and Data Protection Department
- Person in Charge: Timothy Ma
- E-mail: cloudlegalnotices@tencent.com

Domestic Privacy Representative

Pursuant to Article 39-11 of the PIPA, the information regarding the designated domestic agent is as follows:

- Name: Tencent Korea Yuhan Hoesa
- Address: 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, Korea
- Telephone Number: +82-2185-0902
- E-mail: cloudlegalnotices@tencent.com

If you need to report or consult any invasion of private information issue then please contact the below agencies:

- Private Information Invasion Report Center (privacy.kisa.or.kr / dial 118)
- Supreme Prosecutor’s Office’s Cyber Crime Investigations Division (spo.go.kr / dial 1301)
- Korean National Policy Agency’s Cyber Investigation Bureau (ecrm.cyber.go.kr/minwon / dial 182)

California
The terms of this Addendum apply to residents of California under the California Consumer Privacy Act ("CCPA") and other applicable laws. The CCPA provides California residents with certain legal rights such as access, deletion, disclosure, or “do not sell.” These rights are not absolute and are subject to certain exceptions.

**Collection and Disclosure of Personal Information**

*Over the past 12 months, through your use of the Services, we may have collected and disclosed the following categories of personal information from or about consumers, as defined in the CCPA:*

- Identifiers, including name, email address, mobile number, IP address, device identifiers, Tencent Cloud ID, mailing address, government-issued identification, and verification codes transmitted to or from the device. This information is collected directly from the consumer or device.
- Internet or other electronic network activity information, including the User Agent or website browser, log metadata associated with the consumer’s interactions with Tencent Cloud, and Tencent Cloud customer support incident details (as well as response steps associated with customer service tickets). This information is collected directly from the consumer or device.
- Geolocation data, including location data derived from IP address provided directly to us from the device. The Wi-Fi access point data can be used to understand location data at a zip-code level, whereas the GPS information provided by the device can more precisely track the device’s current coordinates. This information is collected directly from the device.
- Commercial information, including payment card information and transaction records (such as information about purchased Services, such as the activation code and date of purchase). This information is collected directly from the consumer or device.

*We collect personal information for the following purposes and as described in the applicable Module:*

- To operate and administer the Services;
- To communicate with consumers;
- To improve the Services;
- For security and verification purposes, including to prevent and detect fraudulent activity; and
- To address and remediate technical issues and bugs.

For additional information about what each type of personal information is used for, see this chart in the main portion of the Privacy Policy.

We disclose personal information to the following types of entities:

- Our affiliate companies within our corporate group who process personal information in order to operate the Services
- Other companies that provide services on our behalf who are prohibited by contract from retaining, using, or disclosing personal information for any purpose other than for providing the services to us
Regulators and judicial authorities and law enforcement agencies

Entities that acquire all or substantially all of our business

In the past 12 months, we have not sold personal information of California residents within the meaning of “sold” in the CCPA.

Rights under the CCPA

If you are a California resident and the CCPA does not recognize an exemption that applies to you or your personal information, you have the right to:

- Request we disclose to you free of charge the following information covering the 12 months preceding your request:
  - the categories of personal information about you that we collected;
  - the categories of sources from which the personal information was collected;
  - the purpose for collecting personal information about you;
  - the categories of third parties to whom we disclosed personal information about you and the categories of personal information that was disclosed (if applicable) and the purpose for disclosing the personal information about you; and
  - the specific pieces of personal information we collected about you;
- Request we delete personal information we collected from you, unless CCPA recognizes an exemption; and
- Be free from unlawful discrimination for exercising your rights including providing a different level or quality of services or deny goods or services to you when you exercise your rights under the CCPA.

We aim to fulfill all verified requests within 45 days pursuant to the CCPA. If necessary, extensions for an additional 45 days will be accompanied by an explanation for the delay.

How to Exercise Your Rights

First, you may wish to log into your account and manage your data from there. If you are a California resident to whom the CCPA applies, you may exercise your rights, if any, to other data by contacting us at cloudlegalnotices@tencent.com.

BRAZIL

This section applies to users located in Brazil:

Consent Revocation

Whenever we use your personal information based on your consent, you may revoke consent that you have previously given for the collection, use and disclosure of your personal information, subject to contractual or legal limitations. To revoke such consent, you may terminate your account or you can contact cloudlegalnotices@tencent.com. This may affect our provision of the Service to you.

Parental and Guardian Consent
If you are under the age of 18, you should not use the Service for any purpose without first obtaining parental/guardian agreement to this Privacy Policy (both for themselves and on your behalf). We do not knowingly collect personal information from any children under the age of 18 without such consent. Please contact our Data Protection Officer if you believe we have any personal information from any children under the age of 18 without such parental/guardian consent – we will promptly investigate (and remove) such personal information.

**CANADA**

In addition to the information provided in this section of the Privacy Policy, we may store your personal information in and outside of Canada, including in Singapore and Hong Kong.

If you have: (i) any questions or comments about the Privacy Policy; (ii) would like to obtain written information about the Privacy Policy; (iii) if you need to report a problem; or (iv) if you would like us to update, amend, or request deletion of the information we have about you, please contact our Chief Privacy Officer (or department in charge of personal data protection) at cloudlegalnotices@tencent.com.

**EGYPT**

Please note that this service is only available to users above 18 years. If you are under this age, you are only eligible to use this service if you obtain parental or guardian consent.

If you do not agree to the processing of your personal information in the way this Privacy Policy describes, please do not provide your information when requested and stop using the Services. Your use of the Services shall be deemed an express consent of the rules governing your personal information as described in this Privacy Policy.

By proceeding with the sign up process, you acknowledge that you have read, understood, and consented to this Privacy Policy. If you do not consent to this Privacy Policy, you must not use the service.

You are acknowledging your consent to the processing, storage, and cross-border transfer for your personal data. The cross border transfer may occur to any country in which we have databases or affiliates, including those outside of Egypt (see The Types of Personal Information we Collect and Process for more information).

If you are a new user, you have seven days to inform us of any objection you may have to this Privacy Policy.

As an Egyptian data subject, you have certain rights under the Egyptian Personal Data Protection Law.

**France**

*Your Rights*

*Instructions for the processing of your personal data after your death.*

You have the right to provide us with general or specific instructions for the retention, deletion, and communication of your personal data after your death.

The specific instructions are only valid for the processing activities mentioned therein and the processing of these instructions is subject to your specific consent.
You may amend or revoke your instructions at any time.

You may designate a person responsible for the implementation of your instructions. This person will be informed of your instructions, in the event of your death, and be entitled to request their implementation from us. In the absence of designation or, unless otherwise provided for, in the event of the death of the designated person, their heirs will have the right to be informed of your instructions and to request their implementation from us.

When you wish to make such instructions, please contact us at cloudlegalnotices@tencent.com.

India

Sensitive Personal Information

Your Sensitive Personal Information shall mean passwords, financial information such as bank account or credit card or debit card or other payment instrument details, biometric data, physical or mental health, sex life or sexual orientation, and/or medical records or history, and similar information, but does not include information available in the public domain, or provided under Indian laws, including the Right to Information Act, 2005.

Sharing Of Your Sensitive Personal Information

Where we permit any third parties to collect and use your Sensitive Personal Information, we shall take reasonable measures to ensure that the third parties do not further disclose the Sensitive Personal Information.

Age Restrictions

Children under the age of 18 are not allowed to execute online contracts with us or sign up for our services. Parental consent is required for children under the age of 18 years to avail our services.

Withdrawal Of Consent

To the extent provided by applicable laws and regulations, you may withdraw any consent you previously provided to us for certain processing activities by contacting us at cloudlegalnotices@tencent.com. Where consent is required to process your personal information, if you do not consent to the processing or if you withdraw your consent we may not be able to deliver the expected service.

INDONESIA

Our Service is not intended for children. Children must not use the Service for any purpose. We will not knowingly allow anyone under 21 to register for our Services and/or provide any personal identification information. If you are under 21, please do not sign up to use our Services or provide any information about yourself through the Service.

We will retain your personal information as described in the Tencent Cloud Privacy Policy and for a minimum of five years (except if otherwise required to be retained by applicable law).

Japan

Consent
By clicking “accept”, you consent to the cross-border transfer of your information to any country where we have databases or affiliates, including outside of Japan.

Your Rights
You may request us to notify you about the purposes of use of, to disclose, to make any correction to, to discontinue the use or provision of, and/or to delete any and all of your personal information which is stored by us, to the extent provided by the Act on the Protection of Personal Information of Japan. When you wish to make such requests, please contact us at cloudlegalnotices@tencent.com.

MALAYSIA
If you wish to use the Service you will be required to provide your personal data. If you do not wish to supply your personal data you should stop using the Service.

Language of this Privacy Policy
In the event of any discrepancy or inconsistency between the English version and Bahasa Melayu version of this Privacy Policy, the English version shall prevail.

Parental and Guardian Consent
If you are under the age of 18, please do not use the Service.

In the event you are agreeing to this Privacy Policy in order for a minor to access and use the Service, you hereby consent to the provision of personal information of the minor to be processed in accordance with this Privacy Policy and you personally accept and agree to be bound by the terms in this Privacy Policy. Further, you hereby agree to take responsibility for the actions of such minor, and that minor’s compliance with this Privacy Policy.

Rights of Data Subjects

Right of access: You have the right to request access to and obtain a copy of your personal information that we have collected and is being processed by or on behalf of us. We reserve the right to impose a fee for providing access to your personal information in the amounts as permitted under law.

When handling a data access request, we are permitted to request for certain information to verify the identity of the requester to ensure that he/she is the person legally entitled to make the data access request.

Right of correction: You may request for the correction of your personal information. When handling a data correction request, we are permitted to request for certain information to verify the identity of the requester to ensure that he/she is the person legally entitled to make the data correction request.

Right to limit processing of your personal information: You may request to limit the processing of your personal information by using the contact details provided above. However this may affect our provision of the Service to you.

Contact
To protect your personal information and handle complaints relating to your personal information, we have appointed the following department responsible for managing and protecting your personal information.

- Our data protection officer, responsible for the management and safety of your personal information
  - Telephone: +603-22872388
  - Email: cloudlegalnotices@tencent.com

PHILIPPINES

You must be at least 18 years of age to be able to use the Service.

Changes

We will not implement any material changes to the way we process your personal information, as described in the Privacy Policy, unless we have notified you and have obtained your consent to such material changes.

Your Rights

You are entitled to the following rights, to the extent provided by applicable laws:

- **Right to be informed.** You have the right to be informed whether personal data pertaining to you shall be, is being, or have been processed, including the existence of automated decision-making and profiling.

- **Right to object.** You shall have the right to object to the processing of your personal information, including processing for direct marketing, automated processing or profiling. When you object or withhold consent, we shall no longer process your personal data, unless the personal data is needed pursuant to a subpoena; the collection and processing are for obvious purposes, including, when it is necessary for the performance of or in relation to a contract or service to which you have bound yourself; or your personal information is being collected and processed as a result of a legal obligation.

- **Right to access.** You have the right to reasonable access to, upon demand, the following:
  - contents of your personal information that were processed;
  - sources from which your personal information were obtained;
  - names and addresses of recipients of your personal information;
  - manner by which such data were processed;
  - reasons for the disclosure of the personal data to recipients, if any;
  - information on automated processes where the data will, or is likely to, be made as the sole basis for any decision that significantly affects or will affect the data subject;
  - date when the personal information concerning you were last accessed and modified; and
  - the designation, name or identity, and address of the personal information controller.
• **Right to rectification.** You have the right to dispute the inaccuracy or error in the personal information and have us correct it immediately and accordingly, unless the request is vexatious or otherwise unreasonable. If the personal information has been corrected, we shall ensure the accessibility of both the new and the retracted information and the simultaneous receipt of the new and the retracted information by the intended recipients thereof, provided that recipients or third parties who have previously received such processed personal data shall be informed of its inaccuracy and its rectification, upon your reasonable request.

• **Right to erasure or blocking.** You shall have the right to suspend, withdraw or order the blocking, removal or destruction of your personal information from our filing system. This right may be exercised upon your discovery and substantial proof of any of the following:
  - your personal data is incomplete, outdated, false, or unlawfully obtained;
  - your personal data is being used for purpose not authorized by you;
  - your personal data is no longer necessary for the purposes for which they were collected;
  - you withdraw consent or object to the processing, and there is no other legal ground or overriding legitimate interest for the processing;
  - your personal data concerns private information that is prejudicial to you, unless justified by freedom of speech, of expression, or of the press or otherwise authorized;
  - the processing is unlawful;
  - we violated your rights.

**Consent**

By consenting to this Privacy Policy, you consent to us:

• collecting and processing your personal information as described in the section “How We Use Your Personal Information”;
• sharing your personal information with third parties, companies within our corporate group, and a third party that acquires substantially all or substantially all of us or our business, as described in this Privacy Policy and for the purposes stated herein; and
• transferring or storing your personal information in destinations outside the Philippines when the processing shall need to occur outside the Philippines, as described in the section “How We Store and Share Your Personal Information”.

**SAUDI ARABIA**

You consent to the disclosure, transfer and export of your personal information outside of Saudi Arabia or any other jurisdiction in which you provided it.

**SINGAPORE**
We may store your personal information within and outside Singapore.

Please refer to the following paragraph regarding “Access, Correction and Deletion” of your personal information, instead of the general “Access, Correction and Deletion” paragraph in the “Your Rights” section of the main privacy policy:

You can access and correct some of your data in the account portal at any time. If you believe there is any other personal information we process about you, or you are unable to correct inaccurate information, you can make a request by contacting us at cloudlegalnotices@tencent.com. You may also have the right to receive a copy of certain personal information (see Portability below). In accordance with the laws in Singapore you do not have the legal right to delete your data, however we may delete your data on request to us.

Please note, however, that we may retain personal information if there are valid grounds under data protection laws for us to do so (e.g., for the defence of legal claims or freedom of expression) but we will let you know if that is the case.

**Thailand**

You acknowledge that you have read, understood, and agree to this Privacy Policy. If you do not agree with this Privacy Policy, you must not use the Service.

You may request us to discontinue, to restrict the use or provision of, and/or to request for data portability of any and all of your personal information which is stored by us, to the extent provided by the Act on the applicable data privacy laws and regulations in Thailand, including the Thai Personal Data Protection Act. When you wish to make such requests, please contact us at cloudlegalnotices@tencent.com.

We will give you notice by email of any changes to this Privacy Policy, and give you an opportunity to reject such changes, failing which the changes will become effective as stated in the notice

**TURKEY**

Our Data Controller Representative in Turkey is Özdağdanlı Ekici Avukatlık Ortaklığı for the purpose of compliance with Turkish Law on Personal Data Protection Law ("DPL") and its secondary regulations can be contacted at tencent@iptech-legal.com. Please include the word “Turkey” in the subject line of your email.

Our Service is not intended for children. Children must not use the Service for any purpose. We will not knowingly allow anyone under 18 to register for our Services and/or provide any personal identification information. We will ask for parental consent for children under age 18 for any processing of their personal data.

With respect to the section “How We Use Your Personal Information”, for the purposes of Turkey the column “Legal Basis for Processing” shall be deemed to be amended such that the purposes for processing personal information for Turkey shall be Art. 5/2 c and Art 5/2 f of the Law on Protection of Personal Data w. no 6698.

Your personal data can be transferred and stored into servers located in Turkey or abroad with your consent.
The paragraph headed “The Security of Your Personal Information” in the Tencent Cloud Privacy Policy is inapplicable with respect to personal data collected in Turkey.

You have legal rights, which are set forth in Article 11 of the DPL, in relation to the personal information data we hold about you. As a Turkish data subject, you may have right to apply to the data controller and (and to the extent permitted under applicable laws and regulations):

- learn whether or not your personal data has been processed;
- request information about processing if your personal data has been processed;
- learn the purpose of processing of your personal data and whether your data is being processed in line with that purpose
- know the third parties in the country or abroad to whom personal data has been transferred;
- request rectification in the event personal data is incomplete or inaccurate;
- request deletion or destruction of personal data within the framework of the conditions set forth under Article 7 of the Law on Protection of Personal Data Protection (Turkey);
- object to automatic processing of data and seek certain remedies in accordance with the Personal Data Protection Law (Turkey).

These rights are not absolute.

**UAE**

Our Service is not intended for children. Children must not use the Service for any purpose. We will not knowingly allow anyone under 21 to register for our Services and/or provide any personal identification information. A user under 21 will need to obtain the relevant court order to use the Services.

We may voluntarily report a cyber-security incident where it constitutes a crime under UAE law (e.g. under the UAE Cybercrime Law). The incident can be reported to the relevant authorities for the purpose of investigations. Please note also that voluntary reporting of a cyber-security incident can also be made to the UAE Computer Emergency Response Team (“CERT”). CERT is a security awareness organisation that provides a process for logging incidents and advising on known cyber security threats in the UAE.

**VIETNAM**

By accepting this Privacy Policy, you expressly agree and authorize us to collect, use, store, and process your personal information, including, lawfully disclosing and transferring it to third parties, as described in this Privacy Policy.

We maintain international standards and security practices for data protection. When your personal information is transferred within or outside your jurisdiction of residence, it will be subject to the same or higher levels of security practices and data protection by the recipient entity as adhered to by us.
Where we permit any third parties to collect and use your personal information, we shall take reasonable measures to ensure that the third parties do not further disclose the personal information.

Your personal information, if required to be disclosed to the law enforcement agencies, public authorities or other judicial bodies and organisations, it will be disclosed upon receipt of written request from such organizations.

Your Rights

You have the right to access, correct, and erase the personal information we hold about you. You also have the right to withdraw your earlier provided consent to collect, store, process, use and disclose your personal information and to request us to stop providing your personal information to a third party.

MODULES

Last updated: [2020-08-17]
The following Modules shall apply and form part of this privacy policy if you use the specific Feature (as defined in each relevant Module). You acknowledge we will collect, process, use and store your personal information, as described in the applicable Module:

1. Tencent Push Notification Service.
3. Web Application Firewall.
5. Anti-DDoS Pro.
6. Face Recognition.
7. StreamLive.
8. StreamPackage.
10. Cloud Native Database TDSQL-C.
12. TencentDB for CTSDB.
13. Private DNS.
15. Database Management Center.
17. Event Bridge.
18. TencentCloud Lighthouse.
23. Cloud Data Warehouse.
24. Vulnerability Scan Service.
25. IoT Hub.
27. CODING Project Management.
28. CODING Test Management.
29. CODING Continuous Integration.
30. CODING Artifact Repositories.
31. CODING Continuous Deployment.
32. Tencent Distributed Message Queue.
33. Risk Control Engine.
34. TencentCloud EdgeOne.
35. eKYC.
36. Tencent Managed Service for Prometheus.
37. Video on Demand.
38. Tencent Cloud Automation Tools.
40. HTTPDNS.
41. Text To Speech.
42. Automatic Speech Recognition.
43. Tencent Effect SDK.
44. TencentCloud Managed Service for Grafana.
45. Tencent Real-Time Communication.
46. Real User Monitoring.
47. Customer Identity and Access Management.
48. Penetration Test Service.
49. Cloud Application Rendering.
50. Captcha.
51. OCR.

Revision History

Privacy Policy (version 1.0)
To the extent that there is any conflict between this Data Processing and Security Addendum ("DPSA") and the Terms of Service (and any documents or policies incorporated by reference therein, save for this DPSA), this DPSA will prevail.

1. Definitions

Except to the extent defined below, capitalized terms shall have the meaning given to them in the Terms of Service.

"Administrative Information" refers to personal information that Organisation provides to Tencent Cloud to set up and manage Organisation’s account and the Services, and any personal information generated in connection with Organisation’s use of the Services;

"Applicable Law" means any of the following, in any jurisdiction, to the extent that it applies to a party:

a. any statute, directive, order, enactment, regulation, bylaw, ordinance or subordinate legislation in force from time to time;

b. the common law and the law of equity;

c. any binding court order, judgment or decree;

d. any applicable industry code, policy or standard enforceable by law; and

e. any applicable direction, statement of practice, policy, rule or order that is set out by a competent regulatory authority that is binding on the parties;

"Content" refers to any data, including Personal Data, that Organisation submits, uploads, transmits or displays while using the Services;

"Controller" refers to a person who either alone or jointly in common with one or more other persons controls the collection, holding, processing or use of Personal Data;

"Controller-Processor Transfer Clauses" means:

a. in the case of transfers of Personal Data subject to the UK GDPR, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses (version B.1.0) issued by the UK Information Commissioner, as amended, updated or replaced from time to time; and

b. in the case of transfers of Personal Data subject to the GDPR, the standard contractual clauses for the transfer of Personal Data to data processors established in third countries set out in the Commission Decision the Commission Decision 2021/914 of 4 June 2021, specifically including Module 2 (Controller to Processor), as amended, updated or replaced from time to time;
which are both hereby incorporated and form part of this DPSA, and:

i. if applicable, for the purposes of Annex I.A. of the Controller-Processor Transfer Clauses, the Organisation is the Controller and Tencent is the Processor and the name, address, contact person’s details and relevant activities for each of them is set out in Appendix 1 (Processing Details);

ii. for the purposes of Annex I of the Controller-Processor Transfer Clauses, the parties and processing details set out in Appendix 1 (Processing Details) shall apply;

iii. for the purposes of Annex II of the Controller-Processor Transfer Clauses, the technical and organisational security measures set out in Appendix 2 (Technical and Organisational Security Measures) shall apply; and

iv. for the purposes of the Controller-Processor Transfer Clauses: (i) for Clause 9, Option 2 (General Written Authorization) is deemed to be selected and the notice period specified in clause 8.2 of this DPSA shall apply; (ii) for Clause 11(a), the optional wording in relation to independent dispute resolution is deemed to be omitted; (iii) for Clause 13 and Annex I.C, the competent Supervisory Authority shall be the supervisory authority of the EU member state where: (a) the Organisation is established in the EEA, or if not applicable; (b) where the Organisation’s representative is established in the EEA, or if not applicable; (c) where the Data Subjects whose Personal Data is transferred under this DPSA are located in the EEA; (iv) for Clause 17, Option 2 is deemed to be selected and to the extent required the governing law shall be as separately agreed between the parties; and (v) for the purposes of Clause 18, the competent courts shall be the competent courts of the EU member state where (a) the Organisation is established in the EEA, or if not applicable; (b) the Organisation’s representative is established in the EEA, or if not applicable; (iii) the Data Subjects whose Personal Data is transferred under this DPSA are located in the EEA.

“Data Breach” refers to any misuse, interference with, loss of, improper, unauthorized, unlawful access to, use of, modification or disclosure of Content that is Processed by Tencent in connection with the Terms of Service;

“Data Protection Laws” refers to the data protection law(s) applicable in respect of the collection, storage, processing, transfer, disclosure, and use of any Content in connection with the Services, including (without limitation) the California Civil Code sections 1798.100 – 1798.199 (2020), the California Consumer Privacy Act (the “CCPA”), the e-Privacy Directive, the e-Privacy Regulation (once it takes effect), the GDPR and the UK GDPR, in addition to any law which implements the e-Privacy Directive, the e-Privacy Regulation (once it takes effect), the GDPR and the UK GDPR (which for the avoidance of doubt is the UK Data Protection Act 2018), in each case as amended, consolidated, re-enacted or replaced from time to time;

“Data Subject” has the meaning given to that term or other analogous term (such as ‘consumer’ in the case of the CCPA) in Data Protection Laws;


“EEA” refers to the European Economic Area;

“EEA/UK Personal Data” refers to Content which is Personal Data of a Data Subject that is located in the EEA or the UK;

“GDPR” refers to Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the Processing of Personal Data and on the free movement of such data;

“Jurisdiction-Specific Requirements” refers to the specific requirements for Processing Personal Data that apply in certain jurisdictions, as set out under clause 10 (Jurisdiction-Specific Requirements);

“Organisation” refers to the entity or legal person that has entered into the Terms of Service;

“Lawful Export Measure” means a method allowing for the lawful transfer of Personal Data from a data exporter to a data importer, as may be stipulated by Data Protection Laws or a Supervisory Authority from time to time, and which may include (depending upon the Applicable Laws) model transfer terms prescribed by Data Protection Laws; or prior registration, licensing or permission from a Supervisory Authority;

“Personal Data” has the meaning given to such term or other analogous term in Data Protection Laws;

“Privacy Policy” refers to the policy located at Privacy Policy, as updated and notified to Organisation from time to time;

“Processing” has the meaning given to such term or other analogous term in Data Protection Laws, and “Process” and “Processed” shall be construed accordingly;

“Processor” refers to a person who Processes Personal Data on behalf of one or more Controller(s);

“Processor-Processor Transfer Clauses” means, as relevant, (i) in respect of transfers of Personal Data subject to the GDPR the standard contractual clauses for the transfer of Personal Data to third countries set out in Commission Decision 2021/914 of 4 June 2021, specifically including Module 3 (Processor to Processor); or (ii) in respect of transfers of Personal Data subject to the UK GDPR, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses (version B.1.0) issued by the UK Information Commissioner, in each case as in force and as amended, updated or replaced from time-to-time;

“Services” shall have the same meaning ascribed to it as in the Terms of Service;

“Sub-Processor” refers to any Tencent Affiliate or third party appointed from time to time by Tencent to Process Content on its behalf in accordance with clause 7.4;

“Supervisory Authority” refers to a regulatory authority having competent jurisdiction in respect of a Data Protection Law;

“Tencent” refers to the contracting entity performing or procuring the Services, as specified in the Terms of Service;
“Tencent Cloud Portal” refers to the dashboard made available to Organisation to facilitate management of the Services;

“Tencent Security Policy” refers to such reasonable and appropriate technical and organisational measures determined by Tencent from time to time, to protect Personal Data against unauthorized or accidental access, Processing, erasure, loss or use. Such measures will include the measures set out in the Controller-Processor Transfer Clauses (if applicable);

“Terms of Service” refers to the terms located at Terms of Service;

“Third Country” refers to (i) in relation to Personal Data transfers subject to the GDPR, any country outside of the scope of the data protection laws of the EEA, excluding countries approved as providing adequate protection for Personal Data by the European Commission from time to time; (ii) in relation to Personal Data transfers subject to the UK GDPR, any country outside the scope of the data protection laws of the UK, excluding countries approved as providing adequate protection for Personal Data by the relevant competent authority of the UK from time-to-time; and (iii) in relation to Personal Data transfers that are not subject to either the GDPR or UK GDPR, any country or territory other than those approved as providing adequate protection for Personal Data by the relevant competent authority of such jurisdiction from time to time;

“UK” refers to the United Kingdom of Great Britain and Northern Ireland; and

“UK GDPR” means the UK General Data Protection Regulation as defined by the UK Data Protection Act 2018, as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019.

2. Scope of this DPSA

This DPSA applies if you have entered into the Terms of Service for the supply of Services by Tencent. This DPSA applies to the Processing of Content. Personal Data that is Administrative Information is Processed in accordance with the Privacy Policy and this DPSA shall not apply to the Processing of Administrative Information.

3. Authorisation to Process Personal Data

3.1 The parties acknowledge that in the performance of its obligations under the Terms of Service, Tencent may Process Personal Data in connection with Organisation’s storage of, access to and Processing of Content as part of providing the Services. The purpose of this DPSA is to set out the respective obligations of the parties in relation to such Processing.

3.2 Each party warrants to the other that it will comply with all Data Protection Laws applicable to it in relation to the Personal Data Processed in connection with the Services.
4. Controller and Processor

Tencent and Organisation agree that Organisation is the Controller and Tencent is the Processor in respect of Personal Data Processed under this DPSA.

5. Service Regions

5.1 Subject to clause 5.2, where Organisation has selected a Service Region for the Services, Tencent will Process Personal Data in that Service Region.

5.2 Organisation acknowledges and agrees that Tencent may, for operational, regulatory or other reasons, need to change its Processing locations from time to time, provided that any Processing of Personal Data in a place other than the Organisation’s preferred Service Region will be considered a “material change” addressed in accordance with the Terms of Service.

5.3 Organisation acknowledges and agrees that Tencent has appointed and may appoint one or more of its Affiliates or Sub-processors to Process Personal Data in a particular Service Region.

6. Tencent’s Obligations

6.1 To the extent that it Processes Personal Data on behalf of Organisation, Tencent will:

a. Process the Personal Data only for the purpose of the Terms of Service, in accordance with the Organisation’s written instructions (which shall include the terms of this DPSA and any instructions provided via the Organisation’s administrative console), and the Tencent Security Policy, and notify Organisation promptly if it is unable to comply with this DPSA or any of its terms;

b. return or (at the written request of Organisation) securely destroy all Personal Data in its possession (including all back-up copies), unless it is prohibited from doing so by Applicable Laws;

c. promptly notify the Organisation, upon becoming aware, of:
   i. any court order or other legal process or any request or demand by any Supervisory Authority, regulator, official or other government ministry, authority or agent to obtain or access any Personal Data, unless such notification is prohibited by Applicable Law;
   ii. any unauthorized disclosure of, or access to, the Personal Data or any loss, damage or destruction of the Personal Data; and
   iii. any material complaint, communication or request relating to Tencent’s obligations under the Data Protection Laws;
   iv. any instruction received from the Organisation in relation to the Personal Data, which in the discretion of Tencent may breach any Applicable Law, including any Data Protection Law, of the appropriate jurisdiction;
d. ensure that the Personal Data is accessible only to the duly authorized persons engaged by Tencent and, subject to clause 8, accessible only to its Sub-Processors and the personnel of such Sub-Processors who are duly authorized and who need to have access to the Personal Data in order to perform Tencent’s obligations under the Terms of Service;

e. ensure that the personnel engaged and duly authorized by it to Process the Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality, and ensure that the same obligations for data protection under this DPSA and the Organisation’s instructions are complied with by such persons, taking into account the nature of the Processing;

f. comply with any applicable Jurisdiction-Specific Requirements; and

g. where the laws of the relevant jurisdiction require it:

i. implement appropriate technical and organisational security measures insofar as is practicable, for the purpose of providing reasonable assistance to the Organisation for the latter to comply with its obligations, including, as appropriate and applicable in the relevant jurisdiction: (i) the pseudonymisation of Personal Data; (ii) ensuring the ongoing confidentiality, integrity, availability and resilience of Processing systems and services; (iii) restoring the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and (iv) regularly testing, assessing, and evaluating the effectiveness of technical and organisational measures for ensuring the security of the Processing;

ii. taking into account the nature of the Processing, assist Organisation by appropriate technical and organisational measures, insofar as this is practicable, for the fulfilment of Organisation’s obligation to respond to requests for exercising the Data Subject’s rights laid down in the Data Protection Laws;

iii. assist Organisation in ensuring compliance with the obligations to: (i) implement appropriate technical and organisational security measures; (ii) notify (if required) Data Breaches to Supervisory Authorities, the relevant Data Subjects, and other persons required under such Data Protection Laws, in cases where such notification and reporting is required under the relevant Data Protection Laws; and (iii) conduct data protection impact assessments and, if required, prior consultation with Supervisory Authorities; and

iv. promptly notify Organisation in writing upon becoming aware of any improper, unauthorized, or unlawful access to, use of, or disclosure of, Personal Data which is Processed by Tencent under or in connection with this DPSA. Tencent shall be obliged to provide Organisation with all information reasonably necessary for the compliance with Organisation’s obligations pursuant to Data Protection Laws.

6.2 Tencent shall notify Organisation if, in its opinion, an instruction of Organisation infringes the Data Protection Laws.

6.3 To the extent Tencent Processes Personal Data in a Third Country that is not subject to the GDPR or UK GDPR (in which case clauses 10.1 to 10.6 shall apply) and is acting as a data importer, Tencent shall, to the extent required by Data Protection Laws, ensure that the transfer of Personal Data is carried out using a Lawful Export Measure. To the extent such Lawful Export Measure requires:
a. a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPSA);

b. a description of the Processing of Personal Data contemplated under this DPSA; and

c. a description of technical and organisational measures to be implemented by the data importer,

the parties agree that the Controller-Processer Transfer Clauses, the description of Processing activities set out in Appendix 1 (Processing Details), and the description of technical and organisational measures set out in Appendix 2 (Technical and Organisational Security Measures), shall apply mutatis mutandis for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

7. Organisation’s Obligations

7.1 Organisation represents, warrants and undertakes to Tencent that throughout the Term that:

a. the Personal Data under this DPSA has been and will be collected in accordance with the Data Protection Laws, in particular that it has obtained any necessary consents or given any necessary notices, and otherwise has a legitimate ground to disclose the Personal Data to Tencent;

b. all instructions from Organisation to Tencent will comply with the Data Protection Laws; and

c. the Personal Data has been and will be Processed in accordance with the Data Protection Laws, including with respect to the transfer of the Personal Data to Tencent.

7.2 Organisation agrees that it will indemnify and hold harmless Tencent on demand from and against all claims, liabilities, costs, expenses, loss or damage (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) incurred by Tencent arising directly or indirectly from a breach of this clause 7.

7.3 Where Tencent faces an actual or potential claim arising out of or related to any breach of Data Protection Laws relating to Personal Data processed pursuant to this DPSA, Organisation will promptly provide all materials and information reasonably requested by Tencent that is relevant to the defense of such claim.

7.4 If Organisation becomes aware of any actual or suspected Data Breach relating to the Terms of Service or this DPSA, Organisation shall:

a. take reasonable steps to carry out, within 30 days, an assessment to determine whether the Data Breach is notifiable under the Data Protection Laws and promptly notify Tencent in writing of the results of the assessment;

b. if Organisation notifies Tencent that it considers the Data Breach to be notifiable under the Data Protection Laws:
   i. Organisation shall prepare a draft of any notification statements in respect of the Data Breach required under the Data Protection Laws (“Notification Statements”) and provide the draft Notification Statements to Tencent for
approval prior to disclosure to the applicable data protection regulators, Data Subjects or any other person;
ii. Tencent shall provide Organisation with notice in writing:
   • of any changes that Tencent reasonably requires to the draft Notification Statement and Organisation shall incorporate all such changes into the draft Notification Statement; or
   • that Tencent approves the draft Notification Statement; and
iii. following Tencent’s approval of a draft Notification Statement, Organisation must provide a copy of the approved Notification Statement to the relevant Supervisory Authority, Data Subjects and any other person as required under the Data Protection Laws.

8. Appointment of Sub-Processors

8.1 Tencent may authorize any Sub-Processor to Process the Personal Data on its behalf provided that, where (and to the extent) required by Data Protection Laws, Tencent enters into a written agreement with the Sub-Processor containing terms which are substantially the same as those contained in this DPSA. Organisation hereby grants Tencent general written authorisation to engage such Sub-Processors listed at Third Party Information to Process Personal Data on its behalf, subject to the requirements of this clause 8.

8.2 Tencent shall, to the extent the Personal Data Processed is EEA/UK Personal Data or where the laws of any other jurisdiction require such notification, inform Organisation by email (and via the Tencent Cloud Portal) of any intended changes concerning the addition or replacement of the Sub-Processors. In such a case, Organisation will have fourteen (14) days from the date of receipt of the notice to approve or reject the change. In the event of no response from Organisation, the Sub-Processor will be deemed accepted. If Organisation rejects the replacement sub-processor, Tencent may terminate the Terms of Service with immediate effect on written notice to Organisation.

8.3 In the event that Tencent engages a Sub-Processor for carrying out specific Processing activities on behalf of Organisation, where that Sub-Processor fails to fulfill its data protection obligations, Tencent will remain fully liable under the Data Protection Laws to Organisation for the performance of that Sub-Processor’s obligations.

9. MODULES

The following Modules shall apply and be incorporated by reference into this DPSA if you use the specific Feature (as defined in each relevant Module).
1. Tencent Push Notification Service.
3. Web Application Firewall.
5. Anti-DDoS Pro.
6. Face Recognition.
7. StreamLive.
8. StreamPackage.
10. Cloud Native Database TDSQL-C.
12. TencentDB for CTSDB.
13. Private DNS.
14. Database Audit.
15. TencentDB for Tendis.
16. Database Management Center.
17. Tencent Cloud Weiling.
18. Event Bridge.
19. TencentCloud Lighthouse.
20. Instant Messaging.
22. Data Security Center.
23. Tencent Cloud TI Platform.
24. Cloud Data Warehouse.
25. Vulnerability Scan Service.
26. IoT Hub.
27. CODING Code Repositories.
28. CODING Project Management.
29. CODING Test Management.
30. CODING Continuous Integration.
31. CODING Artifact Repositories.
32. CODING Continuous Deployment.
33. Tencent Distributed Message Queue.
34. Risk Control Engine.
35. TencentCloud EdgeOne.
36. eKYC.
37. Tencent Managed Service for Prometheus.
38. Video on Demand.
40. Cloud Streaming Services.
41. HTTPDNS.
42. Text To Speech.
43. Automatic Speech Recognition.
10. Jurisdiction-specific Requirements

**EEA and UK**

10.1 Organisation acknowledges and agrees that Tencent may, or may appoint an Affiliate or third party Sub-Processor (in accordance with clause 8) to Process the Organisation’s EEA/UK Personal Data in a Third Country, provided that it ensures that such Processing takes place in accordance with the requirements of applicable Data Protection Laws.

10.2 To the extent that Tencent Processes EEA/UK Personal Data in a Third Country and is acting as a data importer, Tencent shall comply with the data importer’s obligations and Organisation shall comply with the data exporter’s obligations as set out in the Controller-Processor Transfer Clauses, which are hereby incorporated into and form part of this DPSA as set out in Appendix 1 (Processing Details) (and Appendix 3 where UK GDPR applies), with the Processing details that comprise Annex 1 to the Controller-Processor Transfer Clauses being those set out in Appendix 1 (Processing Details), and the technical and organisational measures that comprise Annex 2 to the Controller-Processor Transfer Clauses set out in Appendix 2 (Technical and Organisational Security Measures).

10.3 To the extent of any conflict between the Controller-Processor Transfer Clauses and any other term of this DPSA, the Controller-Processor Transfer Clauses will prevail in relation to any EEA/UK Personal Data.

10.4 For the purposes of the Controller-Processor Transfer Clauses, the following additional provisions will apply:

   a. the parties agree to observe the Controller-Processor Transfer Clauses without modification;
   b. the names and addresses of Organisation and Tencent will be considered to be incorporated into the Controller-Processor Transfer Clauses and for the purposes of the Controller-Processor Transfer Clauses;
   c. Organisation is the data exporter and Tencent, or Tencent’s applicable Affiliate, is the data importer as defined in the Controller-Processor Transfer Clauses; and
   d. each party’s signature to this DPSA will be considered a signature to the terms contained in the Controller-Processor Transfer Clauses.
10.5 If so required by the laws or regulatory procedures of any jurisdiction, the parties will execute or re-execute the clauses contained in the Controller-Processor Transfer Clauses as a separate document setting out the proposed transfers of Personal Data in such manner as may be required.

10.6 Organisation acknowledges and agrees that Tencent may appoint an Affiliate or third-party Sub-Processor (in accordance with clause 8) to Process the Organisation’s EEA/UK Personal Data in a Third Country, in which case: (i) Tencent shall execute Processor-Processor Transfer Clauses, if applicable and available with any relevant Sub-Processor it appoints on behalf of the Organisation; or (ii) if Processor-Processor Transfer Clauses are not applicable and available, the Organisation grants Tencent a mandate to execute the relevant Controller-Processor Transfer Clauses with the Processing details set out in Appendix 1 (Processing Details) (and Appendix 3 where UK GDPR applies) and the technical and organisational measures set out in Appendix 2 (Technical and Organisational Security Measures) applying for the purposes of Appendix 1 and Appendix 2 of the Processor-Processor Transfer Clauses respectively with any relevant Sub-Processor it appoints on behalf of the Organisation.

South Korea

10.7 If and to the extent that the Tencent Security Policy is insufficient to meet the applicable requirements under Korean privacy laws and regulations, Tencent will take additional measures from time to time to comply with such requirements (as applicable to an overseas transferee of Personal Data), including:

a. Articles 28 and 63 of the Act on the Promotion of Utilisation of Information and Communications Networks and the Protection of Information (the “ICT Networks Act”);

b. Articles 15 and 67 of the Enforcement Decree promulgated under the ICT Networks Act;

c. the Guidelines for Technical and Administrative Measures for the Protection of Personal Information (issued by the Korea Communications Commission);

d. Article 29 of the Personal Information Protection Act (the “PIPA”);

e. Article 30 of the Enforcement Decree promulgated under the PIPA; and

f. the Guidelines for Security Measures for the Safety of Personal Information (issued by the Ministry of Interior and Safety), as the foregoing may be amended and/or supplemented from time to time.

10.8 Tencent will:

a. use the Personal Data only for the purpose of and within the scope of entrusted work;

b. agree to be subject to the training and supervision by Organisation of Tencent’s handling of the Personal Data; and

c. agree to be subject to the supervision and audit by relevant regulatory authorities.

10.9 Tencent will compensate Organisation and any relevant Data Subjects for any and all damages, liabilities, costs and expenses arising out of any breach of Tencent’s obligations under this DPSA or under Korean data protection laws.

California
10.10 In addition to Tencent’s other obligations as set out elsewhere in this DPSA, where applicable for the purposes of the CCPA, Tencent shall act as a “service provider” for Organisation, pursuant to which the parties agree that all such Personal Information is disclosed to Tencent for one or more business purpose(s) and its use or sharing by Organisation with Tencent is necessary to perform such business purpose(s).

10.11 Tencent agrees that it: (a) is prohibited from retaining, using, or disclosing Personal Information for any purpose other than for the specific purpose of performing the services specified in the Terms of Service for Organisation, including, without limitation, from retaining, using, or disclosing such Personal Information for a commercial purpose other than providing the services specified in the Terms of Service.

10.12 Tencent will not further collect, sell, or use Personal Information except as necessary to perform the business purpose(s).

For the purposes of Sections 10.10 – 10.12, “personal information,” “service provider,” “business purpose,” “commercial purpose,” “collects,” and “sell” shall have the meanings given to them in the CCPA.

Macau

10.13 The appointment of Tencent as Processor, as well as the appointment of sub-processors where (and to the extent) permitted in this DPSA, shall be notified by the Organisation to the local data protection office (GPDP - Gabinete para a Protecção de Dados Pessoais).

10.14 Tencent shall have the right to reasonably request the Organisation provide evidence of compliance with an instruction under the relevant the Macau data protection laws, including such notification under section 10.1 above.

10.15 Organisation shall expressly inform Tencent, in writing, in case of processing of sensitive data, as defined in article 7 of the Macau Data Protection Law (Law n. 8/2005), and shall ensure compliance with the particular requirements provided for under Macau data protection law for the processing of such data.

Appendix 1

Processing details

A. List of parties

Data exporter

The data exporter is the Organisation as defined in the Terms of Service. The address of the data exporter is as defined in the Terms of Service.

The contact person’s name, position and contact details of the data exporter is as defined in the Terms of Service.

The data exporter has engaged the data importer to provide online services as described in the Terms of Service.

The data exporter is the controller.
Data importer

The data importer is Tencent, as defined in the Terms of Service. The address of the data importer is as defined in the Terms of Service.

The contact person’s name, position and contact details of the data importer is as defined in the Terms of Service.

The data importer has been engaged by the data exporter to provide certain online services as described in the Terms of Service.

The data importer is the processor.

B. Description of transfer

Categories of data subjects whose personal data is transferred

Data Subjects whose Personal Data is controlled or made available by Organisation as Content.

Categories of personal data transferred

The Content uploaded by Organisation, or as notified by Organisation to Tencent from time to time.

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

The Content uploaded by the Organisation, or as notified by Organisation to Tencent from time to time.

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).

Continuous.

Nature of the processing.

Tencent will process the personal data in support of the Services performed for Organisation.

Purpose(s) of the data transfer and further processing

Transfer and processing necessary to allow Tencent to perform the Services and its obligations under the Terms of Service.

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

For the duration of the Terms of Service.

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

As above.

C. COMPETENT SUPERVISORY AUTHORITY

Autoriteit Persoonsgegevens (the Netherlands).
Appendix 2

TECHNICAL AND ORGANISATIONAL SECURITY MEASURES

We have implemented a comprehensive privacy and security programme for the purpose of protecting your content. This program includes the following:

Data security. We have designed and implemented the following measures to protect customer’s data against unauthorized access:

- standards for data categorisation and classification;
- a set of authentication and access control capabilities at the physical, network, system and application levels; and
- a mechanism for detecting big data-based abnormal behaviour.

Network security. We implement stringent rules on internal network isolation to achieve access control and border protection for internal networks (including office networks, development networks, testing networks and production networks) by way of physical and logical isolation.

Physical and environmental security. Stringent infrastructure and environment access controls have been implemented for Tencent Cloud’s data centers based on relevant regional security requirements. An access control matrix is established, based on the types of data center personnel and their respective access privileges, to ensure effective management and control of access and operations by data center personnel.

Incident management. We operate active and real-time service monitoring, combined with a rapid response and handling mechanism, that enables prompt detection and handling of security incidents.

Compliance with standards. We comply with the standards listed in our Compliance Center page, and as updated from time to time.

Appendix 3

INTERNATIONAL DATA TRANSFER ADDENDUM TO THE EU COMMISSION STANDARD CONTRACTUAL CLAUSES

This Addendum has been issued by the Information Commissioner for Parties making Restricted Transfers. The Information Commissioner considers that it provides Appropriate Safeguards for Restricted Transfers when it is entered into as a legally binding contract.

PART 1: TABLES

TABLE 1: PARTIES

| Start date | See effective date of the DPSA |
### The Parties

<table>
<thead>
<tr>
<th>Exporter (who sends the Restricted Transfer)</th>
<th>Importer (who receives the Restricted Transfer)</th>
</tr>
</thead>
</table>

### Parties’ details

- See Appendix 1 to the DPSA

### Key Contact

- See Appendix 1 to the DPSA

#### TABLE 2: SELECTED SCCS, MODULES AND SELECTED CLAUSES

<table>
<thead>
<tr>
<th>Addendum EU SCCs</th>
<th>The Standard Contractual Clauses set out in the Annex of Commission Implementing Decision (EU) 2021/914 of 4 June 2021 (Module 2)</th>
</tr>
</thead>
</table>

#### TABLE 3: APPENDIX INFORMATION

"Appendix Information" means the information which must be provided for the selected modules as set out in the Appendix of the Approved EU SCCs (other than the Parties), and which for this Addendum is set out in:

- **Annex 1A: List of Parties:** See Appendix 1 of the DPSA
- **Annex 1B: Description of Transfer:** See Appendix 1 of the DPSA
- **Annex II: Technical and organisational measures including technical and organisational measures to ensure the security of the data:** See Appendix 2 of the DPSA
- **Annex III: List of Sub processors (Modules 2 and 3 only):** See Section 8 of the DPSA

#### TABLE 4: ENDING THIS ADDENDUM WHEN THE APPROVED ADDENDUM CHANGES

<table>
<thead>
<tr>
<th>Ending this Addendum when the Approved Addendum changes</th>
<th>Which Parties may end this Addendum as set out in Section 19:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Importer</td>
<td>Importer</td>
</tr>
</tbody>
</table>

### PART 2: MANDATORY CLAUSES

<table>
<thead>
<tr>
<th>Mandatory Clauses</th>
<th>Part 2: Mandatory Clauses of the Approved Addendum, being the template Addendum B.1.0 issued by the ICO and laid before Parliament in accordance with s119A of the Data Protection Act 2018 on 2 February 2022, as it is revised under Section 18 of those Mandatory Clauses.</th>
</tr>
</thead>
</table>

Customer Security Assessment Policy and Guidelines

Last updated : 2021-08-20 17:59:25

Within the term of products and services purchased by you from Tencent Cloud, you may conduct a security assessment on the code, data, applications and components you deploy on Tencent Cloud. The security assessment includes, but is not limited to, vulnerability scans, penetration tests, stress tests and vulnerability mining (same for the full text). If you intend to proceed with the security assessment, your consent to and compliance with the following policy and guidelines (hereinafter referred to as these “Guidelines”) shall be required:

1. You shall not perform any security assessment on the infrastructure, platform, products or services of Tencent Cloud, including but not limited to servers, database systems and underlying applications, etc.

2. If you found any security vulnerability relating to the infrastructure, platform, products or services of Tencent Cloud in the course of your security assessment, please contact the Tencent Cloud security team (cloud_sec@tencent.com) immediately. You shall not disclose all or part of the information relating to such vulnerability to the public nor provide it to any third parties.

3. In conducting the security assessment, you shall not violate these Guidelines, nor perform the assessment beyond the scope of resources you purchase and create through your Tencent Cloud account.

4. If you want to carry out a stress test while conducting the security assessment, you shall be required to make an application for the test to the Tencent Cloud security team (cloud_sec@tencent.com). When making the application, a complete stress test proposal shall be submitted and such stress test shall be performed only after the application is approved. The stress test must be carried out in strict compliance with the stress test proposal during the test.

5. If a phishing test (i.e. sending phishing emails, phishing links and phishing documents, etc. to the users of your business) is to be included while conducting the security assessment, you shall conduct the phishing test in compliance with laws and regulations and publicly explain to such users about the act of performing the phishing test and the details of such test following the completion of the assessment so as to avoid any disputes arising from the phishing act. Please be aware that simulated phishing attacks can lead to adverse press and compromise user trust, therefore the group of persons selected for simulated phishing attacks must consent to participating in security and similar assessments. In the event of any complaints from users, disputes or other issues, you shall resolve them on your own and any consequences in connection therewith shall be solely borne by yourself.

6. If the procedures involving data, code and other information (including but not limited to the assessment of a disaster recovery emergency plan and destructive data or code test, etc.) are to be carried out while conducting the security assessment, you shall keep a backup of your data, code and other information properly by yourself and solely bear any consequences as a result therefrom.
7. Prior to the security assessment, you should be aware of any potential risk that may be caused by the security assessment and ensure that you have the lawful right to conduct the security assessment on the targets of such assessment. You shall solely assume all consequences and liabilities arising from the security assessment, and Tencent Cloud shall not be liable for any losses in connection with any loss of information (such as code and data) and any interruption, suspension of or impact on business operations caused by the security assessment.

8. Prior to the security assessment, you should make yourself fully familiar with and observe the provisions of applicable laws and regulations with respect to the relevant tasks, conduct the security assessment in compliance with laws and regulations and observe all requirements under these Guidelines. If you are in breach of any provisions of these Guidelines, laws and regulations and Tencent service agreements, etc., you shall solely take all responsibilities for such breach and be liable to indemnify any third parties such as Tencent Cloud or other Tencent Cloud users against any losses suffered by them arising therefrom. Further, you understand and agree that the consent given to you by Tencent Cloud with respect to the conducting of the stress test and any other security assessments does not indicate that you will be exempt from all liabilities in connection with the stress test and any other security assessments. If a security incident occurs due to your failure to perform the stress test pursuant to the stress test proposal during the test or the third parties such as Tencent Cloud and other Tencent Cloud users are affected by the security assessments, you shall still be required to take all responsibilities in respect thereof and be liable to indemnify any third parties such as Tencent Cloud and other Tencent Cloud users against any losses suffered by them as a result thereof. Please be mindful that there are regulations in many jurisdictions that make it an offence to engage in certain computer or electronic activities that may compromise security or lead to unlawful access to information. This can include actions perceived to be pre-emptive of computer crimes, such as scanning third party systems. Therefore, you must ensure that any security assessments or penetration tests are conducted only where it is lawful and with any necessary consents from customers.
Acceptable Use Policy

INTRODUCTION

This Acceptable Use Policy sets out rules of good behaviour applicable to your use of Tencent Cloud. By using Tencent Cloud, you agree to this Policy.

Should you have any questions about, or any person’s compliance with, this Policy, please contact us at cloudlegalenquiries@tencent.com.

Any terms used in this Policy will have the same meaning as the equivalent defined terms in the Tencent Cloud Terms of Service, unless the context requires otherwise.

PROHIBITED ACTIVITIES

You agree not to (and to not allow or cause any person (including any End Users) to) engage in any of the following prohibited activities (or encourage any person to engage in such prohibited activities) on or in relation to Tencent Cloud.

- **No breach of the Tencent Cloud Terms of Service.** You may not use Tencent Cloud in any manner or for any purpose which breaches the Tencent Cloud Terms of Service (including this Policy) or which breaches the terms of service of any other Tencent service or product.

- **No illegal, harmful or offensive use or content.** You may not use Tencent Cloud to:
  
  - violate any applicable laws, regulations, governmental orders or decrees;
  
  - engage in, promote, or encourage any illegal (or potentially illegal) activities;
  
  - send any unsolicited, unauthorised spam, advertising or promotional messages;
  
  - share or publish any other person’s personally identifiable information using Tencent Cloud without their express consent;
  
  - create multiple accounts for disruptive or abusive purposes;
submit, upload, store, transmit, distribute, display or otherwise make available any content (whether displayed publicly or not) which in fact or in our reasonable opinion:

- violates any applicable laws or regulations;
  - infringes our rights or any third party’s rights – including any intellectual property rights, contractual rights, confidentiality rights or privacy rights;
  - creates a risk of loss or damage to any person or property;
  - is fraudulent, false, misleading or deceptive;
  - harms or exploits, or may harm or exploit any person (whether adult or minor) in any way, including via bullying or harassment, or threats, support, or encouragement of violence;
  - is hateful, harassing, abusive, promoting bigotry, racially or ethnically offensive, defamatory, humiliating to other people (publicly or otherwise), threatening, profane or otherwise objectionable;
  - promotes or encourages self-harming; or
  - is pornographic, sexually explicit, violent or otherwise of a mature nature; or
- impersonate any person or misrepresent your affiliation with any person or entity in registering or using an account (including by creating a misrepresentative account name or accessing another user’s account) or in making any communications or sharing or publishing any content or information using Tencent Cloud.

No security breach or network abuse. You may not use Tencent Cloud to:

- interfere with, or attempt to interfere with, any user’s or any other party’s access to Tencent Cloud;
- disable, interfere with or circumvent any parts of Tencent Cloud;
- intentionally distribute viruses, worms, Trojan horses, corrupted files or other malicious code or items;
- probe or test the vulnerability of, or otherwise circumvent (or attempt to circumvent) any security features on, Tencent Cloud, our Systems or other users’ Systems. "Systems" means any network, computer or telecommunication systems;
- decompile, reverse compile or reverse engineer any of Tencent Cloud Software, or seek to do any of the foregoing, except to the extent that applicable laws and regulations do not allow us to prevent you from doing this;
- interfere with our, any user’s or any other party's Systems – including via unauthorised access; interception of data or connections; falsifying the origin of your data or connections; or attacking any Systems in an unauthorised manner (including by "Denial of Service" attacks or broadcast attacks); or
- operating any Systems or services on (or that connect to) Tencent Cloud that are prohibited by us, at our sole discretion.

RESTRICTIONS ON YOUR USE OF TENCENT CLOUD SOFTWARE
You may not, and you may not permit any other person (including any End Users) to (except where we expressly permit you to do so):

- sub-license, rent, lease or sell Tencent Cloud Software;
- use Tencent Cloud Software to gain unauthorised access to any system, account or data;
- directly or indirectly charge others for use or access to Tencent Cloud Software;
- directly or indirectly suggest our support or endorsement of any product, service or content (including any personal web site);
- make Tencent Cloud Software publicly available or available on any network for copying, download or use by any person or persons;
- remove, obscure or modify any copyright, trade mark or other proprietary rights notice, marks or indications found in or on Tencent Cloud Software;
- misrepresent the source or ownership of Tencent Cloud Software;
- copy, reproduce, adapt, modify, translate or create derivate works from Tencent Cloud Software, lend, hire, rent, perform, sub-license, make available to the public, broadcast, distribute, transmit or otherwise use any Licensed Item in whole or in part, or attempt to do any of the foregoing;
- attempt to disrupt or interfere with Tencent Cloud Software, including manipulating the legitimate operation of Tencent Cloud Software;
- use cheats, exploits, automation software or any unauthorised third party software designed to modify or interfere with Tencent Cloud Software;
- disrupt or overburden any computer or server used to offer or support Tencent Cloud Software, or other users’ use of Tencent Cloud Software; or
- develop any plug-ins, external components, compatibles or interconnection elements or other technology that inter-operate with Tencent Cloud Software, except where we expressly permit you to do so via Tencent Cloud Software.

Where we have granted you such express permission, such use by you of the Tencent Cloud Software will be subject to the Tencent Cloud Terms of Service and any Additional Terms as notified by us to you.

Please note that there may be technological measures in Tencent Cloud Software that are designed to prevent unlicensed or unauthorised use of Tencent Cloud Software or use of Tencent Cloud Software in breach of this Policy. You agree that we may use these measures and that you will not seek to disable or circumvent them in any way.

**PROHIBITED USERS**

In addition to any prohibitions as set out in the Tencent Cloud Terms of Use, you may not register for or use Tencent Cloud if:

- you are less than 13 years of age; or
• we have previously terminated your account and advised you that you may no longer use Tencent Cloud or any of our other services.

BREACH OF THIS POLICY OR MISUSE OF TENCENT CLOUD

We reserve the right, but are not obliged, to investigate any alleged breach of this Policy or misuse of Tencent Cloud. We may terminate any user’s use of or access to Tencent Cloud in accordance with the Tencent Cloud Terms of Service. In addition, and to the extent not already allowed by the Tencent Cloud Terms of Service, we may report any activity that violates (or may violate) any applicable laws or regulations to appropriate law enforcement or regulatory authorities or other appropriate third parties, and cooperate with such authorities or third parties in any related investigations. Such cooperation may include disclosing:

• Your Content in accordance with the Tencent Cloud Terms of Service;
• any Tencent Cloud-related information that relates to the alleged breach of this Policy or misuse of Tencent Cloud; and/or
• any other information or materials as allowed by the Tencent Cloud Terms of Service.
Copyright Policy

Last updated: 2021-11-25 11:29:13

Tencent Cloud respects the intellectual property rights of others and requires that you do the same when using Tencent Cloud. The Tencent Cloud Terms of Service (including the Tencent Cloud Acceptable Use Policy) prohibit you from using Tencent Cloud to infringe the copyrights of any third parties.

If you wish to report any content or material that infringe your intellectual property rights has been uploaded to a Tencent Cloud service, please report the alleged infringement by filling in the Tencent Cloud International Portal Copyright Complaint Form. This will enable us to investigate your infringement complaint quickly and efficiently.

Tencent Cloud will also respond to copyright notifications submitted in accordance with our DMCA-based Notification Policy. If we receive a valid copyright notice related to material uploaded by you, we will forward you a copy of the notice and we may take steps to remove or disable access to the allegedly infringing material, which may include suspending your access to Tencent Cloud. If we receive a valid copyright notice related to material uploaded to your Application by your End User, then we will forward you a copy of the notice and you must act promptly to: (i) forward the notice to the End User responsible for uploading the material and (ii) remove or disable access to the allegedly infringing material. If you fail to respond to any takedown notice promptly, or if we otherwise determine that it is necessary for us to remove or disable access to the allegedly infringing material in order to satisfy legal requirements, then we may take steps to remove or disable access to your Application in its entirety and/or suspend your access to Tencent Cloud. If you believe that the notice is incorrect or that you have the right to use the material at issue, you (or your End User responsible for uploading the material), may respond to the notifying party directly and/or send a counter-notice to Tencent Cloud under Section 512(g)(3) of the Digital Millennium Copyright Act (“DMCA”). If Tencent Cloud determines that you or your End Users, have repeatedly infringed the copyrights of others or repeatedly failed to respond to valid takedown requests in a timely manner, we may terminate your account in appropriate circumstances. Please see our Notification Policy for more information.
Notification Policy

Last updated: 2021-06-29 16:26:16

Tencent Cloud has adopted the following general policy toward copyright infringement in accordance with the Digital Millennium Copyright Act (https://www.copyright.gov/legislation/dmca.pdf) (“DMCA”).

Procedure for Reporting Copyright Infringement

Tencent Cloud responds to copyright notifications submitted in accordance with the DMCA. Section 512 of the DMCA outlines the statutory requirements necessary for formally reporting copyright infringement, as well as providing instructions on how an affected party can appeal a removal by submitting a counter-notice.

If you believe that material or content residing on or accessible through Tencent Cloud infringes a copyright, please send a notice of copyright infringement containing the following information to the Designated Agent to Receive Notification of Claimed Infringement ("Designated Agent") at the address listed below:

1. A physical or electronic signature of a person authorized to act on behalf of the owner of the copyright that has been allegedly infringed.

2. Identification of works or materials being infringed; this includes, at a minimum and if applicable, the URL or IP address of the link shown on the site where such material may be found, as well as the reference or link to the material or activity that you claim to be infringing, that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate that reference or link, including at a minimum, if applicable, the URL or IP address of the link shown on the site where such reference or link may be found.

3. Contact information about the notifier including address, telephone number and, if available, e-mail address.

4. A statement that the notifier has a good faith belief that the material is not authorized by the copyright owner, its agent, or the law; include this statement in the body of the notice:

   "I hereby state that I have a good faith belief that the disputed use of the copyrighted material or reference or link to such material is not authorized by the copyright owner, its agent, or the law (e.g., as a fair use)."

5. A statement made under penalty of perjury that the information provided is accurate and the notifying party is authorized to make the complaint on behalf of the copyright owner; include this statement in the body of the notice:

   "I hereby state that the information in this notice is accurate and, under penalty of perjury, that I am the owner, or authorized to act on behalf of the owner, of the copyright or of an exclusive right under the copyright that is allegedly infringed."
Please contact the Designated Agent at cloud_complaint@tencent.com, with a copy to copyrightnotice@tencent.com, or at:

Tencent Cloud
Attention: Legal Department (Copyright Notification)
2747 Park Blvd.
Palo Alto, CA 94306

In addition to the requirements listed above, it may be helpful to include additional information to allow us to identify the work that you claim has been infringed (e.g., a screenshot or copy of the work or the allegedly infringing material). The more details you include in your notification, the easier it will be for Tencent Cloud to respond to your notice.

Consequences of Sending A DMCA Notice

Tencent Cloud will review your notice for accuracy, validity, and completeness. If we find that it satisfies these requirements, we may take appropriate measures consistent with the DMCA. This includes acting expeditiously to forward the notice to the user associated with the allegedly infringing material and removing or disabling access to the allegedly infringing material. If the person who posted the material believes that the notice is incorrect or that they have the right to use the material at issue, they may send a counter-notice under Section 512(g)(3) of the DMCA. If we receive a counter-notice, we will forward it to you and it is up to you to take further legal action. If you do not respond to a valid counter-notice within 10 business days, we may repost or reinstate access to the material.

Please carefully consider any submission of a notice, particularly if you are unsure whether you own (or are lawfully authorized to use) the relevant material. Under 17 U.S.C. § 512(f), you may be liable for any damages, including costs and attorneys’ fees incurred by us or our users, if you knowingly materially misrepresent that material or activity is infringing. So before you send a DMCA notice, make sure that you are the actual copyright holder (or are authorized to act on behalf of the owner), that you have a good-faith belief that the material you are identifying is actually infringing (e.g., that it is not a fair use), and that you understand the repercussions of submitting a false claim.

Procedure for Submitting a Counter-Notice

If you are a user who posted allegedly infringing material and who received notification to that effect from Tencent Cloud, you may elect to send us a counter-notice if you dispute the claim of infringement. Your counter-notice must include the following information:

1. A physical or electronic signature from you or a person authorized to act on your behalf.
2. Identification of the disputed material and the location at which the disputed material appears or appeared before it was removed or access to it was disabled.
3. A statement under penalty of perjury that you have a good faith belief that the material was removed, disabled, or identified as infringing as a result of mistake or misidentification.
4. Your contact information, including your name, address, and telephone number, and a statement that you consent to the jurisdiction of Federal District Court for the judicial district in which the address is located, or if your address is outside of the United States, for any judicial district in which Tencent Cloud may be found, and that you will accept service of process from the person who provided the initial copyright notification or an agent of such person.

Such written notice should be sent to our Designated Agent at cloud_complaint@tencent.com, with a copy to copyrightnotice@tencent.com, or at:

Tencent Cloud

Attention: Legal Department (Copyright Notification)

2747 Park Blvd.

Palo Alto, CA 94306

Repeat Infringer Policy

Consistent with the requirements of the DMCA and in appropriate circumstances, Tencent Cloud will promptly terminate the accounts of subscribers who repeatedly infringe the copyrights of others.
1. INTRODUCTION

1.1 This Service Level Agreement for Tencent Cloud ("SLA") is incorporated into, and forms part of, the Tencent Cloud for Organisations Agreement (the "Agreement") entered into between Tencent and Organisation. This SLA applies separately to each account using Tencent Cloud.

1.2 This SLA, including the Service Levels referenced in Section 5 below, will be effective only during the SLA Term (as defined in Schedule 2 to the Agreement).

1.3 Capitalised terms used but not defined in this SLA will have the meaning given to them in Schedule 1 of the Agreement.

1.4 Tencent may amend this SLA (including any Service Levels) in accordance with Clauses 3.4 and 3.5 of the Agreement.

1.5 In this SLA:

(a) "Billing Cycle" means a monthly billing cycle for the Charges during the Term;

(b) "Service Credit" means a credit that Tencent will (subject to the terms and conditions of the Agreement) apply towards future Charges otherwise due and payable by Organisation under the Agreement; and

(c) "Service Level" means a service standard identified as a Service Level, as detailed in Section 5 below.

2. SERVICE LEVELS AND SERVICE CREDITS

2.1 Tencent will use reasonable efforts to make Tencent Cloud available in accordance with the Service Levels. If Tencent Cloud does not meet a Service Level during a particular calendar month (an "Incident"), then (subject to the terms and conditions of the Agreement) Organisation is eligible to receive a Service Credit as detailed below.

2.2 All Service Levels will be calculated on a per-account, per-complete calendar month basis. Service Levels will not be calculated, and no Service Credits will be due, for any non-complete calendar month (i.e. if Organisation does not purchase a particular Tencent Cloud service for a complete calendar month, no Service Levels or Service Credits are applicable in relation to that service for that non-complete calendar month).

2.3 Service Credits are calculated as a percentage of the total Charges paid by Organisation to Tencent in respect of the relevant Tencent Cloud service provided under the Agreement during the relevant calendar month in which the Service Level was calculated.
2.4 Any Service Credits credited to Organisation:

(a) will only be applied against future payments of Charges due from Organisation’s account to Tencent for the relevant Tencent Cloud service that is subject of the relevant Incident;

(b) unless otherwise expressly set out in the Agreement, will be Organisation’s sole and exclusive remedy for:

   (i) Tencent’s failure to meet the applicable Service Level; and

   (ii) any unavailability of, loss of performance or functionality of, or other failure by Tencent to provide Tencent Cloud (or any part of Tencent Cloud); and

(c) will not entitle Organisation to any other refund or payment from Tencent or to unilaterally withhold payment of any Charges or other amounts owing to Tencent.

2.5 The Service Credits credited to Organisation (pursuant to this SLA and pursuant to all applicable Service Levels) for any particular Tencent Cloud service in any given calendar month will not, under any circumstance, exceed the Charges paid and payable by Organisation for that particular Tencent Cloud service in that calendar month.

3. SERVICE CREDIT CLAIMS

3.1 To receive a Service Credit for an Incident, Organisation must submit a claim to Tencent (a “Service Credit Claim”). A Service Credit Claim can be submitted via the Tencent Cloud website (the “Service Credit Claim Form”).

3.2 To be eligible for a Service Credit, Organisation must submit a Service Credit Claim to Tencent within 60 days of the Incident’s commencement date, with all information requested on the Service Credit Claim Form being completed by Organisation to Tencent’s satisfaction (acting reasonably). Failure by Organisation to provide all necessary information in respect of a Service Credit Claim within 60 days of the Incident’s commencement date will disqualify Organisation from receiving a Service Credit.

3.3 Tencent will evaluate each Service Credit Claim using information reasonable available to it, and (acting reasonably and in good faith) determine whether a Service Credit is owed to Organisation for that Service Credit Claim. Tencent will use reasonable efforts to complete such evaluation within 60 days of Tencent’s receipt of a properly completed Service Credit Claim.

3.4 If Tencent determines that a Service Credit is owed to Organisation for a Service Credit Claim, Tencent will apply the Service Credit as a deduction to the Charges payable by Organisation in the next Billing Cycle after such determination.

3.5 If more than one Service Level is not met because of an Incident, Organisation may choose only one Service Level under which to make a claim based on that Incident. If Organisation fails to make such a choice, Tencent may in its discretion choose which Service Level default forms the basis for any Service Credit.

3.6 Tencent’s determination in relation to all Service Credit Claims is final and binding.
4. EXCLUSIONS

4.1 Under no circumstances will this SLA, Service Levels or Service Credits apply to, and under no circumstances will Tencent be liable for, any performance or availability issues relating to Tencent Cloud that are due to any one or more of the following (collectively, the "Exclusions"):

(a) factors outside of Tencent's reasonable control – for example, due to:
   (i) any Force Majeure Event;
   (ii) any equipment, telecommunications or network failure external to Tencent Cloud's data centres, including at Organisation's site or in relation to Organisation's connections from its site to Tencent Cloud's data centres;
   (iii) any security breaches of Tencent Cloud by third parties, provided that Tencent has implemented and followed appropriate security practices (and in accordance with the Tencent Cloud Terms of Service);
   (iv) substantial increase in user traffic that Tencent had no prior notice of and/or had no reasonable control over; or
   (v) any content delivery failure due to non-compliance with local network regulations and/or licensing;

(b) any network, services, hardware or software not provided by Tencent, including:
   (i) any third-party hosting or cloud service; or
   (ii) any third-party DNS or traffic management service;

(c) Organisation's non-compliance with the Agreement or any instructions concerning the use of Tencent Cloud notified by Tencent from time to time – including:
   (i) any failure to comply with the TOS, including the Privacy Policy, Acceptable Use Policy or Copyright Policy; or
   (ii) using Tencent Cloud in a manner inconsistent with its features and functions – for example, performing operations on, configuring or inputting instructions that are not supported by Tencent Cloud;

(d) Organisation's use of a beta or test version of Tencent Cloud;

(e) Organisation's failure to implement and follow appropriate security practices, including by protecting any of Organisation's Tencent Cloud account login details;

(f) any suspension or termination by Tencent of Organisation's use of or access to Tencent Cloud in accordance with the Agreement;

(g) planned or unplanned maintenance to Tencent Cloud; or

(h) any other exclusions for specific Service Levels as set out at Section 5 below.

5. SERVICE LEVELS
The Service Levels that apply to specific Tencent Cloud services are set out at:

- CVM Service Level Agreements
- CDB Service Level Agreements
- CDN Service Level Agreements
- Redis Service Level Agreement
In order to use the Tencent Cloud Virtual Machine ("CVM") service (the "Service"), you should read and comply with this Cloud Virtual Machine Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Unless otherwise stipulated, this Agreement does not apply to instances and functions of CVM closed beta testing. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Virtual Machine (CVM)

CVM means computing capabilities that can be scaled up in the cloud provided to you by Tencent Cloud, which saves you from resource projection and upfront investment required in using traditional servers. For details, please refer to the Service you purchase, and the contents of the Service provided by Tencent Cloud.

1.2 Single Instance

Single Instance means one (1) CVM instance, i.e., the unit CVM.

1.3 Total Time of a Single Instance in a Service Month

Total Time of a Single Instance in a Service Month = the total number of days of the Service Month for such Single Instance × 24 (hours) × 60 (minutes).

1.4 Instance Unavailability
When a CVM instance with incoming and outgoing permission rules properly configured fails to communicate with an IP address, neither incoming nor outgoing, via TCP or UDP protocol, and such failure lasts for more than one (1) minute, it will be deemed that the CVM instance is unavailable within such one (1) minute.

1.5 Single Instance Service Downtime Calculated in Minutes

Single Instance Single Service Downtime Calculated in Minutes = the time Instance Unavailability is fixed – the time Instance Unavailability starts. The Single Instance Single Service Downtime is calculated in minutes. (If the operational failure is fixed within one (1) minute, i.e., the Instance Unavailability lasts for less than one (1) minute, such downtime will not be counted.) A period that is longer than one (1) minute but shorter than two (2) minutes will be counted as two (2) minutes. For example, if the Single Instance Single Service Downtime is one (1) minute and one (1) second, the Single Instance Single Service Downtime Calculated in Minutes would be two (2) minutes.

The Single Instance Service Downtime Calculated in Minutes is the total of Single Instance Single Service Downtime Calculated in Minutes of such instance in a Service Month.

1.6 Instance Unavailability Across Availability Zones in A Single Region

If the user deploys CVM instances in at least two (2) availability zones in the same region (referred to as “Across Availability Zones in A Single Region” herein), when all CVM instances in any availability zone in such region become unavailable and certain CVM instance(s) in other availability zone(s) in such region also becomes unavailable, such unavailability of CVM instance(s) in other availability zone(s) in such region will be deemed as Instance Unavailability Across Availability Zones in A Single Region. For example, if the user deploys CVM instances in both Availability Zone A and Availability Zone B in the same region, when certain CVM instance in Availability Zone A becomes unavailable and all CVM instances in Availability Zone B become unavailable, the unavailability of instance in Availability Zone A will be deemed as Instance Unavailability Across Availability Zones in A Single Region.

1.7 Service Downtime Across Availability Zones in A Single Region Calculated in Minutes

Single Service Downtime Across Availability Zones in A Single Region Calculated in Minutes = the time Instance Unavailability Across Availability Zones in A Single Region is fixed – the time Instance Unavailability Across Availability Zones in A Single Region starts. The Single Service Downtime Across Availability Zones in A Single Region is calculated in minutes. (If the operational failure is fixed within one (1) minute, i.e., the Instance Unavailability Across Availability Zones in A Single Region lasts for less than one (1) minute, such downtime will not be counted.) A period that is longer than one (1) minute but shorter than two (2) minutes will be counted as two (2) minutes. For example, if the Single Service Downtime Across Availability Zones in A Single Region is one (1) minute and one (1) second, the Single Service Downtime Across Availability Zones in A Single Region would be two (2) minutes.

The Service Downtime Across Availability Zones in A Single Region Calculated in Minutes is the total of Single Service Downtime Across Availability Zones in A Single Region Calculated in Minutes of such instance in a Service Month.

1.8 Service Month(s)
Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated separately for each Service Month.

1.9 Monthly Service Fee

Monthly Service Fee means the aggregate service fees paid by you for a Single Instance in one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted.

2. Service Availability

2.1 Calculation of Service Availability

Tencent Cloud guarantees two levels of Service Availability for a CVM instance, the Single Instance Service Availability and the Service Availability Across Availability Zones in A Single Region. Both the Single Instance Service Availability and the Service Availability Across Availability Zones in A Single Region are calculated on the basis of a single instance.

(1) Single Instance Service Availability:
Single Instance Service Availability = (Total Minutes of a Single Instance in a Service Month - Single Instance Service Downtime Calculated in Minutes) / Total Minutes of a Single Instance in a Service Month × 100%

(2) Service Availability Across Availability Zones in A Single Region:
Service Availability Across Availability Zones in A Single Region = (Total Minutes of a Single Instance in a Service Month - Service Downtime Across Availability Zones in A Single Region Calculated in Minutes of the Single Instance) / Total Minutes of a Single Instance in a Service Month × 100%

2.2 Service Availability

(1) The Single Instance Service Availability of the Service provided by Tencent Cloud will be no less than 99.975%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below. Assuming that a Service Month has thirty (30) days, the total available time of a Single Instance in such month shall be 30 (days) × 24 (hours) × 60 (minutes) × 99.975% = 43189.2 minutes; that is, the Service Downtime of the instance in such month will be 43200 – 43189.2 = 10.8 minutes.

(2) The Service Availability Across Availability Zones in A Single Region of the Service provided by Tencent Cloud will be no less than 99.995%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below. Assuming that a Service Month has thirty (30) days, the total available time of a Single
Instance in such month shall be $30 \times 24 \times 60 \times 0.99995 = 43197.84$ minutes; that is, the Service Downtime Across Availability Zones in A Single Region in such month will be $43200 - 43197.84 = 2.16$ minutes.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Single Instance Service Availability in a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month.

<table>
<thead>
<tr>
<th>Single Instance Service Availability in a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 99% and &lt; 99.975%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>≥ 95% and &lt; 99%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

(3) If the Service Availability Across Availability Zones in A Single Region in a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month.

<table>
<thead>
<tr>
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</tr>
<tr>
<td>&lt; 95%</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>
(4) If a CVM instance is eligible to compensations according to standards set forth in both Articles 3.1(2) and 3.1(3), whichever is higher shall be applied.

3.2 Time Limit for Compensation Application

(1) If the Single Instance Service Availability or the Service Availability Across Availability Zones in A Single Region in a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any failure or configuration adjustment of any network or equipment that is not Tencent Cloud facility;

4.2 any hacker attack on a user’s application;

4.3 any loss or leak of data, pin or password due to improper maintenance or confidentiality measures of a user;

4.4 any negligence of, or operation authorized by, a user;

4.5 any failure by a user to abide by documentation or suggestions for using Tencent Cloud products, for example, shutting down, restarting, or uninstalling cloud storage of a CVM instance via Tencent Cloud control penal, API, CLI or otherwise;

4.6 any start-up dependence on local disk and data stored herein, which data is removed due to system failure;

4.7 any CVM instance error caused by software installed by a user, any other third-party software or configuration not directly operated by Tencent Cloud;

4.8 any event of force majeure including without limitation natural disasters such as earthquake, flood and plague, social events such as war, riot and government action, technology incidents such as disconnection of
telecommunication trunk circuits, hacker attack and network congestion, technological adjustment by telecommunication authorities, and government regulation and control;

4.9 any suspension or termination of servers resulting from any violation by a user of the Tencent Cloud Service Agreement, including without limitation the release of a CVM instance open for bidding when the bidding offer of a user is lower than the closing price, and the suspension of service or release of a CVM instance due to a user’s delay in payment;

4.10 any temporary downtime of the Service due to normal maintenance or upgrade of CVM by Tencent Cloud as described in the Tencent Cloud Service Agreement;

4.11 any Service unavailability or failure of the Service to meet the standard due to any reason not attributable to Tencent Cloud;

4.12 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
To use the Tencent Kubernetes Engine ("TKE") service (the "Service"), you should read and observe this Tencent Kubernetes Engine Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Unless otherwise stipulated, this Agreement does not apply to instances and functions of TKE closed beta testing. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Kubernetes Engine

Tencent Kubernetes Engine ("TKE") is the Kubernetes cluster management services provided by Tencent Cloud to you ("Client") via Tencent Cloud platform, including without limitation cluster management, node management and image storage management. For details, please refer to the Service purchased by you and the content of Service provided by Tencent Cloud. You may create and manage Kubernetes cluster by using the Service and deploy your container business in the cluster.

1.2 Service Month(s)

Service Month(s) is the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.
1.3 Service Downtime Calculated in Minutes within a Service Month

When all the attempted operation made by you within one minute via cluster management API or console website fail, such one minute shall count towards the Service downtime of the Service Month. When the attempted operations made by you within one minute via cluster management API or website console succeed in full or in part, such one minute shall not count towards the Service downtime of the Service Month, and the Service within such one minutes shall be deemed available. The sum of the unavailable minutes during a Service Month shall be the Service downtime calculated in minutes for such Service Month.

1.4 Total Time of a Service Period Calculated in Minutes

Total Time of a Service Period Calculated in Minutes = The number of days of the Service Month × 24 (hours) × 60 (minutes).

1.5 Directly Related Tencent Cloud Products

When using container function of the Service, Tencent Cloud products such as CVM, CLB, CBS, CFS and CLS may be involved. The Directly Related Tencent Cloud Products means that if business abnormality is caused by TKE components, only costs for directly affected products, rather than indirectly affected products, shall be compensated, including without limitation the following:

1. If load balance creation is abnormal due to abnormal TKE load balance components, only relevant load balance costs will be compensated. The backend cloud server costs shall be excluded.
2. If block storage is abnormal due to abnormal TKE block storage components, only relevant block storage costs will be compensated. The backend cloud server costs shall be excluded.
3. If cluster node is abnormal due to abnormal TKE node management components, only relevant abnormal node costs will be compensated. The CLB, CBS and other costs shall be excluded.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = 1 - (Service Downtime Calculated in Minutes within a Service Month / Total Time of a Service Month Calculated in Minutes) × 100%

2.2 Standards of Service Availability

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

TKE service provide Standards of Service Availability for following product features:
1. Cluster Management: adding, deleting, modifying and checking clusters, opening or closing API server of cluster access of public network and private network.

2. Node Management: adding, deleting, modifying and checking nodes (for product anomaly due to Tencent Cloud Virtual Machine, please refer to Tencent Cloud Virtual Machine Service Level Agreement).

3. Network Storage Plugin Management: including Kubernetes components expanded from TKE, such as Elastic Network Interface, VPC, CLB, CBS (For product anomaly due to Tencent Cloud Elastic Network Interface, VPC, CLB, CBS, please refer to the service level agreement for the corresponding product).

4. Image Storage Management: adding, deleting, modifying and checking image storage.

3. Compensation Plan

3.1 Scope of Compensation

Tencent Cloud TKE provides compensation for affected product features including without limitation the following:

1. Cloud Virtual Machine anomaly due to TKE node management components.
2. Anomaly in creating or using load balance due to TKE load balance components.
3. Anomaly in creating or using block storage due to TKE block storage components.
4. Anomaly in creating or using document storage due to TKE document storage components.
5. Anomaly in creation or use due to TKE network management components (Gloabal Router, VPC-CNI).

Note: The following features are beyond the scope of compensation for Standards of Service Availability of TKE.

1. Effect caused open source software Kubernetes, Docker and operating system kernel and other open source portions.
2. Effect caused by relevant Tencent Cloud products per se, e.g., failure for TKE to create CLB due to CLB interface anomaly, anomaly for TKE to create resources because the quota has been reached or the resources are sold out.
3. Kubernetes plugins made available to the community as open source software’s by TKE.

3.2 Standards of Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

1. For TKE service, Tencent Cloud only compensates for issues caused by Directly Related Tencent Cloud Products, e.g., only relevant costs of load balance will be compensated for anomaly in creating load balance components due
to the TKE load balance components.

2. Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

3. If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 99.0% and &lt; 99.95%</td>
<td>10% of the monthly service fee for Directly Related Tencent Cloud Products</td>
</tr>
<tr>
<td>≥ 98.0% and &lt; 99.0%</td>
<td>20% of the monthly service fee for Directly Related Tencent Cloud Products</td>
</tr>
<tr>
<td>&lt; 98.0%</td>
<td>50% of the monthly service fee for Directly Related Tencent Cloud Products</td>
</tr>
</tbody>
</table>

3.3 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.
4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

1. Any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and failure simulation test;
2. Any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;
3. Any attack on your application interface or data, or any other misconduct;
4. Any loss or leak of data, pin or password due to your improper maintenance or improper confidentiality measures;
5. Any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device;
6. Any failure of you to abide by documentation or suggestions for using Tencent Cloud products;
7. Any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud.
8. Any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

Before using the TKE service, you should read carefully the relevant service description, technical specification and operation guide, etc. in official documentation of Tencent Cloud, and fully understand the relevant content and potential consequences. You understand and agree that, your use of TKE service is based on your sole independent and prudent judgement, and you shall be responsible for your own judgement or actions, including without limitation:

1. You should decide on your own the compatibility between the Service and the operation system, database and other software and hardware you choose;
2. TKE service does not guarantee the availability of operating system and kernel defects caused by the community;
3. You shall be responsible for your own operations (e.g., health check configuration, resource limitation configuration, container image configuration, code writing and business logic setting);
4. If you use other paid Tencent Cloud products while using TKE service, you shall pay for such products in accordance with the corresponding pricing arrangement and observe corresponding service terms;
5. TKE service only includes relevant technical structure and components for container service, including without limitation TKE API Server, ETCD, CLB, CBS and other Kubernetes Controller components of Tencent Cloud IAAS. TKE service is only responsible for the availability of its own components. For other Tencent Cloud products such as CVM, CLB and CBS, please refer to relevant service level agreements. You shall be solely responsible for your upstream application (business). In addition, it may cause adverse effect such as downtime if you upgrade operation system on your own. Please consider the risk and operate with caution.
5. Miscellaneous

1. The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

2. Tencent Cloud has the right to amend the terms of this Agreement and notify you as appropriate or necessary in light of changes in due course. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

3. As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
TCR Service Level Agreement

This Tencent Container Registry Enterprise Edition Service Level Agreement shall be effective on December 7, 2020.

In order to use the Tencent Container Registry Enterprise Edition (the “Service”), you shall read and comply with this Tencent Container Registry Enterprise Edition Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service Availability or success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Container Registry (TCR)

Refers to the cloud hosting and distribution service for container images and other cloud-native products provided to you (or the “Client”) by Tencent Cloud through the Tencent Cloud Platform, which includes a free Personal Edition and a paid Enterprise Edition.

1.2 Tencent Container Registry Enterprise Edition (TCR EE)

Refers to the enterprise-level cloud hosting and distribution service for container images and other cloud-native products provided to you (or the “Client”) by Tencent Cloud through the Tencent Cloud Platform, which supports the storage and distribution of Docker images and Helm Chart and security scan of images, and provides enterprise clients with granular access management and network access control. The service offers a paid tier; the user can purchase dedicated Registry Instances from the product console and enjoy the guarantees of this SLA. In this documentation, the Tencent Container Registry or TCR shall by default mean the Enterprise Edition thereof.

1.3 Single Instance

A Container Registry Instance with the unit count of 1.
1.4 Total Minutes of a Single Instance in a Service Month
Calculated by the formula: The total number of days in a Service Month for a Single Instance × 24 (hours) × 60 (minutes).

1.5 Instance Unavailable Minutes
A TCR EE Instance is deemed as unavailable in a minute if, within such minute, the client side attempts to access the given TCR EE Instance but is continuously returned with internal errors or fails to upload or pull images. The Instance Unavailable Minutes are the total number of minutes in which a TCR EE Instance is unavailable in a Service Period.

1.6 Service Month(s)
Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months, with the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16. The Service Availability will be calculated separately for each Service Month.

1.7 The Most Relevant Cloud Product
The use of the Tencent Container Registry feature through this Service involves the use of Tencent Cloud’s Cloud Object Storage (COS) product. The Most Relevant Cloud Product refers to the policy that if the malfunction of operation is attributable to a TCR component, the compensation shall be limited to the fees of the directly impacted product and exclude the fees of indirectly impacted products. The applicable circumstances include but not limited to: (1) If the COS interface as the backend of TCR malfunctions, the compensation shall be limited to the fees of the object storage service and exclude the fees of the TCR.

2. Service Availability

2.1 Calculation of Service Availability
The Service Availability shall be calculated on the basis of a Single Instance and with the following formula: Service Availability = (Total number of minutes in a Service Period – Unavailable Minutes of the Service) / Total number of minutes in a Service Period × 100%.

2.2 Service Availability Standard
The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 of this Agreement if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided in the Release of Liabilities provisions.

3. Compensation Plan
In respect of the Service (Tencent Container Registry Enterprise Edition), if the Service Availability is less than 99.9%, you are entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the abovementioned standard, the amount of compensation shall be calculated for such Service Month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month (the Monthly Service Fee referred to herein shall exclude the non-cash fee deducted by a voucher, a promotional coupon, or otherwise).

<table>
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<tr>
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<th>Value of Compensational Voucher</th>
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<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>90% &gt; Av</td>
<td>25% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation only through the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation

If you believe that the Service fails to meet the standards of the Service Availability or the service response period, you may apply for compensation within the period of time as stipulated under this Agreement. For the convenience of
verifying the circumstance, you shall at least provide the following information together with your compensation application:

(1) The date, start time, end time of the failure and a simple description of the failure.

(2) The screenshot or screencast of the failure or the system log.

(3) Other relevant information such as the account, device information (such as the models of the device hardware, the operation system, and the browser), the software configurations, and debugging information.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding duration of Service unavailability shall not be considered when calculating the Service unavailability period, shall not be eligible for compensation by Tencent Cloud, and Tencent Cloud shall not be held liable to you:

4.1 any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;

4.2 any hacker attack on a user’s application;

4.3 any loss or leak of data, pin or password due to improper maintenance or confidentiality measures of a user;

4.4 any negligence of, or operation authorized by, a user;

4.5 any failure by a user to abide by the documentation or suggestions for using Tencent Cloud products; for example, any unavailability resulting from the user’s operation to delete a TCR instance via the console, the API, CLI or other methods of control or the deletion or destroy of data of the COS Bucket backend storage with which a TCR instance is associated.

4.6 any event of force majeure including but not limited to natural disasters such as earthquake, flood and pandemic, social events such as war, riot and government action, technology incidents such as disconnection of telecommunication trunk circuits, hacker attack and network congestion, technological adjustment by telecommunication authorities, and government regulation and control;

4.7 any suspension or termination of service resulting from any violation by a user of the Tencent Cloud Service Agreement, including but not limited to the suspension of service or release of a TCR instance due to a user’s delay in payment;

4.8 any temporary downtime of the Service due to normal maintenance or upgrade of TCR by Tencent Cloud as described in the Tencent Cloud Service Agreement;

4.9 any Service unavailability or failure of the Service to meet the standard due to any reason not attributable to Tencent Cloud;
4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Serverless Cloud Function ("SCF") service (the "Service"), you should read and observe this Serverless Cloud Function Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Serverless Cloud Function (SCF): means the online hosting and operation service for serverless cloud function provided by Tencent Cloud.

1.2 Service Month(s): means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Service Downtime: If the Error Rate of the Service is higher than 5% within one unit time (each five (5) minutes as one calculation time unit), it shall be deemed that the Service is unavailable within such unit time. Service Downtime will be calculated based on the Error Rate on the server end.

1.4 Error Rate: means the percentage of the number of failed requests returned of the Service out of the total number of valid requests within unit time.

1.5 Failed Request: means internal errors of the Service, including return value "-1" for "InvokeResult" in the running of a cloud function, and HTTP request status code "5xx".
2. Service Availability

2.1 Calculation of Service Availability

Service Availability = 1 - (Service Downtime / total time within a Service Month) × 100%

2.2 Standard of Service Availability

The Service Availability for the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred to herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

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</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the monthly service fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application
(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5^th^) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standard specified herein, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

1. description of the Service unavailability incident and when it occurred.
2. the specific cloud function affected.
3. the record of Service interruption in the request log.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you.
4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.
4.3 any attack on your application endpoint or data, or any other mal-operation.
4.4 any loss or leak of any data, passcode, password due to your improper maintenance or improper confidentiality measures.
4.5 any mal-operation due to your negligence, or any operation authorized by you.
4.6 any failure of you to abide by user guide or suggestions for using Tencent Cloud products.
4.7 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
4.8 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation
or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Object Storage (“COS”) service (the “Service”), you should read and observe this Cloud Object Storage Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

**Cloud Object Storage (COS):** Object storage means a storage service that enables a user to store massive amounts of data using a Web interface. A user may upload, download and manage data via the HTTP REST API of the COS. COS supports automatic expansion, and the payment for the Service may be made in advance or in arrears.

**Service Month(s):** Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

**Error Rate Per Five Minutes:** Error Rate Per Five Minutes means the rate of the number of Failed Requests returned by COS within five (5) minutes to the total number of user requests within such five (5) minutes, calculated as follows:

\[
\text{Error Rate Per Five Minutes} = \frac{\text{number of Failed Requests per five minutes}}{\text{total number of user requests per five minutes}} \times 100\%
\]
Failed Request: Failed Request means a request with a server internal error code (including “Internal Error” (500 error) and “Service Unavailable” (503 error)) returned by COS, excluding any traffic restriction request due to the triggering of frequency control and any Failed Request due to the upgrade, alteration or shutdown of COS. User request means a request sent by a user and received by a COS server, excluding that sent by a user whose identity has not been authenticated, whose authentication fails, or for whom the Service is suspended or terminated due to unpaid overdue payment. Any request received by a COS server in a hacker attack, or any request asynchronously executed on back end with the configuration of cross-regional replication or life cycle rules, will not be deemed an effective or a Failed Request.

COS Service Monthly Fee: COS Service Monthly Fee means the fee for storing capacity, flow, request, data retrieval and other storage management fee incurred under a certain Tencent Cloud account of a user within a calendar month for using the COS Service.

2. Service Availability

2.1 Calculation of Service Availability

The Service Availability of the COS is calculated by the category of storage as follows:

\[
\text{Service Availability} = \left(1 - \frac{\text{the sum of all Error Rates Per Five Minutes within a Service Month}}{\text{the total number of unit time (i.e. five minutes) within a Service Month}}\right) \times 100\%
\]

2.2 Standards of Service Availability

You may upload, download and manage data via the API, SDK, control penal or user tools provided by the COS. In respect of different categories of storage, Tencent Cloud guarantees that the Service Availability of the standard storage service will be no less than 99.95%, and the Service Availability of the low frequency storage will be no less than 99.9%. If the Service Availability fails to meet aforementioned standard in a Service Month (other than circumstances set forth in the Release of Liabilities Section below), you may submit a support ticket to make an application to Tencent Cloud in accordance with Section 3 below.

3. Service Compensation

In respect of this Service, if the Service Availability of the standard storage service is lower than 99.95%, or the Service Availability of the low frequency storage is lower than 99.9%, compensations will be made as follows:

3.1 Standards of Compensation

1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud’s official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon
to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

2) If the Service Availability in a Service Month fails to meet the standard, the amount of compensation shall be calculated for such month independently, and **the aggregate amount will be no more than the applicable COS Service Monthly Fee paid by you for such month** (for the purpose of this provision, COS Service Monthly Fee shall exclude the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Storage Category</th>
<th>Service Availability in a Service Month</th>
<th>Value of Compensation Coupon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Storage</td>
<td>≥ 99% and &lt; 99.95%</td>
<td>20% of the COS Service Monthly Fee</td>
</tr>
<tr>
<td></td>
<td>&lt; 99%</td>
<td>50% of the COS Service Monthly Fee</td>
</tr>
<tr>
<td>Low Frequency Storage</td>
<td>≥ 98% and &lt; 99.9%</td>
<td>20% of the COS Service Monthly Fee</td>
</tr>
<tr>
<td></td>
<td>&lt; 98%</td>
<td>50% of the COS Service Monthly Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

1) If the Service Availability in a Service Month fails to meet the aforementioned Service Availability standard, you may apply for compensation **through (and only through) the support ticket system under your relevant account** after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service unavailable time shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance or unavailability with at least seven (7) days prior notice from Tencent Cloud to users.

4.2 any failure due to any network, equipment or configuration that is not Tencent Cloud facility.
4.3 any failure of the application interface or data of a user due to attack or other misconducts.

4.4 any failure due to negligence in authorization or mal-operation by a user, or due to any equipment of user, or third-party software or device.

4.5 any failure due to any force majeure event or accident.

4.6 any Service unavailability or failure to meet Service Availability standard due to any reason not attributable to Tencent Cloud.

4.7 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)

Note:
If you have questions about the calculation of availability, see the COS availability calculation example.
In order to use the Tencent Cloud File Storage ("CFS") service (the "Service"), you should read and observe this Cloud File Storage Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/“Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud File Storage (CFS): means the network attached storage service provided to you by Tencent Cloud that supports file access protocols such as NFS. You may write or read data via a file access protocol such as NFS. CFS is scalable on an automatic basis. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 File System Instance: The Service Availability shall be calculated on a single File System Instance basis.

1.3 Service Month(s): means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16.

1.4 Total Time of a Single File System Instance within a Service Month: the total number of days of the Service Month for such signal File System Instance × 24 (hours) × 60 (minutes).

1.5 Single File System Instance Service Downtime within a Service Month: If (and only if) all your continuous attempts to connect a specific single File System Instance fail within one (1) minute, it shall be deemed that the Service is unavailable within such one (1) minute. If the continuous attempts that have failed last less than one (1) minute, such time will not be counted into the Service downtime. The accumulated Service downtime so calculated in
minutes of a single File System Instance within a Service Month is the Single File System Instance Service Downtime for such Service Month.

1.6 CFS Monthly Service Fee: CFS Monthly Service Fee means the total service fees under a Tencent Cloud account of a client during one calendar month for a single File System Instance (including without limitation storage capacity, bandwidth or other storage management fees), excluding the portion paid but yet to be consumed and the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted.

2. Service Availability/ Service Success Rate

2.1 Calculation of Service Availability

The Service Availability of the Tencent Cloud File Storage service will be calculated on a single File System Instance basis as follows:

\[
\text{Service Availability} = \left( \frac{\text{Total Time of a Single File System Instance within a Service Month} - \text{Single File System Instance Service Downtime within a Service Month}}{\text{Total Time of a Single File System Instance within a Service Month}} \right) \times 100\%
\]

2.2 Service Availability/ Standard Indicator

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud’s official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable
**Monthly Service Fee paid by you for such month** (the Monthly Service Fee referred herein shall exclude the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Coupon</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.9% &gt; Av ≥ 99.0%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99.0% &gt; Av ≥ 98.0%</td>
<td>20% of the Monthly Service Fee</td>
</tr>
<tr>
<td>98.0% &gt; Av</td>
<td>50% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and failure simulation test;

4.2 any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.3 any attack on your application interface or data, or any other misconduct;

4.4 any loss or leak of data, pin or password due to your improper maintenance or improper confidentiality measures;
4.5 any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device;

4.6 any failure of you to abide by documentation or suggestions for using Tencent Cloud products;

4.7 any exceeding of the upper limit of the Service capacity corresponding to the version of the Service you purchase, resulting in delay in, or failure of, the delivery of the Service;

4.8 any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud.

4.9 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Block Storage ("CBS") service (the "Service"), you should read and observe this Cloud Block Storage Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Block Storage (CBS): means a persistent block storage service provided by Tencent Cloud for cloud servers. You may access reading and writing operations by mounting CBS to CVM cloud servers. For details, please refer to the Service you purchase, and the contents of the Service provided by Tencent Cloud.

1.2 Service Month(s): means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Total Time of a Single CBS Instance within a Service Month: the total number of days of the Service Month for a Single CBS Instance × 24 (hours) × 60 (minutes).

1.4 Single CBS Instance Service Downtime within a Service Month: If (and only if) the access to a single CBS instance continuously fails within one (1) minute, it shall be deemed that the Service with respect to such instance is unavailable within such one (1) minute. If the duration of inaccessibility is less than one (1) minute, such period will not be counted into the Service downtime. The accumulated Service downtime so calculated in minutes of a single CBS instance within a Service Month is the Single CBS Instance Service Downtime within a Service Month.
1.5 **CBS Monthly Service Fee**: means the aggregate service fees paid by a user for a single CBS instance under a Tencent Cloud account within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional voucher, due to discounted service fee or otherwise deducted.

2. **Service Availability / Service Uptime Metrics**

2.1 **Calculation of Service Availability**

Service Availability of CBS service is calculated on a single CBS instance basis as follows:

\[
\text{Service Availability} = \frac{\text{Total Time of a Single CBS Instance within a Service Month} - \text{Single CBS Instance Service Downtime within a Service Month}}{\text{Total Time of a Single CBS Instance within a Service Month}} \times 100\%
\]

2.2 **Standard of Service Availability/ Service Metrics**

The Service Availability of the Service will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

If a Service Month has thirty (30) days, the total available time of a single CBS instance in such month will be 43,178.4 minutes (= 30 (days) × 24 (hours) × 60 (minutes) × 99.95%); that is, there may be 21.6 minutes (= 43,200 minutes -- 43,178.4 minutes) Service downtime of the instance in such month.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable
Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.95% &gt; Av ≥ 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test.

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.

4.3 any attack on any of your application endpoints or data, or any other mal-operation.

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.
4.5 any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device.

4.6 any failure of you to abide by documentation or suggestions for using Tencent Cloud products.

4.7 any malfunction resulting from an event of force majeure or accident.

4.8 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.9 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Tencent Cloud Log Service Level Agreement

In order to use the Tencent Cloud Log Service (the “Service”), you shall read and comply with this Tencent Cloud Log Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service Availability or success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Log Service

The Cloud Log Service is a one-stop log service platform offered by Tencent Cloud that provides multiple services such as log collection, log storage, log search and analysis, real-time consumption and log delivery, assisting the user in business operations, security monitoring, log audition, and log analysis with logs.

1.2 Service Month(s)

Service Month(s) is the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

1.3 User Request and Failed Request

A User Request is a request that is sent by the user and received by the server end of the Cloud Log Service. A Failed Request refers only to such request that is returned with an error code of internal error of the server (5xx errors). None of the following requests shall be deemed as a Failed Request or a User Request:

(1) any request that fails the authentication due to, including but not limited to, the mismatch of calculated signatures and lack of request authorization;
(2) any request that lacks required parameters or contains illegal parameters due to noncompliance with the documentations of Tencent Cloud products.

1.4 Error Rate Per 5 Minutes

The Error Rate Per 5 Minutes is the ratio of the count of Failed Requests returned by the Tencent Cloud Log Service to the count of User Requests in the 5-minute period, which shall be calculated as follows:

\[
\text{Error Rate Per 5 Minutes} = \left( \frac{\text{Count of Failed Requests per 5 minutes}}{\text{Count of User Requests per 5 minutes}} \right) \times 100\%
\]

1.5 Monthly Service Fee

The Monthly Service Fee is the aggregated amount of fees arising from the usage of the Tencent Cloud Log Service in a Service Month under the user’s Tencent Cloud Account. The Monthly Service Fee shall exclude any amount deducted by vouchers, coupons, or service fee waivers.

2. Service Availability

2.1 Calculation of the Service Availability

\[
\text{Service Availability} = 1 - \left( \frac{\text{The sum of Error Rate Per 5 Minutes in a Service Month}}{\text{The total number of 5-minute periods in a Service Month}} \right) \times 100\%
\]

where the total number of 5-minute periods in a Service Month = 12 × 24 × number of days in that Service Month.

2.2 Service Indicator Standard

Tencent Cloud promises that the Service Availability of the Cloud Log Service will be no less than 99.9%. If the Service Availability of a Service Month fails to meet the abovementioned standard (other than in any circumstance as provided in the Release of Liabilities provisions), you may open a support ticket with Tencent Cloud for compensations according to the Compensation Plan set forth in this Agreement.

3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including, among others, the valid term; for details, please refer to the relevant rules of voucher published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such
voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the standard, the amount of compensation shall be calculated for such Service Month separately, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month.

<table>
<thead>
<tr>
<th>Service Availability in a Service Month</th>
<th>Value of Compensational Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but is or higher than 99.0%</td>
<td>15% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 99.0% but is or higher than 95.0%</td>
<td>30% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may apply for compensation only through the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding period of Service unavailability shall not be counted toward Service downtime, is not eligible for compensation by Tencent Cloud, and Tencent Cloud shall not be held liable to you**:**

4.1 any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test;

4.2 any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;

4.3 any attack on your application interface or data, or any other misconduct;
4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

4.5 any negligence in authorization or incorrect operation by you, or any of your own equipment, or third-party software or device;

4.6 any failure of you to abide by documentation or instructions for using Tencent Cloud products;

4.7 any unavailability of the Service or failure to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.8 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
1. General

(1) Tencent Cloud database service (the “Service”) is the public cloud database service provided by Tencent Cloud based on relational database, distributed database, time series database, document database, etc. to meet different needs of various products including websites and applications. This agreement applies only to master - slave (master - backup) instances.

(2) This Tencent Cloud Database Service Level Agreement (SLA) is supplemental to the Tencent Cloud Service Agreement and the Tencent Cloud Privacy Policy.

(3) Tencent Cloud has the right to amend its terms of service at any time and will announce such amendment via a notice on its website, an email notice or a text message notice, without obtaining additional consent of you.

(4) Unless otherwise specifically stipulated herein, for the purpose of this agreement, a "month" equals to thirty (30) calendar days which shall commence on the date when the Service is activated.

2. Service Guarantee Metrics

2.1 Service Availability

(1) Tencent Cloud guarantees that the availability of the Service will be no lower than 99.95%, which means that the available time of the Service in a month for your instances would be no less than 43,178.4 minutes (= 30 (day) × 24 (hour) × 60 (minute) × 99.95%), provided that the Service within a month may be unavailable for 21.6 minutes (= 43,200 minutes -- 43,178.4 minutes).

(2) The Service downtime due to any of the following reasons will not be counted into the Service downtime:

- any scheduled downtime due to any system maintenance with prior notice by Tencent Cloud, including system cutover, upgrade and malfunction simulation test.
- any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.
• any Service unavailability attributable to any person other than Tencent Cloud, such as hacker attack or negligence of your third-party supplier.

• any slow or no responding of any cloud database instance under ultra-high performance pressure; or duration of log re-do or recovery practices.

• any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.

• any mal-operation due to your negligence, or any operation authorized by you.

• any event of force majeure.

2.2 Data Deletion

Upon your request or prior to disposal or resale of a device, Tencent Cloud will perform low level formatting of disks to completely and irrecoverably delete all your data, and the disks will be demagnetized when they are discarded.

Upon destruction of a database, no data therein can be recovered.

2.3 Data Migration

Tencent Cloud will provide data in a standard database file format to enable you to save such data as a standard "sql" file by import/export tools, by means of which you may transfer such data into a cloud database or export such data onto your own server.

2.4 Data Confidentiality

Tencent Cloud adopts reasonable technical measures, including without limitation network isolation and access control, to ensure the isolation and invisibility of data and resources of different users.

2.5 Right to Know

(1) The location of data center where data is stored (users may query this by submitting a ticket).

(2) The number of data backups and the location of data center where the backup data is stored (users may query this by submitting a ticket).

(3) Tencent Cloud will assist you in choosing a data center with proper network conditions for data storage, and data backup will be allocated dynamically according to the utilization of resources. You, by default, is not required to choose a data center and a cold backup center. If you intend to choose a data center and/or a cold backup center, you may query this by submitting a ticket.

(4) The local laws and relevant laws of the People's Republic of China that a data center shall comply with.
(5) None of your data will be provided to any third party unless required by a government regulatory authority for regulation or audit purposes. The database instance behavior log will be used for data analysis of the database operation, but no user data will be presented externally.

2.6 Data Audit

Tencent Cloud may, in accordance with the current laws and regulations, and provided that the relevant procedural and formality requirements are fully compliant, disclose certain information, including without limitation operation log of key components, operation records of operation and maintenance personnel and operation records of users, for the purposes of cooperating with supervision and administration, evidence collection and investigations of governmental or regulatory authorities or otherwise.

2.7 Malfunction Recovery Capacity

Tencent Cloud database has failover capacity by default, which means that automatic failover will be triggered, without any action of a user, when any malfunction of a master server occurs, thus ensuring the continuity of the Service provided to you. You may submit a ticket or call customer service for support when necessary.

2.8 Due and Late Payments

With respect to database instances with payments to be settled on a pre-pay basis (annual or monthly plan), Tencent Cloud will provide you with a 7-day service period upon expiry of the term of the database, and will then terminate the Service upon expiry of such 7-day period. You should bear all cloud service fees (if any) incurred during such 7-day period, settle all your payments prior to the expiry of the 7-day period and complete the migration of all your data. Tencent Cloud database system will automatically delete all your data fourteen (14) days following such expiry or termination.

With respect to database instances with payments to be settled on a post-pay basis (pay-per-use), Tencent Cloud will provide you with a 2-hour service period when any payment of your account is overdue and will then terminate the Service upon expiry of such 2-hour period. You should bear all cloud service fees (if any) incurred during such 2-hour period and should timely top up your account to ensure the balance remains more than RMB0. Tencent Cloud database system will automatically delete all your data when the balance of your account remains less than RMB0 for twenty-four (24) hours.

3. Service Compensation

3.1 Scope

If a user is not able to use Tencent Cloud database in a regular way or is completely unable to access the database due to any malfunction attributable to Tencent Cloud, the user has the right to require Tencent Cloud to compensate for such incident/malfunction. The application for such compensation must be submitted within three (3) months
following the month for which the availability of the underlying Tencent Cloud database instance fails to meet the relevant standard, and any application submitted thereafter will not be accepted by Tencent Cloud.

3.2 Standards for Compensation

Duration of malfunction = the time when the malfunction is fixed--the time when the malfunction starts. The duration of malfunction will be calculated in minutes. Where the duration of malfunction, or an unrounded portion thereof, is less than 1 minute, it will be rounded up to 1 minute. For example, if the duration of malfunction is 1 minute and 1 second, it will be calculated as 2 minutes.

One hundred times compensation for Tencent Cloud database malfunction:

(1) Pre-pay: the compensation will be made by extending the use period of the failed database, extended time = duration of malfunction × 100.

(2) Post-pay: the compensation will be made in the form of voucher, the amount of voucher = daily fee of the failed database / 24 / 60 × duration of malfunction × 100.
# TencentDB Service Level Agreements (Old Version)

Last updated: 2019-10-25 10:00:38

## 1. INTRODUCTION

This agreement forms part of, and is incorporated into, the Tencent Cloud Service Level Agreement between you and us, in relation to your use of Tencent Cloud.

## 2. SERVICE LEVELS

### 2.1 Introduction

The following Service Levels apply to Tencent Cloud's Cloud Database service.

Service Credits are calculated in accordance with the Tencent Cloud Service Level Agreement. As set out in Sections 2.2 and 2.3 of that Agreement:

(a) All Service Levels will be calculated on a per-account, per-complete calendar month basis.

(b) except for the Database Expansion Support Service Level, Service Credits are calculated as a percentage of the total Charges paid by Organisation to Tencent in respect of the Cloud Database service provided during the relevant calendar month in which the Service Level was calculated.

### 2.2 Data Storage Persistence Service Level

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Persistence for Organisation’s data storage on Tencent Cloud.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements/conditions for this Service Level</td>
<td>For the purposes of this Service Level, &quot;Persistence&quot; means a maximum of four storage volume will experience data loss each month if Organisation has requested 1,000,000 data storage instances during that complete calendar month.</td>
</tr>
<tr>
<td>Service Credit</td>
<td></td>
</tr>
<tr>
<td>Persistence</td>
<td>Service Credit</td>
</tr>
<tr>
<td>99.0% to &lt; 99.996%</td>
<td>10%</td>
</tr>
<tr>
<td>95.0% to &lt; 99.0%</td>
<td>25%</td>
</tr>
</tbody>
</table>
2.3 Service Availability Service Level

<table>
<thead>
<tr>
<th>Service Level</th>
<th>At least 99.95% Service Availability for Cloud Databases.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements/conditions for this Service Level</td>
<td>For the purposes of this Service Level, &quot;Service Availability&quot; means the availability of one or more specific Cloud Databases (based on the total number of active instances running at that time) to the Organisation per-complete calendar month.</td>
</tr>
<tr>
<td></td>
<td>A service failure that returns to normal within less than 5 minutes will not be counted as service unavailability. The service unavailable time is a period of time from when the service failure begins through to when the service returns to normal, including the maintenance time.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Persistence</th>
<th>Service Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.0% to &lt; 99.95%</td>
<td>10%</td>
</tr>
<tr>
<td>95.0% to &lt; 99.0%</td>
<td>25%</td>
</tr>
<tr>
<td>&lt; 95.0%</td>
<td>50%</td>
</tr>
</tbody>
</table>

2.4 Database Expansion Support Service Level

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Completing all requests from Organisation for expanded resource in accordance with the Service Availability Request metric below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements/conditions for this Service Level</td>
<td>&quot;Service Availability Request&quot; means where the actual resource is being expanded by:</td>
</tr>
<tr>
<td></td>
<td>• less than 10 Cloud Databases, the application process will be completed within one working hour from the time that the relevant request was submitted by the Organisation and registered in Tencent’s system;</td>
</tr>
<tr>
<td></td>
<td>• between 10 to 30 Cloud Database, the application process will be completed within 24 working hours from the time that the relevant request was submitted by the Organisation and registered in Tencent’s system; and</td>
</tr>
</tbody>
</table>
• more than 30 Cloud Databases, the timeframe for completing the application process will be subject to Tencent’s prior approval. Such expansion requests will not be used to calculate this Service Level, and no Service Credits apply to such expansion requests.

This Service Level only applies where: (a) the original capacity of the Cloud Database service is 50% or less of the expanded resource (following fulfilment of the relevant request); and (b) the maximum expanded resource capacity is 600GB.

This Service Level only applies where the request for expansion will be manually performed.

In the above Service Levels, a “working hour” means a working hour between 9am to 6pm, Monday to Friday, China Standard Time (CST), excluding any national holidays in China. Any time outside such working hours will not be used to calculate this Service Level.

The below Service Credit will be payable against the specific database resource being expanded, where all Tencent application expansion processes related to that action fail to complete (in accordance with the corresponding Service Level) in any complete calendar month.

<table>
<thead>
<tr>
<th>Service Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>10% of the Charges payable (during the relevant calendar month in which the Service Level was calculated) for the specific database resource being expanded.</td>
</tr>
</tbody>
</table>
In order to use the Tencent Cloud Elastic Cache service (the "Service"), you should read and observe this Elastic Cache Service Level Agreement (this "Agreement", or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Elastic Cache Service

means the database service provided by Tencent Cloud used to satisfy your business needs in caching or other scenarios, which is compatible with the Redis protocols. For details, please refer to the Service you purchased, and the contents of the Service provided by Tencent Cloud.

1.2 Service Month(s)

means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Service Unavailability

If all the attempted connections with a specific elastic cache instance fail, and such status lasts for more than one (1) minute, it will be deemed that this specific elastic cache instance is unavailable within such one (1) minute.

1.4 Single Instance Service Downtime Calculated in Minutes

Single Instance Service Downtime Calculated in Minutes = the time when the Service Unavailability of an instance is fixed - the time when the Service Unavailability of the instance starts. Such downtime will be
calculated in minutes, and when the downtime, or an unrounded portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the actual downtime of a single instance is one (1) minute and one (1) second, the Single Instance Service Downtime Calculated in Minutes would be two (2) minutes. However, when the Service Unavailability of an instance is fixed within one (1) minute, which means that the actual downtime of the instance is less than one (1) minute, such downtime will not be counted in the Service downtime defined herein.

1.5 Single Instance Service Downtime within a Service Month
means the sum of the Single Instance Service Downtime Calculated in Minutes within a Service Month.

1.6 Total Service Time within a Service Month
equals to the total number of days of the Service Month × 24 (hours) × 60 (minutes).

1.7 Monthly Service Fee
means the aggregate service fees paid by you for a single instance within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted.

2. Service Availability

2.1 Calculation of Service Availability
Service Availability is calculated on a single instance basis as follows:

Service Availability = (1 - Single Instance Service Downtime within a Service Month / Total Service Time within a Service Month of the single instance) × 100%

2.2 Service Availability Standard
The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation
(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s
You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.95% &gt; Av ≥ 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>30% of the Monthly Service Fee</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

### 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standard specified herein, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) the ID of the instance for such Service Unavailability.

(2) the duration of the Service Unavailability and evidence thereof (it's advisable to provide a screenshot of the cloud monitoring traffic metrics).
4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test.

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.

4.3 any Service Unavailability attributable to any person other than Tencent Cloud, such as hacker attack or negligence of your third-party suppliers.

4.4 any slow or no responding of any elastic cache instance under ultra-high performance pressure.

4.5 any Service Unavailability due to your use of the Service in a manner exceeding the designed specifications of the product (such as the maximum number of network connections and memory capacity).

4.6 any system inaccessibility due to the block of the Service resulting from unpaid overdue payment.

4.7 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.

4.8 any negligence of or operation authorized by you.

4.9 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

4.11 any event of force majeure.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud.
Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
1. Service Content

TencentDB for MongoDB is a professional high-performance distributed data storage service developed based on MongoDB, the world’s most promising open source NoSQL database. It is 100% compatible with MongoDB protocol, and well suited for non-relational database use cases.

Additionally, TencentDB for MongoDB offers high-performance, reliable and user-friendly MongoDB cluster services. Each instance is either a replica set of at least one (1) master and two (2) slaves or a sharding cluster of multiple replica sets, ensuring high availability of user data.

2. Data Durability

Tencent Cloud guarantees that the monthly durability of data storage with respect to the instances applied for by a user within the service period (i.e., the service period of MongoDB purchased by the user) is 99.9996%. That is, for each 1,000,000 instances applied for by a user each month, only 4 instances are exposed to data loss.

3. Data Deletion

If a user voluntarily deletes the data or when the data needs to be deleted upon expiration of the service period for a user, Tencent Cloud will perform low level formatting of disks to completely and irrecoverably delete all data of the user prior to disposal or resale of the devices, and the disks will be demagnetized when they are discarded.

4. Right to Know

A. The location of data center where data is stored (users may query this by submitting a ticket).

B. The number of data backups and the location of data center where the backup data is stored (users may query this by submitting a ticket).

C. Tencent Cloud can help users choose a data center with proper network conditions for data storage. Cold backup is dynamically allocated according to the utilization of resources. Users, by default, do not need to choose the data center and cold backup center. Users may submit a ticket if they wish to choose a data center and/or a cold backup center.

D. The local laws and relevant laws of the People's Republic of China that a data center shall comply with (users may query this by submitting a ticket).

E. No data of a user will be provided to any third party unless required by a government regulatory authority for supervision, administration or audit purposes. The user behavior log will be used for data analysis of the database operation, but no personal data would be presented externally.
5. Data Confidentiality

Tencent Cloud achieves network isolation by configuring firewalls and adopting white-list filtering mechanism, and ensures the invisibility of data of different users in the same resource pool via authorization control of user names and passwords of MongoDB instances.

6. Data Audit

Tencent Cloud may, in accordance with the existing laws and regulations, and provided that the relevant procedural and formality requirements are fully compliant, disclose certain information, including without limitation operation log of key components, operation records of operation and maintenance personnel and operation records of users, for the purposes of cooperating with supervision and administration, evidence collection and investigations of governmental or regulatory authorities or otherwise.

7. Service Availability

A. TencentDB for MongoDB guarantees a service availability of 99.95%, that is, for each month, the service is available for 43,178.4 minutes (i.e., 30 (days) × 24 (hours) × 60 (minutes) × 99.95%) and there may be 21.6 minutes (i.e., 43,200 -- 43,178.4) downtime, which is calculated on a single database instance basis.

B. Service downtime does not include any time period when the service is unavailable due to regular system maintenance, force majeure event, or any reason attributable to a user or a third party.

8. Recovery Capacity

Tencent Cloud's professional teams provide maintenance assistance 24/7.
Welcome to Tencent Cloud Cross-region Connection Service!

To use Tencent Cloud Cross-region Connection Service (hereinafter referred to as "Service"), you must read and abide by Tencent Cloud Cross-region Connection Service Agreement (hereinafter referred to as "Agreement"). Please make sure to carefully read and fully understand the terms and conditions herein, especially the restrictive or liability exemption terms, as well as any separate agreement or rules on the activation or use of a certain service. Restrictive or liability exemption terms may be highlighted in bold or with underlines for your attention.

Only after you have read and accepted all the terms and conditions of this Agreement as well as related agreements and rules can you use the Service. You agree to be subject to the terms and conditions of this Agreement as well as related agreements and rules by selecting "I have read the agreement" to go to the creation process or using the Service in any manner.

In the event of your violation of this Agreement, in any manner or by any means whatsoever, Tencent Cloud has the right to unilaterally take actions to restrict, suspend or terminate the provision of this Service to you depending on the severity of your violation, and to hold you liable for such violation.

1. Definition of Service

The "Service" herein refers to the Tencent Cloud Cross-region Connection Service as well as related technical and network support services.

2. Service Fee

The billing method and standard (in RMB) are subject to the price published on Tencent Cloud official website, unless otherwise agreed by both parties.

3. Customer’s Rights and Obligations

3.1 You have the right to use the Service you purchase as well as the technical support and after-sales services provided by Tencent Cloud in accordance with this Agreement.
3.2 During the use of the Service, you shall abide by any applicable laws or regulations, and maintain the order and security of the Internet, and shall not engage in or facilitate any activity in violation of such laws or regulations, including but not limited to the following activities:

- Any Illegal activities involving lottery, gambling, "private server", "plug-in", etc.;
- Fraud or false or misleading behaviors or any behavior that infringes on any legitimate rights and interests of others such as intellectual property right;
- Release and dissemination of SPAM or reactionary, superstitious, obscene, pornographic, vulgar contents or illegal information;
- Any activities in violation of the operational rules of network, device or service linked with Tencent Cloud network;
- Any activities that take up much of the cross-region connection resources and result in a heavy and unreasonable load on Tencent Cloud cross-region connection products or other users, or prevent Tencent Cloud network from running normally;
- Any illegal or unauthorized interception, theft, interference or surveillance;
- Any activities that undermine or attempt to undermine the network security, including but not limited to malicious scanning over website and server, intrusion into a system and illegal acquisition of data by means of viruses, Trojan-horse programs, malicious codes, phishing and other methods;
- Any activities that change or attempt to change the system configuration provided by Tencent Cloud Cross-Region Connection Service or that compromise the system security;
- Any activities that prevent or disrupt the operation of Tencent Cloud Cross-region Connection Service or the use of such service by others by technical or other means;
- Any activities that disturb or attempt to disturb the normal operation of any of Tencent Cloud products, services and features in any way, or creation, release, dissemination of any tools and methods for such purposes;
- Any activities (including but not limited to “DNS resolution, “security service”, “domain reselling” reverse proxy”) that lead to frequent exposure of your business to such attacks as DDoS attack and affect Tencent Cloud service platform or others due to your failure to correct such activities in a timely manner or eliminate the effect of such activities as required by Tencent Cloud.

You shall not install or use any pirated software on Tencent Cloud service, and shall take effective measures to protect the security of your computer information system according to applicable national regulations, including but not limited to the installation of approved products specially designed for the security of computer information system.

You shall make payments on time. In the event of a late payment for a post-payment service, in addition to the fees due under the Agreement, you shall be liable to pay a late penalty to Tencent Cloud at a rate equal to 0.3% per day on the unpaid amount from the time due until the time the full outstanding amount including the penalty is paid. If you fail to make such payment within 15 days after the payment becomes due under this Agreement, Tencent Cloud has the right to unilaterally terminate this Agreement. If you have purchased pre-payment service at the same time, the paid amount for the unused service period will be owned by Tencent Cloud as such late penalty.
4. Tencent Cloud's Rights and Obligations

4.1 Tencent Cloud shall provide you with Tencent Cloud services and after-sale support according to this Agreement.

4.2 Tencent Cloud is only responsible for the operation and maintenance of Tencent Cloud services. It is your responsibility to ensure the security and stability of your network and devices. In the event of any of the following situations, you shall deal with the problem immediately and avoid the effect of such problem on Tencent Cloud services:

- Any problem with your internal network, including but not limited to overload;
- A failure of your self-owned device or a third-party device;
- Network interruption caused by your detach of devices or other operations without the content of Tencent Cloud;
- Any failure or network interruption on account of you.

4.3 If Tencent Cloud finds by itself or based on the information provided by competent authorities and the complaint filed by any right owner that you have violated any applicable laws or regulations or this Agreement, Tencent Cloud has the right to unilaterally take one or more of the following actions at its discretion:

- Request you to remove or modify any violating content immediately;
- Directly remove or block any violating content or disconnect the link;
- Restrict or suspend the provision of Tencent Cloud services to you (including but not limited to directly making some of your services offline and taking back related resources, setting restrictions on the operations of your Tencent Cloud account);
- In serious cases, Tencent Cloud has the right to terminate the provision of Tencent Cloud services to you or terminate this Agreement (including but not limited to directly making all of your services offline and taking back related resources). The amount paid by you for the unused service period will be owned by Tencent Cloud as the liquidated damages paid by you for the breach of the Agreement.

4.4 Tencent Cloud has the right to transfer the rights and obligations under this Agreement to a third party, in part or in whole, by giving a prior written notice of at least 90 days to you. Both parties agree to sign all the reasonably necessary documents and take all the reasonably necessary measures to bring this provision into effect.
In order to use the Tencent Cloud Load Balancer ("CLB") service (the "Service"), you should read and observe this Cloud Load Balancer Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 **Cloud Load Balancer (CLB)**: means a traffic distribution service provided by Tencent Cloud to expand the system's service capacity and to eliminate single node malfunction by load balancer. For details, please refer to the Service you purchase, and the contents of the Service provided by Tencent Cloud.

1.2 **Single Instance**: means one (1) CLB instance. The Service Availability will be calculated on a Single Instance basis.

1.3 **Total Time of a Single Instance within a Service Month**: equals to the total number of days of the Service Month × 24 (hours) × 60 (minutes).

1.4 **Instance Unavailability**: If all the attempted connection with a CLB instance with incoming and outgoing permission rules fails, and such status lasts for more than one (1) minute, it will be deemed that the CLB instance is unavailable within such one (1) minute.

1.5 **Single Instance Service Downtime Calculated in Minutes**: Single Instance Service Downtime Calculated in Minutes = the time when the Instance Unavailability is fixed -- the time when the Instance Unavailability starts. Such downtime will be calculated in minutes, and when the downtime, or a portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the actual downtime of a Single Instance is one (1) minute and one (1) second, the Single Instance Service Downtime Calculated in Minutes would be two (2) minutes. However,
when the Instance Unavailability is fixed within one (1) minute, which means that the actual downtime of the Service is less than one (1) minute, such downtime will not be counted in the Service downtime defined herein.

1.6 **Single Instance Service Downtime within a Service Month**: means the sum of the Single Instance Service Downtime Calculated in Minutes within a Service Month.

1.7 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.8. **Monthly Service Fee**: means the aggregate service fees paid by you for a Single CLB Instance within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional voucher, due to discounted service fee or otherwise deducted.

2. **Service Availability**

2.1 **Calculation of Service Availability**

Service Availability = \( \frac{\text{total time of a Single Instance within a Service Month calculated in minutes} - \text{Single Instance Service Downtime within a Service Month}}{\text{total time of a Single Instance within a Service Month calculated in minutes}} \times 100\% \)

2.2 **Service Availability**

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

If a Service Month has thirty (30) days, the total available time of a Single Instance in such month would be 30 (days) \times 24 (hours) \times 60 (minutes) \times 99.95\% = 43178.4 minutes; that is, the Service downtime of the instance in such month will be 43200 -- 43178.4 = 21.6 minutes.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**
(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.95% &gt; Av ≥ 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by
Tencent Cloud, and Tencent Cloud will not be held liable to you:

1. any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility;
2. any hacker attack on a user’s application;
3. any loss or leak of data, passcode or password due to improper maintenance or improper confidentiality measures of a user;
4. any negligence of or operation authorized by a user;
5. any failure by a user to configure a back-end server, or any anomaly of a back-end server;
6. any failure of a user to abide by user guide or suggestions for using Tencent Cloud products;
7. any event of force majeure including without limitation natural disasters such as earthquake, flood and plague, social events such as war, riot and government action, technology incidents such as disconnection of telecommunication trunk circuits, hacker attack, network congestion, technological adjustment by telecommunication authorities, and government regulation and control;
8. any suspension or termination of servers resulting from any violation by a user of the Tencent Cloud Service Agreement, including without limitation the suspension of service or release of a CLB instance due to a user’s delay in payment;
9. any temporary downtime of the Service due to normal maintenance or upgrade of CLB by Tencent Cloud as described in the [Tencent Cloud Service Agreement](https://www.tencentcloud.com/document/product/301/9248);  
10. any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud;
11. any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant
terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud NAT Gateway service (the "Service"), you should read and observe this NAT Gateway Service Level Agreement (this "Agreement", or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud NAT Gateway Service: is a network cloud service that supports IP address translation and enables high-performance Internet access for resources in Tencent Cloud. For details, please refer to the Service purchase by you and the contents of the Service provided by Tencent Cloud.

1.2 Total Time within a Service Month Calculated in Minutes: equals to the total number of days of the Service Month for NAT instances × 24 (hours) × 60 (minutes).

1.3 Service Unavailability: When all incoming and outgoing data packets of NAT Gateway instances within one minute have been discarded by the NAT Gateway (subject to the monitoring data of Tencent Cloud), it shall be deemed that the Service is unavailable for such NAT instance within such one minute.

1.4. Service Downtime Calculated in Minutes: With respect to a NAT Gateway instance, Service Downtime Calculated in Minutes = the time when the Service Unavailability is fixed -- the time when the Service Unavailability starts. Such downtime will be calculated in minutes, and when the downtime, or an unrounded portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the actual downtime of a NAT Gateway instance is one (1) minute and one (1) second, the Service Downtime Calculated in Minutes of such instance would be two (2) minutes. However, when the Service Unavailability is fixed within one (1) minute, which means that the actual downtime of the Service is less than one (1) minute, such downtime will not be counted in the Service downtime defined herein.
1.5 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.6 **Monthly Service Fee**: means the aggregate service fees paid by you for a single NAT Gateway instance within one (1) calendar month, excluding the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted.

2. **Service Availability**

2.1 **Calculation of Service Availability**

Service Availability is calculated for each Service Month with respect to each instance as follows:

\[\text{Service Availability} = \frac{\text{Total Time within a Service Month Calculated in Minutes} - \text{Service Downtime Calculated in Minutes}}{\text{Total Time within a Service Month Calculated in Minutes}} \times 100\%\]

2.2 **Standard of Service Availability**

*The Service Availability of the Service will be no less than 99.99%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.*

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

1. **Compensations will be made in the form of coupon voucher by Tencent Cloud**, and you should follow the rules for using the coupon voucher (including the valid term; for details, please refer to the rules of coupon vouchers published on Tencent Cloud’s official website). You cannot redeem such coupon voucher for cash or request to issue an invoice for such coupon voucher. Such coupon voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon voucher to purchase other services of Tencent Cloud, nor should you give the coupon voucher to a third party for consideration or for free.

2. If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly
Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a couponvoucher or promotional couponvoucher, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation CouponVoucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.99% &gt; Av ≥ 99.95%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99.95% &gt; Av ≥ 99.50%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99.50% &gt; Av</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5^th^) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test;

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility, such as any malfunction on the part of any operator;

4.3 any hacker attack on your application or data;

4.4 any improper policy configuration including that of a route or firewall;
4.5 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

4.6 any of your applications or the installation;

4.7 any negligence on your part or any operation authorized by you;

4.8 any event of force majeure or accident;

4.9 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud;

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any terms of service, rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
VPN Connection Service Level Agreement

Last updated: 2019-07-11 12:11:10

In order to use the Tencent Cloud VPN Connection service (the "Service"), you should read and observe this VPN Connection Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability, compensation plan and release of liabilities. Unless otherwise stipulated, this Agreement does not apply to instances and functions of closed beta testing of VPN gateway. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1. Tencent Cloud VPN Connection: means a network-based tunneling technology provided by Tencent Cloud to you that enables data transfer between customer's local internet data centers and Tencent Cloud resources. For details, please refer to the Service you purchase, and the contents of the Service provided by Tencent Cloud.

2. Single VPN Gateway Instance: means one (1) VPN gateway instance. The Service Availability will be calculated on a Single VPN Gateway Instance basis.

3. Service Month(s) of a Single VPN Gateway Instance: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

4. Total Time of a Single VPN Gateway Instance within a Service Month: the total number of days of the Service Month × 24 (hours) × 60 (minutes).
5. **Single VPN Gateway Instance Service Downtime Calculated in Minutes:** If (and only if) all your continuous attempts to connect a specific Single VPN Gateway Instance fail within one (1) minute, it shall be deemed that the Service with respect to such instance is unavailable within such one (1) minute. If the continuous attempts that have failed last less than one (1) minute, such period will not be counted into the Service downtime. The accumulated Service downtime so calculated in minutes of a Single VPN Gateway Instance within a Service Month is the Single VPN Gateway Instance Service Downtime for such Service Month.

6. **Monthly Service Fee:** means the aggregate service fees paid by you for a Single VPN Gateway Instance within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted.

### 2. Service Availability

#### 2.1 Calculation of Service Availability

Service Availability = \( \frac{\text{Total Time of a Single VPN Gateway Instance within a Service Month} - \text{Single VPN Gateway Instance Service Downtime Calculated in Minutes}}{\text{Total Time of a Single VPN Gateway Instance within a Service Month}} \times 100\% \)

#### 2.2 Service Availability Standard

The Service Availability of the Service will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below. Assuming that a Service Month has thirty (30) days, the total available time of a Single VPN Gateway Instance in such month would be 30 (days) \( \times \) 24 (hours) \( \times \) 60 (minutes) \( \times \) 99.95\% = 43,178.4 minutes; that is, the Service downtime of the instance in such month will be 43,200 – 43,178.4 = 21.6 minutes.

### 3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

#### 3.1 Standards of Compensation

(1) Compensations will be made **in the form of voucher** by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for
free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
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</thead>
<tbody>
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<td>99.95% &gt; Av ≥ 99%</td>
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</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test;
4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility;
4.3 any disconnection with the VPN tunnel due to any of your configuration errors;
4.4 any issue arising out of your back-end server anomaly;
4.5 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;
4.6 any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device;
4.7 any failure of you to abide by user guide or suggestions for using Tencent Cloud products;
4.8 any delayed or discarded packet resulting from using Service capacity exceeding the capacity limit indicated for the current paid version of the Service;
4.9 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud;
4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any terms of service, rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
CCN Service Level Agreement

In order to use the Tencent Cloud Cloud Connect Network ("CCN") service (the "Service"), you should read and observe this Tencent Cloud Cloud Connect Network Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Connect Network (CCN)

Cloud Connect Network refer to multi-point interconnection services provided by Tencent Cloud connecting cloud VPC, VPC and local data centers. You may access the entire network resources through a single point connect by adding VPC and direct gateway instance to CCN, thus easily establishing a simple, intelligent, secure and flexible hybrid cloud and worldwide Internet. For details, please refer to the Service you purchase and the Service provided by Tencent Cloud.

1.2 Service Unavailability

When all your attempts to establish communication connecting two territories through designated cloud connect network within one (1) minute fail (i.e., the packet loss rate between such two territories of the CCN instance within one (1) minute is 100%, which is subject to the monitoring data of Tencent Cloud) due to any reason attributable to Tencent Cloud, it should be deemed that the CCN instance between these two territories within such one (1) minute is unavailable.

1.3 Service Downtime
Service Downtime within a Service Month between two territories refers to the accumulated duration of Service Unavailability calculated in minutes between such two territories within such month.

1.4 **Service Month(s)**

Service Month(s) refer to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16).

1.5 **Monthly Service Fee**

The total service fees paid by you within one (1) Service Month for the Service between two territories.

2. **Service Availability**

2.1 **Calculation of Service Availability**

The Service Availability is calculated on an instance basis between designated territories as follows: Service Availability = \( \frac{(\text{total time calculated in minutes within a Service period} - \text{Service Downtime calculated in minutes})}{\text{total time of a Service period calculated in minutes}} \times 100\% \)

2.2 **Standard of Service Availability**

The Service has three categories of Service levels, namely, **Platinum, Gold and Silver**, and the standard of Service Availability for each tier is set forth in the chart below. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

<table>
<thead>
<tr>
<th>Service Level (QOS)</th>
<th>Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>99.99%</td>
</tr>
<tr>
<td>Gold</td>
<td>99.95%</td>
</tr>
<tr>
<td>Silver</td>
<td>99.50%</td>
</tr>
</tbody>
</table>

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s
official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the fee deducted by a voucher or promotional coupon, Service fee discounted or waived, or fees otherwise deductible).

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and failure simulation test.

4.2 any malfunction or configuration adjustment of network or equipment that is not Tencent Cloud facility.

4.3 any hacker attack targeting the application or data information of a client.

4.4 any improper route configuration of a client.

4.5 any loss or leak of any data, pin or password due to improper maintenance or improper confidentiality measures of a client.

4.6 any upgrade of the operation system by a client on its own.
4.7 any application of a client or the installation.

4.8 any negligence of a client or any operation authorized by a client.

4.9 any force majeure event or accident.

4.10 any Service Unavailability or failure of the Service to meet the availability standards due to any reason not attributable to Tencent Cloud.

4.11 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate amount of compensation payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Peer Connection SLA

Last updated: 2019-05-10 15:30:54

1. Tencent Cloud Peering Connection Service

Tencent Cloud Peering Connection is a cloud-resource interconnection service featuring large bandwidth and high quality, allowing you to connect resource communication links on Tencent Cloud, details of which shall be subject to the introduction on the official website of Tencent Cloud.

2. Guaranteed Indicators of Service

Tencent Cloud sets up the service level indicators for the service purchased by you, and has the right to adjust certain indicators in response to the change of situations in due course.

2.1 Service Availability

Service Availability of Peering Connection is calculated based on each Service Period from the perspective of a single instance as follows:

\[
\text{Service Availability} = \left(\frac{\text{Total Time of a Service Period Calculated in Minutes} - \text{Service Downtime Calculated in Minutes}}{\text{Total Time of a Service Period Calculated in Minutes}}\right) \times 100\%
\]

Peering Connection availability at the level of Platinum, Gold and Silver is set forth in the chart below. You are entitled to the compensation set forth in Section 3 hereunder if the guaranteed availability is not met.

<table>
<thead>
<tr>
<th>QOS</th>
<th>Service Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>99.95% (0.36 h)</td>
</tr>
<tr>
<td>Gold</td>
<td>99.50% (3.6 h)</td>
</tr>
<tr>
<td>Silver</td>
<td>99.00% (7.2 h)</td>
</tr>
</tbody>
</table>

Relevant Explanations:

- Service Period: One calendar month will be counted as one service period.
- Total Time of a Service Period Calculated in Minutes: the number of days of the Service Period × 24 (hours) × 60 (minutes).
Service Downtime Calculated in Minutes: When all the continuous attempted communication made by a client within one minute via designated Peering Connection fail, the Peering Connection instance service during such one minute shall be deemed unavailable. The sum of the unavailable minutes of the Peering Connection instance during a Service Period shall be the service downtime calculated in minutes for such Service Period. The guaranteed Service Availability indicator requires Peering Connection packet loss rate data, of which the original data shall be subject to Network Detection & Tencent Cloud backend monitoring data. Please enable the Network Detection service.

Monthly Service Fee: the total service fee paid by a client in one calendar month for a single Peering Connection instance.

The service downtime due to any of the following reasons is not eligible for compensation:

- any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and failure simulation test;
- any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;
- any hacker attack targeting the application or data information of a client;
- any improper route configuration of a client;
- any loss or leak of any data, pin or password due to improper maintenance or improper confidentiality measures of a client;
- any upgrade of the operation system by a client on its own;
- any application of a client or the installation;
- any negligence of a client or any operation authorized by a client;
- any force majeure event or accident;
- any other reason not attributable to Tencent Cloud.

2.2 Privacy of Service

Clients may control and segregate external access by configuring access authentication settings in accordance with actual needs to ensure data privacy.
2.3 Review of Service

In accordance with the current laws and regulations, and provided that procedure and formality requirements are fully satisfied, Tencent Cloud may provide certain information (including operation log of key components, operation records of operation and maintenance personnel, operation records of the client, etc.) of the Peering Connection service, due to the need to cooperate with the supervision by the governmental supervisory authority or security evidence collection and investigation or otherwise.

3. Service Compensation

3.1 Scope of Compensation

Compensation is applicable when the guaranteed Service Availability of Peering Connection for a client is not met by the end of a month due to malfunction of Tencent Cloud.

3.2 Standards and Principles of Compensation

The compensation amount shall be calculated according to the standards set forth in the chart below based on monthly Service Availability of a single Peering Connection instance. The compensation will be made in the form of coupon only, and the total amount of the compensation shall not exceed the Monthly Service Fee (excluding the portion deductible by the coupon) paid by the client for such Peering Connection instance for such month of which the guaranteed Service Availability is not met.

<table>
<thead>
<tr>
<th>QOS</th>
<th>Service Availability</th>
<th>Compensation Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platinum</td>
<td>99.95% &gt; Av ≥ 99.00%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>99.00% &gt; Av ≥ 98.00%</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>98.00% &gt; Av</td>
<td>100%</td>
</tr>
<tr>
<td>Gold</td>
<td>99.50% &gt; Av ≥ 99.00%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>99.00% &gt; Av ≥ 95.00%</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>95.00% &gt; Av</td>
<td>100%</td>
</tr>
<tr>
<td>Silver</td>
<td>99.00% &gt; Av ≥ 98.00%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>98.00% &gt; Av ≥ 95.00%</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>95.00% &gt; Av</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.3 Application for Compensation
• If a client believes that Tencent Cloud fails to meet certain guaranteed service indicator set forth under the service level agreement (SLA), the client shall notify the customer manager in writing / by e-mail within twenty (20) business days following the occurrence of such failure.

• Upon verification and confirmation by Tencent Cloud of such failure to meet the indicator under the SLA, Tencent Cloud shall make corresponding compensation to the client according to the terms of the SLA.

• The coupon of an amount equivalent to the confirmed deductible fee will be accounted to the client during the following billing circle.

4. Miscellaneous

Tencent Cloud shall have the right to amend any provision of this SLA in response to the change of situations in due course, and such amendment will be concurrently published on the official website.
In order to use the Tencent Cloud Content Delivery Network ("CDN") service (the "Service"), you should read and observe this Content Delivery Network Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

**Content Delivery Network (CDN):** means the network architecture provided by Tencent Cloud that delivers contents on clients' websites to a huge number of cache nodes worldwide, which enables end users to get access to contents from the closest node, thus improving user experience.

**Service Month(s):** means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, the first Service Month will be from March 17 to March 31, and each calendar month thereafter (e.g., from April 1 to April 30) will be a Service Month. The availability of the Service will be calculated independently for each Service Month. **Regional Monthly Service Fee for a Single Accelerated Domain:** will be calculated for each Service Month by allocating the regional monthly service fee pro rata to the actual consumption of the single accelerated domain, which actual consumption shall be calculated based on the regions activated by you.

**Aggregate Monthly Service Fee for a Single Accelerated Domain:** means the sum of the monthly service fee of such accelerated domain in all Service regions within a Service Month.

**Unit Time:** For measuring the Service, each 5 minutes will be deemed as one measurement unit, resulting in 288 measurement points each day. The measurement point of 00:00:00 represents the time slot from 00:00:00 to 00:04:59, and the rest can be deduced by analogy.

**Error Rate within Unit Time:** means the percentage of the number of failed requests returned within one Unit Time in relation to a single accelerated domain due to any reason attributable to Tencent Cloud out of the total number of
requests within such Unit Time, in which failed requests refer to requests with return status code 5xx or connection timeout. Error Rate within Unit Time = the number of failed requests within one Unit Time / the total number of requests within such Unit Time. The Error Rate within Unit Time will be calculated independently based on the number of accelerated domains metrics involved in the Service purchased by you.

**Service Downtime within a Service Month Calculated in Minutes:** When the Error Rate within Unit Time of a single accelerated domain is over 0.05%, it will be deemed that anomaly occurs within such Unit Time; when such anomaly occurs twice in a row, such two Unit Time (i.e. ten minutes) will be counted into Service downtime. Unless such anomaly occurs at least twice in a row, no single Unit Time with anomaly occurring will be counted into Service downtime. Service Downtime within a Service Month Calculated in Minutes will be the sum of such Unit Time counted into Service downtime within the Service Month.

**Total Time of a Service Month Calculated in Minutes:** the number of days of such Service Month × 24 (hour) × 60 (minute).

### 2. Service Availability / Service Uptime Metrics

#### 2.1 Calculation of Service Availability / Service Metrics

Service Availability = 1 -- (Service Downtime within a Service Month Calculated in Minutes / Total Time of the Service within a Service Month Calculated in Minutes) × 100%

The Service Availability will be calculated independently for each accelerated domain involved in the Service you use.

#### 2.2 Standard of Service Availability / Service Metrics

The Service Availability for each accelerated domain involved in the Service will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

### 3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

#### 3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher...
to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) CDN provides services to multiple domains simultaneously, and compensations will be made only to the domains of which the global Service Availability fails to meet the standard within a Service Month. The amount of compensation will be calculated for each such month independently, and the aggregate amount shall be no more than the aggregate monthly service fee for domains of which the Service Availability fails to meet the standard (such monthly service fee shall exclude the portion deducted by a voucher or promotional credit or due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.9% &gt; Av ≥ 99.0%</td>
<td>10% of the aggregate monthly service fee for domains of which the Service Availability fails to meet the standard</td>
</tr>
<tr>
<td>99.0% &gt; Av ≥ 95.0%</td>
<td>25% of the aggregate monthly service fee for domains of which the Service Availability fails to meet the standard</td>
</tr>
<tr>
<td>95.0% &gt; Av</td>
<td>50% of the aggregate monthly service fee for domains of which the Service Availability fails to meet the standard</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5^th^) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities
If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any request error due to the malfunction of the client's origin server;

4.2 any error due to a ban on or block of a domain name for any non-compliant content of a client or otherwise;

4.3 any change to configuration of a origin server or DNS of an accelerated domain by a client without prior notice to Tencent Cloud, resulting in the failure of a Tencent Cloud node server to access the client's origin server;

4.4 any loss or leak of data, passcode or password due to improper maintenance or improper confidentiality measures of a client;

4.5 any upgrade of the operation system by a client on its own;

4.6 any hacker attack on a client's website;

4.7 any impromptu increase of traffic of a client (increasing by 30% or more of the billed bandwidth in the preceding month) without at least three (3) business days prior written notice to Tencent Cloud;

4.8 any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and malfunction simulation test;

4.9 any malfunction or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.10 any event of force majeure or accident;

4.11 any other reason not attributable to Tencent Cloud.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement
and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
GAAP Service Level Agreement

Last updated: 2019-09-23 15:27:11

To use the Global Application Acceleration Platform service (the “Service”), you should read and observe this Global Application Acceleration Platform Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1. Global Application Acceleration Platform Service provided by Tencent Cloud: means the service enables users to access the origin server through a high-speed connection with the aid of the nearest node by leveraging Tencent Cloud's high-speed connections, forwarding clusters and intelligent routing technology for global nodes, which helps eliminate the stutters and latency experienced by global users when accessing businesses.

1.2. Service Unavailable: When all attempted communications made by you within one minute via accelerated connection fail within the accelerated connection for reasons attributable to Tencent Cloud (i.e., the packet loss rate is 100% within such one minute for such accelerated connection, which data shall be subject to monitoring data of Tencent Cloud), the accelerated connection service during such one minute shall be deemed unavailable.

1.3 Service Downtime: The sum of the unavailable minutes of the accelerated connection during a Service Month shall be the service downtime for such Service Month.

1.4. Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.5. Monthly Service Fee: the total Service fee paid by you in one Service Month for the Service.
2. Service Availability

2.1. Calculation of Service Availability

Service Availability = time period of normal connection accessing Service / total time of connection accessing Service

2.2. Standards of Service Availability

The standards of the Service Availability provided by Tencent Cloud in different regions are set forth in the chart below. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

<table>
<thead>
<tr>
<th>Region</th>
<th>Mainland China</th>
<th>Hong Kong (China), South Korea, and Japan</th>
<th>Singapore, Thailand, and India①</th>
<th>North America②, Germany, and Russia</th>
<th>Others③</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mainland China</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td></td>
</tr>
<tr>
<td>Hong Kong (China), South Korea, Japan</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>/</td>
</tr>
<tr>
<td>Singapore, Thailand, India①</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>/</td>
</tr>
<tr>
<td>North America②, Germany, Russia</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>99.95%</td>
<td>/</td>
</tr>
<tr>
<td>Others③</td>
<td>/</td>
<td>/</td>
<td>/</td>
<td>/</td>
<td>/</td>
</tr>
</tbody>
</table>

① India: Mumbai.
② North America: Canada, Silicon Valley (US West), Virginia (US East).
③ Others: Taiwan (China), Sydney (Australia), London (UK), San Paulo (Brazil), Dallas (Central United States), Jakarta (Indonesia), and Chennai (Eastern India).

3. Service Compensation

If the Service Availability fails to meet the abovementioned standard for this Service, you will be entitled to compensations in accordance with the following terms:

3.1. Standards of Compensation
(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 99% and &lt; 99.95%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>≥ 95% and &lt; 99%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2. Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any failure due to source server’s failure of the client;
4.2 any error due to a ban on or block of a domain name due to any non-compliant content of a client or otherwise;

4.3 any loss or leak of any data, pin or password due to improper maintenance or improper confidentiality measures of a client;

4.4 any upgrade of the operation system by a client on its own;

4.5 any hacker attack targeting the source server of a client;

4.6 any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and failure simulation test;

4.7 any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.8 any force majeure event or accident;

4.9 any other reason not attributable to Tencent Cloud;

4.10 any of your failure to abide by documentation or suggestions for using Tencent Cloud products;

4.11 any failure due to unpaid overdue payment of Tencent Cloud account;

4.12 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Security

ANTI-DDOS Service Level Agreement

Last updated: 2021-12-24 14:41:33

To use the Anti-DDoS Advanced service (the "Service"), you should read and observe this Anti-DDoS Advanced Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Anti-DDoS Advanced Service means the anti-DDoS service provided by Tencent Cloud for the anti-DDoS instance you purchased. For details, please refer to the Service purchased by you and the content of Service provided by Tencent Cloud.

1.2 Service Unavailable: The packet loss rate is higher than 20% or TCP connection success rate is less than 30% due to Anti-DDoS Advanced Service per se, which does not refer to the availability of the whole chain (such as client's source server's fully-occupied bandwidth or machine room failure).

1.3 Service Downtime: The aggregated minutes during which the Service is unavailable within a Service Month. Each minute is considered as one measurement point for Anti-DDoS Advanced service. The sum of the measurement points of which the Service is unavailable during a Service Month shall be the Service Downtime calculated in minutes for such Service Month.

1.4 Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.
2. Service Availability/ Service Success Rate

2.1 Calculation of Service Availability/Service Success Rate

Service Availability = ((total time of a Service Month calculated in minutes - Service Downtime calculated in minutes within a Service Month) / total time of a Service Month calculated in minutes) × 100%

2.2 Service Availability/ Standard Indicator

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9 %. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

1. Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

2. If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

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</table>
3.2 Time Limit for Compensation Application

1. If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

2. You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Compensation Application Materials

If you believe that the Service fails to meet the Standards of Service Availability, you may submit the compensation application within the period set forth in this SLA. Your compensation application shall be submitted along with the following documents:

1) A detailed incident description report;

2) Specific date, time, duration and other details relating to Service unavailability, cleaning time or portion of normal traffic;

3) If your compensation application is based on abnormal portion of normal traffic, the capture document evidencing the existence and amount of abnormal traffic lasting for at least one hour shall be provided;

4) Other information reasonably requested by Tencent Cloud.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 The Service is unavailable or fail to meet the Service Availability standard due to the act of You or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal;
4.2 The Service is unavailable or fail to meet the Service Availability standard due to the device, software or technology of You or any third party (not directly controlled by Tencent Cloud);

4.3 The Service is unavailable or fail to meet the Service Availability standard due to your failure to use the products in accordance with the specification required by Tencent Cloud;

4.4 The Service is unavailable or fail to meet the Service Availability standard due to your violation of any Tencent Cloud products’ terms;

4.5 The Service is unavailable or fail to meet the Service Availability standard due to your non-payment or delayed payment;

4.6 The Service is unavailable or fail to meet the Service Availability standard due to a severe failure by a network operator;

4.7 The Service is unavailable or fail to meet the Service Availability standard due to your non-compliant or illegal use of Tencent Cloud products;

4.8 The Service is unavailable or fail to meet the Service Availability standard due to various source server problems at the backend of the Anti-DDoS Advanced Service, such as fully-occupied bandwidth, IP exposure, machine room failure, and chain network jitter of the source server;

4.9 The Service is unavailable or fail to meet the Service Availability standard due to the maintenance or upgrade of any network, hardware or service (Tencent Cloud will notify you in advance of the schedule of maintenance in accordance with reasonable business principles);

4.10 The Service is unavailable or fail to meet the Service Availability standard due to any event of force majeure;

4.11 The Service is unavailable or fail to meet the Service Availability standard due to traffic attacks that exceed the service specification of the Anti-DDoS Advanced Service you purchased, resulting in IP being routed into a black hole;

4.12 The Service is unavailable or fail to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.13 Any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.
5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Anti-DDoS Pro service (the "Service"), you should read and observe this Anti-DDoS Pro Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Anti-DDoS Pro Service means the anti-DDoS service provided by Tencent Cloud for the anti-DDoS instance you purchased. For details, please refer to the Service purchased by you and the content of Service provided by Tencent Cloud.

1.2 Service Unavailable: The packet loss rate is higher than 20% or TCP connection success rate is less than 30% due to Anti-DDoS Pro Service. This does not refer to the availability of the entire service chain. For example, issues such as maxed out bandwidth or server malfunction do not apply.

1.3 Service Downtime: The aggregated minutes during which the Service is unavailable within a Service Month. Each minute is considered one measurement point for Anti-DDoS Pro service. The sum of the measurement points of which the Service is unavailable during a Service Month shall be the Service Downtime calculated in minutes for such Service Month.

1.4 Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.
2. Service Availability/ Service Uptime Metrics

2.1 Calculation of Service Availability/Service Uptime Metrics

Service Availability = ((total time of a Service Month calculated in minutes - Service Downtime calculated in minutes within a Service Month) / total time of a Service Month calculated in minutes) × 100%

2.2 Service Availability/ Standard Indicator

The Service Availability of the Service provided by Tencent Cloud will be no less than [99.9]%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud's official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

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3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after
the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Compensation Application Materials

If you believe that the Service fails to meet the Standards of Service Availability, you may submit the compensation application within the period set forth in this SLA. Your compensation application shall be submitted along with the following documents:

(1) a detailed incident description report;

(2) specific date, time, duration and other details relating to Service unavailability, cleaning time or portion of normal traffic;

(3) if your compensation application is based on abnormal portion of normal traffic, the capture document evidencing the existence and amount of abnormal traffic lasting for at least one hour shall be provided;

(4) other information reasonably requested by Tencent Cloud.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 the Service is unavailable or fail to meet the Service Availability standard due to the act of You or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal;

4.2 the Service is unavailable or fail to meet the Service Availability standard due to the device, software or technology of You or any third party (not directly controlled by Tencent Cloud);

4.3 the Service is unavailable or fail to meet the Service Availability standard due to your failure to use the products in accordance with the specification required by Tencent Cloud;

4.4 the Service is unavailable or fail to meet the Service Availability standard due to your violation of any Tencent Cloud products’ terms;
4.5 the Service is unavailable or fail to meet the Service Availability standard due to your non-payment or delayed payment;

4.6 the Service is unavailable or fail to meet the Service Availability standard due to a severe malfunction of a network operator;

4.7 the Service is unavailable or fail to meet the Service Availability standard due to your non-compliant or illegal use of Tencent Cloud products;

4.8 the Service is unavailable or fail to meet the Service Availability standard due to various source server problems at the backend of the Anti-DDoS Pro Service, such as fully-occupied bandwidth, IP exposure, machine room malfunction, and chain network jitter of the source server;

4.9 the Service is unavailable or fail to meet the Service Availability standard due to the maintenance or upgrade of any network, hardware or service (Tencent Cloud will notify you in advance of the schedule of maintenance in accordance with reasonable business principles);

4.10 the Service is unavailable or fail to meet the Service Availability standard due to any event of force majeure;

4.11 the Service is unavailable or fail to meet the Service Availability standard due to traffic attacks that exceed the service specification of the Anti-DDoS Pro Service you purchased, resulting in IP being routed into a black hole;

4.12 the Service is unavailable or fail to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.13 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant
terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
CWPP Service Level Agreement

Last updated : 2022-09-22 11:16:04

Cloud Workload Protection Platform Service Level Agreement

In order to use the Tencent Cloud Workload Protection Platform service (the “Service”), you should read and observe this Cloud Workload Protection Platform Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/“Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Workload Protection Platform Service: means the product features (both basic edition and professional edition) provided by Cloud Workload Protection Platform. The Service Availability of professional edition is no less than 99% while the basic edition is free to use with no guarantee of Service level. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Service Unavailability: The failure or malfunction of the security function caused by the abnormality of the Cloud Workload Protection Platform Service system (for example, the security feature cannot be used, and the product cannot be started or uninstalled).

1.3 Service Downtime Calculated in Minutes: Service Downtime Calculated in Minutes = the time when the Service Unavailability of the Service is fixed – the time when the Service Unavailability of the Service starts. Such downtime will be calculated in minutes, and when the downtime, or an unrounded portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the actual downtime is one (1) minute and one (1) second, the Service Downtime Calculated in Minutes is two (2) minutes. If the Service Unavailability of the Service is fixed within one (1) minute, which means that the actual downtime of the Service is less than one (1) minute, such downtime will not be counted towards the Service Downtime.
1.4 Service Month(s): means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = ((total time of a Service Month calculated in minutes - Service Downtime Calculated in Minutes within a Service Month) / total time of a Service Month calculated in minutes) × 100%.

2.2 Service Availability Standard

The Service Availability of the Service provided by Tencent Cloud will be no less than 99%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly Service fee paid by you for such month (the monthly Service fee referred to herein shall exclude the fee deducted by a voucher or promotional coupon, Service fee discounted or waived, or fees otherwise deductible). This section only applies to users of the professional edition of Cloud Workload Protection Platform. Users of the free basic edition are not entitled to the compensation specified herein, and the calculation of compensation therefor is based on the number of affected devices.
### 3.2 Time Limit for Compensation Application

1. If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

2. You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standards specified herein, you may submit the compensation application within the period set forth in this SLA. Your compensation application shall be submitted along with at least the following documents:

1. a detailed incident description report, including the specific date, time, duration and other details relating to Service unavailability;

2. other information reasonably requested by Tencent Cloud.

### 4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

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4.1 the Service is unavailable or fail to meet the Service Availability standard due to the act of You or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal;

4.2 the Service is unavailable or fail to meet the Service Availability standard due to the device, software or technology of You or any third party (not directly controlled by Tencent Cloud);

4.3 the Service is unavailable or fail to meet the Service Availability standard due to your failure to use the products in accordance with the specification required by Tencent Cloud;

4.4 the Service is unavailable or fail to meet the Service Availability standard due to your violation of any Tencent Cloud products’ terms;

4.5 the Service is unavailable or fail to meet the Service Availability standard due to your non-payment or delay in payment;

4.6 the Service is unavailable or fail to meet the Service Availability standard due to a severe malfunction of a network operator;

4.7 the Service is unavailable or fail to meet the Service Availability standard due to your non-compliant or illegal use of Tencent Cloud products;

4.8 the Service is unavailable or fail to meet the Service Availability standard due to the maintenance or upgrade of any network, hardware or service (Tencent Cloud will notify you in advance of the schedule of maintenance in accordance with reasonable business principles);

4.9 the Service is unavailable or fail to meet the Service Availability standard due to any event of force majeure;

4.10 the Service is unavailable or fail to meet the Service Availability standard due to your or your end users’ failure to handle the security alerts in a timely manner;

4.11 the Service is unavailable or fail to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.12 the Service is unavailable or fail to meet the Service Availability standard due to compatibility issues caused by your or your end users’ installation of Cloud Workload Protection Platform agent in a non-Tencent Cloud Standard System;

4.13 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous
5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document).
In order to use the Tencent Cloud Web Application Firewall ("WAF") service (the "Service"), you should read and observe this Web Application Firewall Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Web Application Firewall (WAF): means the web security and prevention service provided by Tencent Cloud to you ("client") by means of Web Application Firewall, including without limitation visualized analysis of service security of websites and applications and website security services such as OWASP TOP 10 protection and business BOT protection. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Service Month(s): means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Service Unavailability: mainly include:
   (1) failure of any Service request to reach a Service server due to any reason attributable to WAF per se.
   (2) return of "4xx" or "5xx" status codes by a Service server due to any reason attributable to WAF per se.

1.4 Service Downtime within a Service Month Calculated in Minutes: Service Downtime Calculated in Minutes = the time when the Service Unavailability is fixed -- the time when the Service Unavailability starts. Such downtime will be calculated in minutes, and when the downtime, or a portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the actual downtime is one (1) minute and one (1) second, the Service
Downtime Calculated in Minutes would be two (2) minutes. However, when the Service Unavailability is fixed within one (1) minute, which means that the actual downtime of the Service is less than one (1) minute, such downtime will not be counted in the Service downtime defined herein.

1.5 Total Time within a Service Month Calculated in Minutes: equals to the total number of days of the Service Month \( \times \) 24 (hours) \( \times \) 60 (minutes).

2. Service Availability / Service Uptime Metrics

2.1 Calculation of Service Availability

\[
\text{Service Availability} = \left(1 - \frac{\text{Service Downtime within a Service Month Calculated in Minutes}}{\text{Total Time within a Service Month Calculated in Minutes}}\right) \times 100\%
\]

2.2 Service Availability Standard

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

Assuming that a Service Month has thirty (30) days, the total available time in such month would be 30 (days) \( \times \) 24 (hours) \( \times \) 60 (minutes) \( \times \) 99.95\% = 43178.4 minutes; that is, the Service downtime of the instance in such month will be 43200 -- 43178.4 = 21.6 minutes.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud's official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable
monthly service fee paid by you for such month (the monthly service fee referred to herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

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3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any Service Unavailability due to any act of you or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal.

4.2 any Service Unavailability due to any device, software or technology of you or any third party (not directly controlled by Tencent Cloud).

4.3 any Service Unavailability due to your failure to use the products in accordance with the configuration required by Tencent Cloud.

4.4 any Service Unavailability due to your non-payment or delay in payment.
4.5 any Service Unavailability due to a severe malfunction of a network operator.
4.6 any Service Unavailability due to various source server problems on your business end, such as fully-occupied bandwidth, IP exposure, machine room malfunction, and chain network jitter of the source server.
4.7 any Service Unavailability due to traffic attacks that exceed the specification of the WAF you purchased.
4.8 any temporary downtime of the Service due to normal maintenance or upgrade of WAF by Tencent Cloud as described in the Tencent Cloud Service Agreement.
4.9 any Service Unavailability due to any event of force majeure.
4.10 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
4.11 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.
5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.
5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Key Management Service (the "KMS" or the "Service"), you should read and observe this Key Management Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 **Key Management Service (KMS):** means a key service protecting the security of data and keys, by which a higher level of security of your information (including data and keys) will be ensured. For details, please refer to the Service you purchase, and the contents of the Service provided by Tencent Cloud.

1.2 **Failed Request:** means a request with a returned error code "InternalError", excluding those in any circumstance as provided for in the release of liabilities provisions below.

1.3 **Valid Request:** means a request received by KMS server, excluding those in any circumstance as provided for in the release of liabilities provisions below.

1.4 **Error Rate Per Five Minutes:** Error Rate Per Five Minutes = the number of Failed Requests per five minutes / the total number of Valid Requests per five minutes × 100%

1.5 **Service Month(s):** means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.6 **Monthly Service Fee:** means KMS Service fees under your Tencent Cloud account within a Service Month.
2. Service Availability

2.1 Calculation of Service Uptime Rate

Service Availability = 1 -- (the sum of the Error Rate Per Five Minutes within a Service Month / the total number of five-minute measurement units within a Service Month) × 100%

2.2 Standard of Service Metrics

The Service Availability of the Service will be no less than 99.90%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned guaranteed standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability is less than 99.90%, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by the user for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credit or any other non-cash portion).

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3.2 Time Limit for Compensation Application
(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any scheduled downtime due to any system maintenance with prior notice by Tencent Cloud, including system cutover, upgrade and malfunction simulation test.
4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.
4.3 any Service unavailability attributable to any person other than Tencent Cloud, such as hacker attack or negligence of your third-party supplier.
4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.
4.5 any mal-operation due to your negligence, or any operation authorized by you.
4.6 any failure of a user to abide by user guide or suggestions for using Tencent Cloud products, including without limitation:
   (1) loss of the key to an account password and envelope encryption, resulting in the decryption failure of underlying data.
   (2) failure to clear cache in a timely manner for envelope encryption, resulting in the leak of the plaintext of the key.
   (3) deletion of CMK by mal-operation, resulting in the decryption failure of underlying data.
   (4) other incorrect operation, resulting in the leak of data or decryption failure.
4.7 any request made by a user who has not yet activated the Service or has any unpaid overdue payment.
4.8 any event of force majeure.
4.9 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
SSM Service Level Agreement

Last updated : 2021-12-24 14:42:04

Secrets Manager Service Level Agreement

In order to use the Tencent Cloud Secrets Manager Service (the “Service”), you shall read and comply with this Secrets Manager Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service Availability or success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Failed Request

Refers to a request returned with an “InternalError” error code after such request is sent by you during the use of the Service (excluding circumstances covered by provisions of release of liabilities).

1.2 Valid Request

A request received by the server end of the Secrets Manager is deemed as a Valid Request (excluding circumstances covered by provisions of release of liabilities).

1.3 Error Rate Per 5 Minutes

The Error Rate Per 5 Minutes is calculated on the basis of consecutive 5-minute periods. Error Rate Per 5 Minutes = Failed Requests per 5 minutes / Total Valid Requests per 5 minutes x 100%

1.4 Total Number of 5-Minute Periods in A Service Period

The Total Number of 5-Minute Periods in A Service Period = 12 * 24 * Number of Days in that Service Period.

1.5 Service Month(s)

Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first
Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

2. Service Availability/Service Success Rate

2.1 Calculation of Service Availability/Service Success Rate

\[
\text{Service Availability} = \left(1 - \frac{\text{The Sum of Error Rate Per 5 Minutes in a Service Month}}{\text{Total Number of 5-Minute Periods in a Service Month}}\right) \times 100\%
\]

2.2 Service Availability/Service Indicator Standard

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.90%. The customer is entitled to the compensation as set forth in Section 3 of this Agreement if the Service Availability of the Secret Manager Service fails to meet the aforementioned standard, other than in any circumstance as provided in the Release of Liabilities provisions.

2.3 Examples

(1) Presume that the user accesses the Service and sends a total number of 1,000,000 requests in a 5-minute period, during which there is no node failure, and there are 1,000 responses with an “InternalError” error code, then the Error Rate = \(\frac{1,000 + 0}{1,000,000} = 0.1\%\).

(2) Total Number of 5-Minute Periods in A Service Period = 12 × 24 × 30 = 8640 (periods).

(3) If the Service Availability calculated with the aforementioned formula is less than 99.90%, the Service of that month under the SLA is deemed as failed to meet the Standard.

3. Compensation Plan

In respect of the Service, if the Service Availability is less than 99.90%, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher (and not cash) by Tencent Cloud. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the abovementioned standard, the amount of compensation shall be calculated for such Service Month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month (the Monthly Service Fee referred to herein shall exclude the non-cash fee deducted by a voucher, a promotional coupon, or otherwise).

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### 3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation only through the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. **Tencent Cloud will verify and ascertain your application upon receipt of such application.** If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, **it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.**

### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standard, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) a detailed description of the incident, which shall include the specified date, time, and duration when the Service was unavailable and other details on the Service unavailability.

(2) other information Tencent Cloud reasonably requires you to provide.

### 4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding duration of Service unavailability shall not be considered when calculating the Service unavailability period, shall not be eligible for compensation by Tencent Cloud, and Tencent Cloud shall not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud, e.g., system cutover, maintenance, upgrade, malfunction simulation test, and other planned downtime;

4.2 any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;
4.3 any unavailability caused by a third-party other than Tencent Cloud, e.g., any availability caused by an attack by hackers or the negligence of a third-party supplier of yours;

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

4.5 any incorrect operation resulted from your negligence or operation you have authorized;

4.6 any failure of you to abide by documentation or instructions for using Tencent Cloud products;

4.7 any request sent by the user who has not subscribed to the Service or has overdue service fees;

4.8 any force majeure;

4.9 any unavailability of the Service or failure to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
DSC Service Level Agreement

In order to use the Tencent Cloud Data Security Center Service (the “Service”), you shall read and comply with this Tencent Cloud Data Security Center Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Data Security Center Service

Refers to sensitive data identification, classification and hierarchization, risk detection and other services provided by Tencent Cloud by connecting to your (the “Client”) data assets. The specific content of the services shall be subject to the Service you purchase, and the contents actually provided by Tencent Cloud.

1.2 Service Month(s)

Service Month(s) refers to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

1.3 Total Number of Minutes within Service Month

Total Number of Minutes within Service Month(s) = the total number of days of the Service Month(s) × 24 (hours) × 60 (minutes).

1.4 Service Unavailability

Service Unavailability refers to the unavailability of the Service, which includes the following two types:
(1) Unavailability of management function: means that you cannot operate the relevant functional configuration items in the interface by the steps described in the operation guide, despite normal login of the service console within the scope of authorization.

(2) Unavailability of classification and hierarchization function: means that you cannot perform the operations such as data identification, classification and hierarchization to process the supportable data assets as committed in the operation guide through the Service, even though you make correct configuration in full compliance with the operation guide.

1.5 Service Downtime

Service Downtime = the time when the Service Unavailability is fixed – the time when the Service Unavailability starts. Such downtime will be calculated in minutes, and when the downtime, or an unrounded portion thereof, is less than sixty (60) seconds, it will be rounded up to one (1) minute. For example, if the time when the Service Unavailability starts is January 10 at 14:01:01, and the time when the Service Unavailability is fixed is January 10 at 15:01:29, the Service Downtime will be sixty (60) minutes and twenty-eight (28) seconds. Since twenty-eight (28) seconds is less than one (1) minute, it will be rounded up to one (1) minute, so the Service Downtime will be sixty-one (61) minutes.

1.6 Service Downtime within Service Month(s) Calculated in Minutes

Service Downtime within Service Month(s) Calculated in Minutes refers to the total number of minutes of the Service Downtime within Service Month(s). For example, if the Service Unavailability takes places three times within Service Month(s), and the Service Downtime is 10 minutes, 20 minutes, and 30 minutes respectively, the Service Downtime within Service Month(s) Calculated in Minutes will be sixty (60) minutes.

2. Service Availability

2.1 Calculation of the Service Availability

Service Availability = \(\frac{(\text{Total number of minutes within Service Month(s)} - \text{Service Downtime within Service Month(s) Calculated in Minutes})}{\text{Total number of minutes within Service Month(s)}} \times 100\%\).

2.2 Service Availability Standard

The Service Availability of the Service provided by Tencent Cloud should not be less than 99.9%. If the Service fails to meet the Standard (except under circumstances for disclaimer of liabilities), you may claim compensation in accordance with Article 3 of this Agreement.

3. Compensation Plan
In respect of the Service, if the Service Availability fails to meet the Standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made **in the form of voucher (not cash)** by Tencent Cloud, and you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the abovementioned standard, the amount of compensation shall be calculated for such Service Month separately, and the **aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month** (the Monthly Service Fee referred to herein shall be the cash you have actually paid, excluding the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).

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3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may **apply for compensation only through the support ticket system under your relevant account** after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, **both parties agree that the back-end record of Tencent Cloud shall prevail**.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation
If you believe that the Service fails to meet the Service Availability Standard, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) a detailed description of the incident;

(2) the specific date, time, duration and other details related to the Service Unavailability;

(3) the database and resources node IP, open port, database table name and other information related to the Service;

(4) other information Tencent Cloud reasonably requires you to provide.

4. Disclaimer of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 the Service is unavailable due to the act of you or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal;

4.2 the Service is unavailable due to the device, software or technology of you or any third party (not directly controlled by Tencent Cloud);

4.3 the Service is unavailable due to your failure to use the products in accordance with the specification required by Tencent Cloud;

4.4 the Service is unavailable due to your violation of any Tencent Cloud products’ terms;

4.5 the Service is unavailable due to your non-payment or delay in payment;

4.6 the Service is unavailable due to a severe malfunction of a network operator;

4.7 the Service is unavailable due to your non-compliant or illegal use of Tencent Cloud products;

4.8 the Service is unavailable due to the maintenance or upgrade of any network, hardware or service (Tencent Cloud will notify you in advance of the schedule of maintenance in accordance with reasonable business principles);

4.9 the Service is unavailable due to any event of force majeure;

4.10 the Service is unavailable due to the number of databases exceeding the service specification of the Data Security Center product you purchase;

4.11 the Service is unavailable or fail to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.12 any temporary service interruption arising from routine maintenance and upgrade to the Service by Tencent Cloud as described in the Tencent Cloud Service Agreement;

4.13 any other circumstances in which Tencent Cloud will be exempted or disclaimed from its liabilities.
for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

You understand and agree that the functions of the Service including sensitive data identification, classification and hierarchization and risk detection, only provide you with the relevant mode identifications or detection results (the “Analysis Results”) related to the request you submit, and you should analyze and judge whether the Analysis Results are in compliance with the data you submit. Tencent Cloud does not promise the authenticity, accuracy and applicability of the Analysis Results. The Analysis Results provided by the Service do not constitute any explicit or implicit opinions or promises of Tencent Cloud to any entity, and do not stand for affirmative or negative position of Tencent Cloud. Tencent Cloud shall not be liable for any losses caused by your use or reference to the content or information of the Analysis Results.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed. If you have used the Service for more than 12 months, the maximum liabilities for compensation of Tencent Cloud shall not exceed the total amount of Service Fees that you have paid to Tencent Cloud for the Service in the 12 months prior to the occurrence of the damage (for the avoidance of doubt, the Service Fees refer to the cash you have actually paid for the Service, excluding vouchers and the fees you have prepaid but not actually consumed).

5.2 You agree and acknowledge that, the data you store or upload to the Service, or use the Service to identify, analyze or process by any other means is the data you collect, obtain or produce legally, and you have the full authorization of the relevant information owners and promise to be entitled to process the data through the Service.

5.3 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.4 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Penetration Test Service Level Agreement

In order to use the Penetration Test Service (the “Service”), you shall read and comply with this Penetration Test Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/“Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Penetration Test

Refers to a black-box security test method for binary programs on WEB, applets, mobile APP and PC platform, and their back-end servers and associated resources, which conducts security test on the target applications by the means of platforms, tools and human services to discover potential security risks and vulnerabilities.

1.2 Penetration Test Service

Penetration Test Service provided by the Tencent Cloud refers to the penetration test service provided by the Tencent Cloud. You may choose the corresponding service according to your needs. The specific content of the Service is subject to the service you have purchased and the service provided by Tencent Cloud.

1.3 Validity Period of the Service

Validity Period of the Service refers to the validity period of the Service agreed in the contract (for customers who initiate online orders, the formal contract is signed after the needs of both parties have been confirmed).

1.4 Validity Timeout of the Service

Validity Timeout of the Service means that the Service fails to be completed within the time agreed in the contract.

1.5 Service Response Time

Service Response Time refers to the interval between the time you initiate a specified service request by phone or WeChat, and the time the Penetration Test Service team provides you with the expert service implementation plan.
and schedule by phone or WeChat.

The formula is: Service Response Time = the time the service team responds – the time the user initiates demand

### 1.6 Service Response Timeout

Service Response Timeout means that the response is not made within the Service Response Time of the specified service.

### 1.7 Service Availability

Service Availability means that the Service Response Time should meet the Service Response Standard during the Validity Period of the Service.

### 2. Service Availability

#### 2.1 Service Response Standard

<table>
<thead>
<tr>
<th>Content of the Service</th>
<th>Service Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Penetration Test Service</td>
<td>Respond within 8 hours (10:00 - 12:00, 14:00 - 17:00 during legal working days) The test report shall be submitted within 5 working days after the Service is completed.</td>
</tr>
</tbody>
</table>

If the above Service Response Standard is not met (except the cases in the Disclaimer of Liabilities clause), you may be compensated in accordance with Section 3 of this Agreement.

### 3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the Standard, you will be entitled to compensations in accordance with the following clauses:

#### 3.1 Standards of Compensation

1. Compensations will be made in the form of voucher by Tencent Cloud, and you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

2. If the Service Availability fails to meet the standard under this agreement, or the Validity Timeout of the Service or Service Response Timeout occurs, the compensation shall be made on a pro rata basis (the Service Fee referred to herein shall be the cash you have actually paid, excluding the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).
<table>
<thead>
<tr>
<th>Service Availability</th>
<th>Value of Compensational Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validity Timeout of the Service</td>
<td>10% of the Service Fee</td>
</tr>
<tr>
<td>Service Response Timeout</td>
<td>30% of the Service Fee</td>
</tr>
</tbody>
</table>

### 3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may **apply for compensation only through the support ticket system under your relevant account** after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, **both parties agree that the back-end record of Tencent Cloud shall prevail**.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability Standard, you may apply for compensation within the period of time as stipulated under this SLA. If necessary, Tencent Cloud may require you to provide the following relevant information:

(1) a detailed description of the incident, including the specific date, time, duration and other details related to the Service Unavailability;

(2) other information Tencent Cloud reasonably requires you to provide.

### 4. Disclaimer of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 The Service Response Timeout caused by system maintenance after Tencent Cloud’s advance notice to you, including but not limited to cutover, repair, upgrade and simulated failure drills.

4.2 Your service application lacks relevant key information, including your primary contact information such as phone number, email address and address.
4.3 The service timeout occurs for the reason that the engineer fails to contact you within the valid time due to your fault after your service request is initiated.

4.4 The Service Response Timeout caused by your failure to follow the service process of Tencent Cloud products.

4.5 You understand that Tencent Cloud cannot guarantee that the Services it provides are flawless (for example, Tencent Cloud security products cannot guarantee the absolute security of your hardware or software), but Tencent Cloud promises to continuously improve service quality and service level. Therefore, you agree that even if there are defects in the service provided by Tencent Cloud, the abovementioned defects are unavoidable due to the technical level of the industry at that time and will not be regarded as a breach of contract by Tencent Cloud. You agree to cooperate with Tencent Cloud to solve the abovementioned defects.

4.6 You understand and agree that, due to the complexity of computer systems and the special nature of the Internet, the risk of system downtime, business interruption and data loss may occur in the course of providing Penetration Test Service, and you clearly know and accept the risk and should be prepared in advance. Tencent Cloud is not responsible for the consequences and losses of system downtime, business interruption and data loss arising from Penetration Test Service.

4.7 The Service is unavailable or fails to meet the standard due to the act of you or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal.

4.8 The Service is unavailable or fails to meet the standard due to your failure to use the products in accordance with the specification required by Tencent Cloud, or your failure to use Tencent Cloud products in accordance with regulations or in violation of the law.

4.9 The Service is unavailable or fails to meet the standard due to your non-payment or delay in payment.

4.10 The Service is unavailable or fails to meet the standard due to a severe malfunction of a network operator.

4.11 The Service is unavailable or fails to meet the standard due to the maintenance or upgrade of any network, hardware or service (Tencent Cloud will notify you in advance of the schedule of maintenance in accordance with reasonable business principles).

4.12 The Service is unavailable or fails to meet the standard due to any event of force majeure.

4.13 The Service is unavailable or fails to meet the standard for the reason that a vulnerability fix plan has been provided in the Service, but the vulnerability is not addressed by you or your end user in a timely manner.

4.14 The Service is unavailable or fails to meet the service standard due to your or your end-user’s irregularities or misconduct when handling the event.

4.15 If the service request fails, the service is suspended or terminated due to your violation of the Tencent Cloud Service Agreement, the service terms and usage rules of the Service, the terms of Tencent Cloud products, etc.

4.16 Any other circumstances in which Tencent Cloud will be exempted or disclaimed from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or
4.17 The Service is unavailable or fail to meet the service standard due to any reason not attributable to Tencent Cloud.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed. If you have used the Service for more than 12 months, the maximum liabilities for compensation of Tencent Cloud shall not exceed the total amount of Service Fees that you have paid to Tencent Cloud for the Service in the 12 months prior to the occurrence of the damage (for the avoidance of doubt, the Service Fees refer to the cash you have actually paid for the Service, excluding vouchers and the fees you have prepaid but not actually consumed).

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Captcha Service (the “Service”), you shall read and comply with this Tencent Cloud Captcha Service Level Agreement (this “Agreement”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or disclaiming certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties. For the purposes of these Terms of Service, “Tencent Cloud” refers to the applicable Tencent entity as set forth in the Tencent Cloud Service Agreement.

1. Terms and Definitions

1.1 Service Month(s)

Refers to the calendar month(s) within the term of the Service purchased by you. For example, if you start the Service on March 17, the first Service Month will be from March 17 to March 31, and each calendar month thereafter (e.g., the second from April 1 to April 30, the third from May 1 to May 31) will be a Service Month. The Service Availability will be calculated separately for each Service Month.

1.2 Total Number of Minutes within a Service Month

Total Number of Minutes within a Service Month = the total number of days of the Service Month × 24 (hours) × 60 (minutes).

1.3 Failed Request(s)

A request will be deemed as a Failed Request in the following cases:

(1) The return status code is 5XX or 4XX due to the Captcha system, that is, the return status code starts with 5 or 4.

(2) The normal request does not reach the Captcha server due to the failure of the Captcha system.
1.4 The Total Number of Requests

Refers to the total number of Captcha requests initiated by the Customer.

1.5 Error Rate

Error Rate shall be calculated in minutes. Error Rate = (the number of Failed Requests within one minute / the Total Number of Requests within such minute) × 100%.

1.6 Service Downtime

If the Error Rate of the Service is greater than 0.01% within one minute, such minute is counted as Service Downtime. If the Service is unavailable for more than one minute, it is counted as a failure event (the “Failure Event”).

1.7 Service Downtime Calculated in Minutes

Refers to the total number of minutes of Service Downtime in a Service Month.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = ((the total number of minutes within a Service Month - Service Downtime Calculated in Minutes in such Service Month) / the total number of minutes within a Service Month) × 100%

2.2 Service Availability Standard

The Service Availability of the Service shall be no less than 99.99% (“Service Availability Standard”). If the Service fails to meet the Service Availability Standard (except under circumstances as set forth in the Disclaimer of Liabilities), you may claim compensation in accordance with this Agreement.

3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the Service Availability Standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of compensational service times (i.e., Captcha requests) by Tencent Cloud.

(2) Tencent Cloud will compensate you for 10 times the number of Failed Requests in the Failure Event of the Service Month, i.e., the number of compensational service times = the number of Failed Requests x 10. For example, if the number of Failed Requests in the Failure Event of a Service Month in which the Service fails to meet the Service Availability Standard is 10, Tencent Cloud will compensate you for 100 Captcha requests (=10 * 10).
3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability Standard, you may apply for compensation only through the Tencent Cloud ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation within two (2) months following the end of the applicable Service Month in which the Service Availability fails to meet the Service Availability Standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Disclaimer of Liabilities

If the service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 the Service is unavailable due to the act of you or your end users, which poses a security threat to the Service provided by Tencent Cloud, or is fraudulent or illegal;

4.2 the Service is unavailable due to the device, software or technology of you or any third party;

4.3 the Service is unavailable due to your failure to use the products in accordance with the specification required by Tencent Cloud;

4.4 the Service is unavailable due to your violation of any Tencent Cloud product policy or documentation;

4.5 the Service is unavailable due to your non-payment, delay in payment or refund;

4.6 the Service is unavailable due to your illegal use of Tencent Cloud products;

4.7 the Service is unavailable due to the maintenance or upgrade of any network, hardware or service, but Tencent Cloud will notify you in advance of the schedule of such maintenance and upgrade;

4.8 the Service is unavailable due to any event of force majeure;

4.9 the Service is unavailable due to any reason not attributable to Tencent Cloud;

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to applicable laws, regulations, agreements or rules, or terms of service, rules or guidelines.
published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you for the use of the Service due to any breach by Tencent Cloud, the aggregate liability of Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which fails to meet the Service Availability Standard. If you have used the Service for more than 12 months, the total aggregate liability of Tencent Cloud shall not exceed the total service fees you have paid to Tencent Cloud for the Service which fails to meet the Service Availability Standard in the 12 months immediately preceding the date that event giving rise to the liability first occurred.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the Tencent Cloud official website. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted this Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End)
In order to use the Tencent Cloud SSL Certificate service (the "Service"), you should read and observe this SSL Certificate Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime level metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/"Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 The SSL Certificate service provided by Tencent Cloud means an SSL certificate with a fixed valid term issued by a digital certificate authority provided to you by Tencent Cloud.

1.2 Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Service Downtime: If the digital certificate CRL/OCSP service remains unavailable for 5 minutes or more, such duration will be counted into Service Downtime. Any period less than 5 minutes during which such Service is unavailable does not count towards the Service Downtime.

1.4 Definition of “Unavailable”: The duration of unavailability of the Service due to TrustAsia (certificates provider), server room issue, product functionality issue or improper operation should be counted toward the Service Downtime.

2. Service Availability
2.1 *Calculation of Service Availability/ Service Uptime Level*

Service Availability = (1 - Service Downtime within the Service period of SSL certificate CRL/OCSP service / total time within the Service period of SSL certificate CRL/OCSP service) × 100%

If we guarantee a Service Availability of 99.99%. Then, for example, for June, the Service available period of SSL CRL/OCSP service is 43,195.68 minutes (= 30 (day) × 24 (hour) × 60 (minute) × 99.99%). That is, the Service Downtime is 4.32 minutes (= 43,200 minutes – 43,195.68 minutes).

Explanations:

(1) Duration of Malfunction = the time when the malfunction is resolved – the time when the malfunction starts. The duration of malfunction will be calculated in minutes. Where the duration of malfunction, or an unrounded portion thereof, is less than 1 minute, it will be rounded up to 1 minute. For example, if the duration of malfunction is 11 minutes and 1 second, it will be calculated as 12 minutes.

(2) Only the users who have purchased an SSL paid certificate and have incurred fees are eligible to compensations.

2.2 Service Availability/ Service Metrics Standard

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.99%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly Service fee paid by you for such month (the monthly Service fee referred to herein shall exclude the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.99% &gt; Av ≥ 99.00%</td>
<td>10% of the monthly Service fee</td>
</tr>
</tbody>
</table>
### Service Availability (Av) for a Service Month

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the monthly Service fee</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the monthly Service fee</td>
</tr>
</tbody>
</table>

#### 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

#### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standard specified above, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

1) a statement of malfunction of the CRL/OCSP service issued by an SSL certificate provider
2) order information of the SSL certificate

#### 4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance or update with prior notice by Tencent Cloud to users.
4.2 any failure of a user to follow the relevant guidelines in using the Service.
4.3 any malfunction of a user’s network or application.
4.4 any event of force majeure (please refer to the relevant provision in the master contract).
4.5 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.6 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Private DNS service (the “Service”), you should read and observe this Private DNS Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

Tencent Cloud Private DNS: Private DNS means a private DNS management service based on Tencent Cloud Virtual Private Cloud (VPC) provided by Tencent Cloud.

Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

2. Service Availability

2.1 Calculation of Service Availability

Unavailability means malfunction of the Services due to causes other than system maintenance.

Service Availability = (1 - Service Downtime within the Service period of Private DNS service / total time within the Service period of Private DNS service) × 100%

If we guarantee a Service Availability of 99.99%. Then, for example, the Service available period of Private DNS service is 43,195.68 minutes (= 30 (day) × 24 (hour) × 60 (minute) × 99.99%). That is, the Service Downtime is 4.32 minutes (= 43,200 minutes – 43,195.68 minutes).

Explanations:
(1) Duration of Malfunction = the time when the malfunction is resolved – the time when the malfunction starts. The duration of malfunction will be calculated in minutes. Where the duration of malfunction, or an unrounded portion thereof, is less than 1 minute, it will be rounded up to 1 minute. For example, if the duration of malfunction is 11 minutes and 1 second, it will be calculated as 12 minutes.

(2) Only the users who have purchased Private DNS service and have incurred fees are eligible to compensations.

2.2 Standards of Service Availability

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.99%. If the Service Availability fails to meet the aforementioned standard (other than circumstances set forth in the Release of Liabilities Section below), you are entitled to the compensation as set forth in Section 3 below.

3. Service Compensation

In respect of this Service, if the Service Availability is lower than the aforementioned standard, compensations will be made as follows:

3.1 Standards of Compensation

(1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud’s official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly Service fee paid by you for such month (the monthly Service fee referred to herein shall exclude the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
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<td>99.99% &gt; Av ≥ 99.00%</td>
<td>10% of the monthly Service fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the monthly Service fee</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>100% of the monthly Service fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

1) If the Service Availability in a Service Month fails to meet the aforementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and
ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities
If the Service is unavailable due to any of the following reasons, the corresponding Service unavailable time shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance or update with prior notice by Tencent Cloud to users.
4.2 any failure of a user to follow the relevant guidelines in using the Service.
4.3 any malfunction of a user's network or application.
4.4 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
4.5 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous
5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement
and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Big Data
EMR Service Level Agreement

In order to use the Tencent Cloud Elastic MapReduce ("EMR") service (the "Service"), you should read and observe this Elastic MapReduce Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Elastic MapReduce (EMR): means services provided by Tencent Cloud including Hadoop cluster creation, Hadoop installation and deployment, elastically scalable clusters, computing and storage engines, and monitoring, operation and maintenance support. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Unit Time: For measuring the Service, each 5 minutes will be deemed as one measurement unit, resulting in 288 measurement points each day. The measurement point of 00:00:00 represents the time slot from 00:00:00 to 00:04:59, and the rest can be deduced by analogy.

1.3 Error Rate within Unit Time: means the percentage of the number of failed requests within Unit Time due to any reason attributable to Tencent Cloud out of the total number of valid requests within Unit Time Error Rate within Unit Time = the number of failed requests within Unit Time / the total number of valid requests within Unit Time. Failed requests refer to valid requests with HTTP returned error code of 500 (Internal Error) or 503 (Service Unavailable). Valid requests refer to the calling of any function of the Service via API, excluding any traffic restriction requests due to the triggering of frequency control and any failed requests due to the upgrade, alteration or shutdown of the Service. Any request of Service via API from a user due to hacker attack shall not be deemed as a valid request.
1.4 **Service Unavailability**: The Service unavailability will be calculated based on the Error Rate within Unit Time, excluding any circumstance as provided for in the release of liabilities provisions below. If you do not make any request within a Unit Time, it will be deemed that the Service is 100% available within such Unit Time.

1.5 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.6 **Monthly Service Fee**: Monthly Service Fee will be calculated based on the use of clusters (i.e., elastic MapReduce clusters) of the Service per Service Month.

2. **Service Availability**

2.1 **Calculation of Service Availability**

\[
\text{Error Rate within Unit Time} = \frac{\text{the number of failed requests within Unit Time}}{\text{the total number of valid requests within Unit Time}}
\]

\[
\text{Service Availability} = 1 - \left( \frac{\text{the sum of the Error Rate within Unit Time within a Service Month}}{\text{the total number of Unit Time measurement units within a Service Month}} \right) \times 100\%
\]

2.2 **Standard of Service Availability / Service Metrics**

The Service Availability for the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3. **Standards of Compensation**

(1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud's official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon
to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and **the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month** (the Monthly Service Fee referred to herein shall exclude the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted).

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</table>

### 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation **through (and only through) the support ticket system under your relevant account** after the fifth (5\textsuperscript{th}) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, **both parties agree that the back-end record of Tencent Cloud will prevail**.

(2) **You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard.** If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability standard specified herein, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) your account information, including your account ID and APP ID.

(2) explanation of the grounds for the application, specifying the Service Availability calculated by you and the calculation method, and details of each failed request (including the initiation time of the request, the interface name of the request and the return value).
(3) any other information reasonably required by Tencent Cloud.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any malfunction attributable to user mode, including without limitation improper configuration parameters, unreasonable use of resources, and business logic bug.
4.2 any malfunction due to any device, software or other technology of you or any third party (other than any third party directly controlled by the Service).
4.3 any malfunction on user mode due to any bug within the scope of open source community components.
4.4 any malfunction attributable to you or any third-party collaborator (such as CVM resource restriction, COS capacity restriction, CAM role, security group, and VPC configuration).
4.5 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.
4.6 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.
5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.
5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Elasticsearch service (the "Service"), you should read and observe this Elasticsearch Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Elasticsearch Service (ES): Elasticsearch service means the Elasticsearch cluster hosting service provided by Tencent Cloud, including Elasticsearch cluster and Kibana service which is compatible with various Elasticsearch standard APIs. You may develop different application services based on Tencent Cloud Elasticsearch service according to your business needs. Tencent Cloud Elasticsearch service provides you with cluster operation, maintenance and management functions, such as cluster monitoring, cluster warning, cluster expansion and configuration modification.

1.2 Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated separately for each Service Month.

1.3 Service Downtime: If all attempted connections within five (5) minutes to designated Elasticsearch cluster fail, such five (5) minutes shall be deemed Service Downtime.

1.4 Total Time of a Service Month Calculated in Minutes: the number of days of the Service Month × 24 (hours) × 60 (minutes).
1.5 **Service Downtime Calculated in Minutes within a Service Month**: If the Service is unavailable within five (5) minutes as described in article 1.3 above, such five (5) minutes shall count towards the Service Downtime of the Service Month; if the Service is available, such five (5) minutes shall count towards Service available time of the Service Month.

2. Service Availability

2.1 **Calculation of Service Availability**

\[
\text{Service Availability} = 1 - \left( \frac{\text{Service Downtime Calculated in Minutes within a Service Month}}{\text{Total Time of a Service Month Calculated in Minutes}} \right) \times 100\%
\]

2.2 **Standards of Service Availability**

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.5%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

(1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud’s official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred herein shall exclude the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted).

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</table>
### 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any failure attributable to grounds beyond reasonable control of Tencent Cloud (e.g., force majeure event, internet access or beyond the scope of the Service product);

4.2 any failure due to your negligence in authorization, loss of password or mal-operation, or due to any of your equipment, third-party software or device;

4.3 any cluster failure due to insufficient physical capacity limit of the storage and computing of your choice to satisfy the de facto demands;

4.4 any possible failure due to noncompliance with the guidelines for using the cluster specified in the Elasticsearch use guidance;

4.5 any failure of data request or other failure due to the potential and undisclosed bug of underlying Elasticsearch software;

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<td>&lt; 95%</td>
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4.6 any failure due to use non-compliant with the manner of usage, version compatibility, API and other rules supported by Elasticsearch version;

4.7 any node for testing which is not advisable for use in production (e.g. 1 core 2G node) is beyond the scope of the agreement;

4.8 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and failure simulation test;

4.9 any failure by you to make corresponding modification for using the Service after being advised by Tencent Cloud of such modification;

4.10 any possible failure due to the use of informal version (e.g. Alpha version and Beta version) or a version with no more maintenance; or

4.11 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any terms of services, rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the TI Platform TIONE (the “Service”), you shall read and comply with this TI Platform TIONE Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and disclaimer of liabilities. Unless otherwise stipulated, this Agreement does not apply to functions of the Service’s closed beta testing. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/“Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Service Month(s)

Service Month(s) refers to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

1.2 Total Time of a Service Month Calculated in Minutes

Total Time of a Service Month Calculated in Minutes = The number of days of the Service Month × 24 (hours) × 60 (minutes).

1.3 Service Downtime Calculated in Minutes within a Service Month

Refers to the service downtime that lasts longer than 5 minutes due to the platform anomalies. Intermittent service unavailability of less than 5 minutes cannot be counted towards the Service Downtime of the Service Month.
1.4 Scope of Services Unavailability

Refers to the circumstances where the platform interface is accessible due to the platform anomalies as confirmed by the logs of the TIONE platform.

1.5 Service Area Applicable to the Service

Refers to all area covered by the Service.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = 1 - (Service Downtime Calculated in Minutes within a Service Month / Total Time of a Service Month Calculated in Minutes) × 100%

2.2 Standards of Service Availability

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the disclaimer of liabilities provisions below.

3. Compensation Plan

3.1 Scope of Compensation

Tencent Cloud TI Platform TIONE provides compensation for affected product features including without limitation the following:

(1) Data loss or data access anomalies due to the Tencent Cloud TI Platform TIONE services.
(2) Training task anomalies due to model training components of Tencent Cloud TI Platform TIONE.
(3) Anomalies of service publishing function and service access function due to online service components of Tencent Cloud TI Platform TIONE.

Note:

The following features are beyond the scope of compensation for Standards of Service Availability of the Service.

- Effect caused open-source software Kubernetes, Docker, operating system kernel, TensorFlow, Pytorch and other open-source portions.
3.2 Standards of Compensation

The Service Availability for each TI Service is calculated separately and the compensation amount is calculated according to the criteria in the table below. The compensation shall be limited to vouchers used to purchase the TI products and the total amount of compensation shall not exceed the monthly service fee paid by the user for the TI Service during the month in which the Service Availability is not reached (excluding the offset with vouchers).

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<tr>
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<td>Less than 95.00%</td>
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3.3 Time Limit for Compensation Application

（1）If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

（2）You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Disclaimer of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 Any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance,
4.2 Any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;
4.3 Any attack on your application interface or data, or any other misconduct;
4.4 Any loss or leak of data, pin or password due to your improper maintenance or improper confidentiality measures;
4.5 Any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device;
4.6 Any failure of you to abide by documentation or suggestions for using Tencent Cloud products;
4.7 Any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud;
4.8 Any other circumstances in which Tencent Cloud will be exempted or disclaimed from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

Before using the Tencent Cloud TI Platform TIONE, you should read carefully the relevant service description, technical specification and operation guide, etc. in official documentation of Tencent Cloud, and fully understand the relevant content and potential consequences. You understand and agree that, your use of the Tencent Cloud TI Platform TIONE is based on your sole independent and prudent judgement, and you shall be responsible for your own judgement or actions, including without limitation:

(1) You should decide on your own the compatibility between the model training, inference and other related services, and the frame mirror and hardware computing power you choose;
(2) The TI Platform TIONE Service does not guarantee the availability of operating system and kernel defects caused by the community;
(3) You shall be responsible for your own operations (e.g., resource limitation configuration, container image configuration, code writing and business logic setting);
(4) If you use other paid Tencent Cloud products while using the Service, you shall pay for such products in accordance with the corresponding pricing arrangement and observe corresponding service terms;
(5) The Service is only responsible for the availability of its own service module of the machine learning platform, including training tasks, notebook and service publishing, etc. For other Tencent Cloud products such as TKE, CLB, CBS and API Gateway, please refer to relevant service level agreements. You shall be solely responsible for correctness and usability of custom parts (e.g. inference code, training code, training data, model files, etc.).

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed.
5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary with notice in light of changes in due course. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
TTS Service Level Agreement

Last updated: 2022-09-23 10:37:38

In order to use the Tencent Cloud Text to Speech Public Cloud Service (the “Service”), you shall read and comply with this Text to Speech Public Cloud Service Level Agreement (this “Agreement”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or disclaiming certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/“Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties. For the purposes of these Terms of Service, “Tencent Cloud” refers to the applicable Tencent entity as set forth in the Tencent Cloud Service Agreement.

1. Terms and Definitions

1.1 Text to Speech Public Cloud Service

Refers to the public cloud text to speech interface call service provided by Tencent Cloud. You can use the Service to achieve the conversion from text to speech. The specific content of the Service is subject to the service you use.

1.2 Service Month(s)

Service Month(s) refers to the calendar month(s) within the term of the Service you use. For example, if you start the Service on March 17, there will be four (4) Service Months as of June 16 (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 30). The Service Availability will be calculated separately for each Service Month.

1.3 Unavailable Minutes within a Service Month

A minute will be counted towards the Unavailable Minutes within a Service Month only if all your continuous requests to the Service through the API or SDK return with internal errors within that minute. If none of or only a part of your requests to the Service through the API or SDK within a minute return with internal errors, the Service will be deemed to be fully available in that minute and that minute shall not be counted towards the Unavailable Minutes within a Service Month. If you make no requests to the Service in a minute, that minute shall not be counted towards the
Unavailable Minutes. The sum of the unavailable minutes of the Service within a Service Month shall be the Unavailable Minutes within a Service Month.

1.4 Internal Error

The Internal Error means the abnormal return of API or SDK due to the malfunction of the Service. The Internal Error can be determined by the error return code of the Service and be identified by the Internal Error return code or 500 return code in the error return code of the Service. Any request return error of API or SDK caused by the problems not attributable to Tencent Cloud, such as a network failure, user request parameter error (for example, an illegal request parameter or an invalid URL) or a format error of an audio input shall not be deemed as an Internal Error.

1.5 Total Number of Minutes within a Service Month

Total Number of Minutes within a Service Month = the total number of days of the Service Month × 24 (hours) × 60 (minutes).

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = (1 – Unavailable Minutes within a Service Month / Total Number of Minutes within a Service Month) × 100%

2.2 Service Availability Standard

The Service Availability of the Service should not be less than 99.9%. If the Service fails to meet the Standard (except under circumstances for disclaimer of liabilities), you may claim compensation in accordance with Article 3 (Compensation Plan) of this Agreement.

3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the Standard, you will be entitled to compensations in accordance with the following terms:

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<thead>
<tr>
<th>Service Availability in a Service Month</th>
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</table>
3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher (not cash) by Tencent Cloud, and you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the service availability standard, the amount of compensation shall be calculated for such Service Month separately, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month (the Monthly Service Fee referred to herein shall exclude the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may apply for compensation only through the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability Standard, you may apply for compensation within the period of time as stipulated under this Agreement, and you should at least provide the following information together with your compensation application:

(1) the AppID and UIN used by the Service;

(2) the specific time period of the service unavailability, down to the minute.

4. Disclaimer of Liabilities
4.1 If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

(1) any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test;

(2) any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;

(3) any attack on your application interface or data, or any other misconduct;

(4) any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

(5) any negligence in authorization or incorrect operation by you, or any of your own equipment, or third-party software or device;

(6) any failure of you to abide by documentation or suggestions for using Tencent Cloud products;

(7) any use exceeding the Service capacity limit indicated for the current version of the Service;

(8) any unavailability of the Service or failure to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

(9) any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

5. Warranties and Covenants

5.1 You undertake that you are the end-user of the Services. If you are an agent procuring the Service for a third party, you shall confirm that you have had the full authority of the end-user to accept and agree to all the terms of this Agreement.

5.2 You undertake that the specific business data identified by the Service (including, without limitation, the voice data submitted by you using the voice replication and the voice customization service, and the contents submitted by you using the text to speech service) have been obtained by you through legal means and fully authorized by the information owner to use such business data, and undertake that you will not infringe upon the intellectual property rights and other legitimate rights and interests of any third party. Tencent Cloud reminds you to prudently review the legitimacy of the data source and content. You undertake not to use the Service to engage in any acts in violation of laws and regulations or public order and good morals, or to provide assistance for the above acts.
5.3 You undertake that any outputs or results (including, without limitation, AI synthesized audio files) obtained as a result of your use of the Service shall be used for your personal use only and shall be marked as AI-generated works in the course of your use, and shall not be disclosed, provided, forwarded or transmitted to any third party by yourself or through others in any manner or medium.

5.4 If you violate your undertakings, you shall be solely liable for all consequences and liabilities caused thereby and Tencent Cloud shall have the right to take immediate measures, including but not limited to deleting your relevant information and data, suspending or terminating the provision of the Service, restricting or prohibiting your use of some or all functions, freezing or deactivating the account until deregistration, or unilaterally terminating or rescinding this Agreement without any liabilities. If Tencent Cloud suffers any loss or is subject to any penalty as a result thereof, you shall fully indemnify all losses.

6. Miscellaneous

6.1 The parties hereto acknowledge and agree that, for any losses incurred by you for the use the Service due to any breach by Tencent Cloud, the total aggregate liability of Tencent Cloud shall under no circumstance exceed the total Service Fees you have paid for the relevant Service which is not performed. If you have used the Service for more than 12 months, the total aggregate liability of Tencent Cloud for damages shall not exceed the total fees you have paid to Tencent Cloud for the Service in the 12 months immediately preceding the date that event giving rise to the liability first occurred.

6.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted this Agreement as amended.

6.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.
In order to use the Tencent Cloud Speech Recognition Public Cloud Service (the “Service”), you shall read and comply with this Tencent Cloud Speech Recognition Public Cloud Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability or success rate, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or disclaiming certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties. For the purposes of these Terms of Service, “Tencent Cloud” refers to the applicable Tencent entity as set forth in the Tencent Cloud Service Agreement.

1. Terms and Definitions

1.1 Speech Recognition Public Cloud Service

Refers to the public cloud speech recognition interface call service provided by Tencent Cloud, including audio file recognition, one-sentence recognition and real-time speech recognition, etc., subject to the specific services you use. You can use the Service to achieve the conversion from speech to text.

1.2 Service Month(s)

Service Month(s) refers to the full calendar month(s) within the term of the Service you use. For example, if you start the Service on March 17, there will be four (4) Service Months as of June 16 (the first Service Month from March 1 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 30). The Service Availability will be calculated separately for each Service Month.

1.3 Unavailable Minutes within a Service Month

A minute will be counted towards the Unavailable Minutes within a Service Month only if all your continuous requests to the Service through the API or SDK return with internal errors within that minute. If none of or only a part of your requests to the Service through the API or SDK within a minute return with internal errors, the Service will be deemed to be fully available in that minute and that minute shall not be counted towards the Unavailable Minutes within a
Service Month. If you make no requests to the Service in a minute, that minute shall not be counted towards he Unavailable Minutes. The sum of the unavailable minutes of the Service within a Service Month shall be the Unavailable Minutes within a Service Month.

1.4 Internal Error

The Internal Error means the abnormal return of API or SDK due to the malfunction of the Tencent Cloud Speech Recognition Service. The Internal Error can be determined by the error return code of the Service and be identified by the Internal Error return code, negative error return code or 500 return code in the error return code of the Service. Any request return error of API or SDK caused by the users’ problems such as a network failure, user request parameter error (for example, an illegal request parameter or an invalid URL) or a format error of an audio input shall not be deemed as an Internal Error.

1.5 Total Number of Minutes within a Service Month

Total Number of Minutes within a Service Month = the total number of days of the Service Month × 24 (hours) × 60 (minutes).

2. Service Availability

2.1 Calculation of the Service Success Rate

Service Availability = (1 – Unavailable Minutes within a Service Month / Total Number of Minutes within a Service Month) × 100%

2.2 Service Indicator Standard

The Service Availability of the Service provided by Tencent Cloud should not be less than 99.9%. If the Service fails to meet the Standard (except under circumstances for disclaimer of liabilities), you may claim compensation in accordance with Article 3 of this Agreement.

3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the Standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher (not cash) by Tencent Cloud, and you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be
issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the service availability standard, the amount of compensation shall be calculated for such Service Month separately, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month (the Monthly Service Fee referred to herein shall exclude the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).

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3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may apply for compensation only through the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation

If you believe that the Service fails to meet the Service Availability Standard, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) the AppID and UIN used by the Service;

(2) the specific time period of the service unavailability, down to the minute.

4. Disclaimer of Liabilities
If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test;

4.2 any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;

4.3 any attack on your application interface or data, or any other misconduct;

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

4.5 any negligence in authorization or incorrect operation by you, or any of your own equipment, or third-party software or device;

4.6 any failure of you to abide by documentation or suggestions for using Tencent Cloud products;

4.7 any use exceeding the Service capacity limit indicated for the current version of the Service;

4.8 any unavailability of the Service or failure to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;

4.9 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately;

4.10 you understand and agree that the Service provided by Tencent Cloud is provided based on the current technology and conditions. Due to the limitation of current technology and conditions, or changes of relevant information, data, etc. provided by you or other circumstances that are not Tencent Cloud's fault, or beyond Tencent Cloud's control or reasonable foreseeability, Tencent Cloud cannot guarantee that the Services it provides are flawless and that the identification results are completely accurate. In this case, it will not be regarded as a breach of contract by Tencent Cloud, and Tencent Cloud can be exempted from liability, while both parties should work together in good faith to solve the problem;

4.11 you shall ensure the legitimacy of the voice source you submit for speech recognition. If your voice audio comes from a third party, you shall ensure that you have obtained the appropriate permission of the third party to use the voice audio, otherwise, you shall be solely responsible for the liabilities arising therefrom.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you for the use of the Service due to any breach by Tencent Cloud, the total aggregate liability of Tencent Cloud for damages
shall not exceed the total fees you have paid to Tencent Cloud for the Service in the 12 months immediately preceding the date that event giving rise to the liability first occurred.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted this Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.
1. Tencent Cloud Service

Tencent Cloud: means cloud system services consisting of cloud virtual machine, cloud bandwidth, cloud storage space, cloud database, cloud security, cloud monitoring, cloud automated testing, and other different elements to meet different needs of various products including websites and applications. Please refer to the relevant information published by Tencent Cloud for detailed categories of services.

2. Service Guarantee Metrics

Tencent Cloud sets service level metrics for cloud service purchased by you and guarantees data management and business quality to the extent possible. However, Tencent Cloud has the right to adjust certain metrics in due course. Unless otherwise specifically stipulated herein, for the purpose of this agreement, a "month" equals to thirty (30) calendar days, coinciding with a calendar month.

2.1 Cloud Message Queue ("CMQ") Service (the "Service")

2.1.1. Durability of Stored Data

The durability of CMQ you request for each month is 99.999999%.

2.1.2. Data Deletion

Upon your request or prior to disposal or resale of a device, Tencent Cloud will perform low level formatting of disks to completely and irrecoverably delete all your data which cannot be recovered, and the disks will be demagnetized when they are discarded.

2.1.3. Data Confidentiality

CMQ will leverage on the Key Management Service (KMS) to have the body of the messages encrypted to avoid uploading messages in plaintext.

2.1.4. Right to Know

Six data centers are currently deployed for the Service, namely, Shanghai Data Center, Hong Kong Data Center, Guangzhou Data Center, Beijing Data Center, Singapore Data Center, and North America Data Center.
In order to assist a user in selecting the data center with best network conditions for the data storage purpose, the user should specify the region (Shanghai, Hong Kong, Guangzhou, Beijing, Singapore, and North America) when purchasing cloud virtual machine.

The local laws and relevant laws of the People's Republic of China that a data center known to the user shall comply with.

None of user data will be provided to a third party, unless required by a government regulatory authority for regulatory or audit purposes.

In order to ensure the security of user data, Tencent Cloud will concurrently store three replica sets of the data and will make data cold back-up on a regular basis.

2.1.5. Data Audit

Tencent Cloud may, in accordance with the existing laws and regulations, and provided that the relevant procedural and formality requirements are fully compliant, disclose certain information of cloud virtual machines, including without limitation operation log of key components, operation records of operation and maintenance personnel and operation records of users, for the purposes of cooperating with supervision and administration, evidence collection and investigations of governmental or regulatory authorities or otherwise.

2.1.6. Service Availability

Tencent Cloud guarantees that the availability of the Service will be no lower than 99.95%, which means that the available time of the Service in a month for a user would be no less than 43,178.4 minutes (≈ 30 (days) × 24 (hours) × 60 (minutes) × 99.95%), and the Service may be unavailable for 21.6 minutes (≈ 43,200 minutes -- 43,178.4 minutes) in a month. The Service unavailability will be calculated on a single instance basis.

If it takes less than 5 minutes for the malfunction of the Service to recover, such period will not be counted into Service downtime. Service downtime refers to the time period starting from the occurrence of the malfunction and ending upon the recovery of the Service, including the time period for maintenance; provided, however, that only such time period lasting over 5 minutes will be counted into the Service downtime.

2.1.7. Malfunction Recovery Capacity

CMQ has failover capacity, which means that automatic failover to an alternate master server will be triggered, without any action of a user, when any malfunction of a physical server occurs, thus ensuring the continuity of the Service provided to users. In addition, Tencent Cloud's professional teams provide maintenance assistance on a 24/7 basis.

3. Accuracy of Pay-Per-Use

The purchase page and order page will expressly specify the fees for Tencent Cloud services. A user may select specific service category and purchase such service in accordance with the fee so specified. Please refer to the
information published on Tencent Cloud official website for fee details. Tencent Cloud will charge service fees based on the category of service purchased by the user and the service period thereof.

4. Compensation

4.1 Scope

If a user is not able to use the cloud virtual machine in a regular way or is completely unable to access such virtual machine or the website (developer service website) is unable to access due to any malfunction attributable to Tencent Cloud, the user may require Tencent Cloud to compensate for such incident/malfunction.

4.2 Compensation Standards

Duration of malfunction = the time when the malfunction is fixed-- the time when the malfunction starts. The duration of malfunction will be calculated in minutes. Where the duration of malfunction, or an unrounded portion thereof, is less than 1 minute, it will be rounded up to 1 minute. For example, if the duration of malfunction is 1 minute and 1 second, it will be calculated as 2 minutes.

One hundred times compensation for CMQ malfunction:

Post-pay: the compensation will be made in the form of cash voucher, the amount of cash voucher = daily fee of the failed CMQ / 24 / 60 × duration of malfunction (calculated in minutes) × 100. However, the amount of such cash voucher shall not exceed the total CMQ service fees.
1. Tencent Cloud CKafka Message Service

CKafka (Cloud Kafka) is a distributed, high-throughput, and highly scalable messaging system, which is compatible with the open-source Kafka API (version 0.9 and 0.10). Based on the publishing/substitution model, CKafka decouples messages and enables producers and consumers to interact asynchronously without having to wait for each other. CKafka has many advantages such as data compression and supporting offline and real-time data processing at the same time. It is suitable for log compression collection, monitoring data aggregation and other scenarios.

2. Service Guarantee Indicators

Tencent Cloud will stipulate the customized service level indicators for the cloud service you bought, and will commit itself to providing you with the maximum guarantee in terms of data management and business quality. Meanwhile, Tencent Cloud will reserve the right to make a proper adjustment in any indicators according to changes. Unless otherwise specified, the "month" referred to herein has a length of 30 calendar days, and shall be calculated on the basis of a calendar month.

2.1 CKafka Message Service

2.1.1 Data Storage Persistence

The CKafka you apply for every month has a data storage persistence of ‘99.999999%’.

2.1.2 Destroyable Data

When you request to delete any data or before you discard or resell any device, Tencent Cloud will perform a complete, permanent deletion on all your data through low-level disk formatting, and degauss the hard disks that are due for scrap.

2.1.3 Right to Know

For now, users’ CKafka service is deployed in six data centers, which are Shanghai Data Center, Guangzhou Data Center, Beijing Data Center, Chengdu Data Center, Shanghai Financial Data Center, and Shenzhen Financial Data...
Center.

Tencent Cloud helps users choose a data center with the best network condition to store their data. Users can select the region where they belong (Guangzhou, Shanghai, Beijing, Chengdu) when making a CVM purchase.

Those data centers available to users shall comply with local laws and regulations and applicable laws and regulations of the PRC.

Tencent Cloud will not disclose any of users’ data to any third party, unless such disclosure is required by regulatory authorities for supervision and auditing purposes.

2.1.4 Data Auditing

In accordance with the applicable laws and regulations and on condition of compliance with relevant process and availability of all necessary documents, Tencent Cloud may provide information regarding CVMs, including operation log of key components, operation records of OPS personnel and operation records of users, if required by regulatory authorities or if it is necessary to do so for other reasons such as collection of evidences during investigation into security incidents.

2.1.5 Service Availability

A service availability of ‘99.95%' is guaranteed for the CKafka Message Service, which means that the CKafka Message Service should be available for users for at least ‘30 x 24 x 60 x 99.95% = 43178.4 minutes' each month, and be unavailable for users for ‘43200-43178.4=21.6 minutes' at most each month. Service unavailable time is calculated by the user's single instance.

If the service recovers from failure within 5 minutes, it will not be counted into service downtime. Unavailability duration refers to the period from the moment the failure occurs to the recovery of service, including maintenance duration. If the service recovers from failure for over 5 minutes, it will be counted into the unavailability duration.

2.1.6 Failure Recovery Capability

Tencent CKafka is designed with the failure recovery capability. When the physical server fails, the service will be automatically migrated to a new parent host without requiring any user intervention, so as to ensure continued service for customers. Meanwhile, Tencent Cloud's professional team provides maintenance support on a 24/7 basis.

3. Service Billing Accuracy

The billing details for Tencent Cloud services are displayed on the customer’s purchase and order pages. You can choose the services you need from a variety of service categories and make a purchase at the listed prices. Please refer to the information published on Tencent Cloud website for the actual prices, and the fee will be charged based on the service specifications and the length of usage.
4. Compensation

4.1 Scope
Compensation is applicable to circumstances where a user claims for compensation for incidents/failures caused by Tencent Cloud, such as the user's inability to use services properly or access them and the inability to access any particular website (service site for developers).

4.2 Compensation Standards
Downtime duration = time when the failure is resolved - start time of failure. Downtime duration is calculated in minutes, and the duration less than 1 minute will be counted as 1 minute.
For example, if the downtime duration is 1 minute and 1 second, the duration will be counted as 2 minutes.

Hundred-fold compensation for CKafka Message Service failures:

Postpaid: a cash coupon in an amount equal to the daily fee of the failed instance ÷ 24 ÷ 60 × downtime duration (in minutes) × 100 will be offered. The upper limit of the cash coupon shall not exceed the total fee of the CKafka service.
The Cloud KAFKA Service Level Agreement (New Version) will be available on the official website of Tencent Cloud for the public to comment for thirty (30) days, and will take effect as of August 23, 2019 (Please note that the Cloud Kafka Service Level Agreement (Old Version) is also available on the official website of Tencent Cloud until August 23, 2019). Any service availability issue in relation to the CKafka service on or before August 23, 2019 is governed by the Cloud KAFKA Service Level Agreement (Old Version), while the service availability issue as from August 24, 2019 shall be subject to the Cloud KAFKA Service Level Agreement (New Version).

In order to use the Tencent Cloud Kafka ("CKafka") service (the "Service"), you should read and observe this Cloud Kafka Service Level Agreement (this "Agreement") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Kafka (CKafka): means a distributed, high-throughput, highly scalable messaging system that is compatible with open-source Apache Kafka API (version 0.9 and version 0.10). Based on the publish/subscribe model, CKafka enables async interaction between the message producer and consumer by decoupling the messages and thereby eliminating wait time. CKafka supports data compression and offline and real-time data processing, making it ideal for collection of compressed logs and aggregation of monitoring data.
1.2 **Single Instance**: means one (1) CKafka instance. The Service Availability will be calculated on a Single Instance basis.

1.3 **Total Time of a Single Instance within a Service Month**: equals to the total number of days of the Service Month × 24 (hours) × 60 (minutes).

1.4 **Instance Unavailability**: When a CKafka instance with incoming and outgoing permission rules properly configured fails to communicate with an IP address, neither incoming nor outgoing, and such failure lasts for more than five (5) minutes, it will be deemed that the CKafka instance is unavailable within such five (5) minutes.

1.5 **Single Instance Service Downtime Calculated in Minutes**: Single Instance Service Downtime Calculated in Minutes = the time when the Instance Unavailability is fixed -- the time when the Instance Unavailability starts. Service downtime means the time period starting from the malfunction to the recovery to normal use, including the time period for maintenance. It will not be counted in the Service downtime unless and until the malfunction of the Service lasts for at least five (5) minutes; when the Instance Unavailability is fixed within five (5) minutes, which means that the actual downtime of the Service is less than five (5) minutes, such downtime will not be counted in the Service downtime defined herein.

1.6 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.7 **Monthly Service Fee**: means the aggregate service fees paid by you in cash for a Single CKafka Instance within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted.

### 2. Service Availability

2.1 **Calculation of Service Availability**

Service Availability = (total time of a Single Instance within a Service Month calculated in minutes - Single Instance Service Downtime Calculated in Minutes) / total time of a Single Instance within a Service Month calculated in minutes × 100%

2.2 **Service Availability Standard**

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 (**Service Compensation**) below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.
Assuming that the Total Time of a Single Instance within a Service Month is \(30 \times 24 \times 60 \times 99.95\% = 43178.4\) minutes, the Service downtime of the instance in such month will be \(43200 - 43178.4 = 21.6\) minutes.

Note:
The standard above applies only to the availability of the components of the Service per se; for the service availability of the other relevant Tencent Cloud services, such as COS, EMR and Oceanus, please refer to their respective service level agreement.
None of the additional functionality provided by the Service, including without limitation storing messages via COS, is covered by Service Availability guarantee herein.
The data in the Service is delivered asynchronously, which means, among others, that the Service cannot guarantee 100% storage of the data under the circumstance of multiple server malfunction, and therefore, in order to ensure the security of the data, you should make replicas of your instances and be responsible for backing up your data.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.95% &gt; Av ≥ 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>
## 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

## 4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any failure of the Service to meet the availability standard due to reaching or exceeding the limit of the scale of the single business instance purchased by you.

4.2 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.3 any circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any terms of service, rules or guidelines published by Tencent Cloud separately.

4.4 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test.

4.5 any defects of data flow or management flow resulting from open source community.

4.6 any attack on your application endpoint or data, or any other mal-operation.

4.7 any failure of you to abide by user guide or suggestions for using Tencent Cloud products.
5. Miscellaneous

5.1 You understand that Tencent Cloud cannot warrant that the Service is error free; however Tencent Cloud will endeavor to continuously improve the quality and level of its services. As such, you hereby agree that Tencent will not be deemed to have breached this Agreement in case of any error of the Service, as long as such error is unavoidable in the context of the then existing technologies in the industry. You agree to cooperate with Tencent to resolve aforementioned error.

5.2 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.3 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.4 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud messaging service (the "Service"), you should read and observe this Tencent Cloud Messaging Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and Service success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud provides messaging service, which includes domestic and international verification code message, industry notification message, member marketing message, voice verification code, voice notification and other functions, and provides you with APIs and gateways for sending message, gateway operation support and other services. For details, please refer to the Service you purchase and the content of the Service provided by Tencent Cloud.

1.2 Apparent Failure: means the failure to submit the messages sent from the APIs or control penal provided by Tencent Cloud to the Valid Number terminal due to reasons attributable to Tencent Cloud.

1.3 Effective Number of Sent Messages: means the total number of the messages sent to Valid Number via the APIs or control penal provided by Tencent Cloud. The messages sent to invalid number shall not be count towards the Effective Number of Sent Messages.

1.4 Valid Number: means the number you submitted that can be used normally, excluding:

(1) numbers identified by telecom operators as being used abnormally, including non-existing numbers, numbers linked to a switched-off device or a device with suspended service;
(2) numbers which cannot receive messages normally due to reasons attributable to user terminal, including without limitation overdue payments, power off, out of coverage area, non-subscription of messaging service, terminal network connection, mobile phone interception and other unstable situations; and

(3) blocked number defined by Tencent Cloud and telecom operators.

1.5. **Service Month(s):** Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated separately for each Service Month.

1.6 **Monthly Service Fee:** Monthly Service Fee means the aggregate service fee for cloud messages actually consumed by you in one (1) Service Month, excluding paid but unconsumed portion.

2. **Service Availability**

2.1 **Calculation of Service Availability**

\[
\text{Service Availability} = 1 - \left( \frac{\text{number of Apparent Failures out of Effective Number of Sent Messages within a Service Month}}{\text{Effective Number of Sent Messages within a Service Month}} \right) \times 100\%
\]

2.2 **Standards of Service Indicator**

The Service Availability of this Service provided by Tencent Cloud will be no less than 95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

(1) Compensations will be made **in the form of messages in a number corresponding to the compensation amount** by Tencent Cloud. The price of a single message is subject to the official rate card price published by Tencent Cloud messaging service. You should follow the rules for using the messaging service (including the valid term; for details, please refer to the rules of the messaging service published on Tencent Cloud's official website). You cannot redeem such number of messages for cash or request to issue an invoice. Such number of messages can only
be used through your Tencent Cloud account. You cannot give such number of messages to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (excluding the portion deducted by a coupon or promotional voucher, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability(Av)</th>
<th>Number of Messages Compensated</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% &gt; Av ≥ 90%</td>
<td>Number of messages corresponding to 10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>90% &gt; Av</td>
<td>Number of messages corresponding to 30% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any failure attributable to the user;

4.2 any loss or leak of data, pin, password, etc. due to improper maintenance or improper confidentiality measures of a user, or faking views using verification code;

4.3 any hacker attack on a user's application;
4.4 any failure by a user to abide by documentation or suggestions for using Tencent Cloud messaging service;

4.5 any negligence of, or operation authorized by, a user;

4.6 any violation of platform rules such as information control, flow control, information security (e.g. sensitive word) control;

4.7 any business deemed as harassment business by terminal recipient;

4.8 any control by the Ministry of Industry and Information Technology, bureau of communication administration and telecom operators;

4.9 any illegal information relating to pornography, gambling, illegal drugs, political party, politics, military affairs, fraud, etc.;

4.10 any soaring business needs without prior notification, millions of messages per day per account for normal messaging service users, hundreds of millions of messages per day per account for gateway messaging service users;

4.11 any use of number extension, number with fixed ending digits, three-network-in-one number, fixed number, designated number configuration and other products, functions and access for trial operation which are not made public by the official website of Tencent Cloud;

4.12 any announcement with prior notice by Tencent Cloud due to significant activity or promotion;

4.13 any system maintenance with prior notice by Tencent Cloud to the user, including system cutover, maintenance, upgrade and failure simulation test;

4.14 any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.15 any force majeure event or accident;

4.16 any Service unavailability or failure of the Service to meet the standard due to any reason not attributable to Tencent Cloud;

4.17 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. **Miscellaneous**

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.
5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Push Notification Service (TPNS) (Paid Version) (the “Service”), you should read and observe this TPNS (Paid Version) Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability/Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next" , or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

TPNS (Paid Version) Service provided by Tencent Cloud refers to the push notification service provided by Tencent Cloud to you ("Client") through Tencent Cloud TPNS platform, including without limitations to iOS push, Android push (including third party push channels), REST API push, push statistics and other categories of push services provided by Tencent Cloud. For details, please refer to the Service purchased by you and the content of Service provided by Tencent Cloud. You can integrate the mobile push functions, manage push notifications, and promptly push notifications or messages to users of your application to interact with the users.

1.1 Service Month(s): Service Month(s) refers to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.2 Downtime within a Service Month: If (and only if) all your continuous attempts within one (1) minute to push information by calling Push API or through the management platform fail, it shall be deemed that the Service is unavailable within such one (1) minute. If your attempts within one (1) minute to push information by calling Push API or through the management platform succeed in whole or in part, the Service shall be deemed available within such one (1) minute. The accumulated Service downtime so calculated in minutes within a Service Month is the Service Downtime for such Service Month.
1.3 **Total Time within a Service Month Calculated in Minutes**: the total number of days within such Service Month × 24 (hours) × 60 (minutes).

2. **Service Availability**

2.1 **Calculation of Service Availability**

Service Availability = \( (1 - \text{Service Downtime calculated in minutes within a Service Month} / \text{total time of the Service within a Service Month calculated in minutes}) \times 100\% \)

2.2 **Service Availability Standard**

The Service Availability of the Service provided by Tencent Cloud will be **no less than 99.9\%**. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the above-mentioned standard, you will be entitled to compensations in accordance with the following terms:

**3.1 Standards of Compensation**

1. Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud's official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

2. If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and **the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month** (the monthly service fee referred herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability for a Service Month (Av)</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.9% &gt; Av ≥ 99.0%</td>
<td>10% of the monthly service fee</td>
</tr>
<tr>
<td>99.0% &gt; Av ≥ 98.0%</td>
<td>20% of the monthly service fee</td>
</tr>
</tbody>
</table>
Service Availability for a Service Month (Av) | Value of Compensation Voucher
---|---
98.0% > Av | 50% of the monthly service fee

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test;

4.2 any malfunction or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.3 any attack on your application endpoint or data, or any other mal-operation;

4.4 any loss or leak of any data, pass code, password due to your improper maintenance or improper confidentiality measures;

4.5 any negligence in authorization or mal-operation by you, or any f your equipment, or third-party software or device;

4.6 any failure of you to abide by user guide or suggestions for using Tencent Cloud products;

4.7 any delayed or discarded push resulting from exceeding the Service capacity limit indicated for the current Paid Version of the Service;
4.8 any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud;

4.9 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 Developers shall obtain express content from users to permit developers to provide the user data to Tencent for use to for performing

5.4 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.

5.5 This SLA applies to Tencent Cloud public cloud TPNS within Mainland China, and does not apply to applications using the push service outside mainland China or pushing notifications to customers outside mainland China. (End of Document.)
IM Service Level Agreement

Last updated: 2020-06-19 17:07:08

Tencent Cloud Instant Messaging Service Level Agreement

In order to use the Tencent Cloud Instant Messaging (“IM”) service (the “Service”), you should read and observe this Tencent Cloud Instant Messaging Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics**, compensation plan** and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Instant Messaging (IM): means a comprehensive instant messaging solution provided by Tencent Cloud featuring international access, one-to-one chat, group chat, push notification, profile and Web SDK hosting, account authentication, etc., with requisite capacities of APP integration and back-end management interface. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Service Month(s): means the effective term within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be three (3) Service Months (the first Service Month from March 17 to April 16, the second from April 17 to May 16, and the third from May 17 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.3 Monthly Service Fee: means the aggregate service fees actually consumed by you within one (1) Service Month, excluding the portion paid yet to be consumed.

1.4 Apparent Failure: If all continuous attempts of a user to log in or send a message (including one-to-one messages and group chat messages) when using an APP or conducting back-end management through an interface of the Service fail within one (1) minute, it shall be deemed an Apparent Failure of the Service. However, if the log-in attempts succeed or the messages are successfully sent, in full or in part, when a user uses an APP or conducts back-end management through an interface of the Service, it will be deemed that the Service is available within such one (1) minute.
1.5 **Apparent Failure Calculated in Minutes**: means the accumulated Apparent Failure calculated in minutes within a Service Month.

2. **Service Availability**

2.1 **Calculation of Service Availability**

Service Availability = 1 - \( \frac{\text{Apparent Failure Calculated in Minutes within a Service period}}{\text{total time of a Service period calculated in minutes}} \times 100\% \)

2.2 **Standard of Service Metrics**

The **Service Availability of the Service provided by Tencent Cloud will be no less than 99\%**. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 **Standards of Compensation**

(1) Compensations will be made **in the form of voucher** by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and **the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month** (the Monthly Service Fee referred to herein shall exclude the fee deducted by a voucher or promotional coupon, Service fee discounted or waived, or fees otherwise deductible).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>95% &gt; Av ≥ 90%</td>
<td>20% of the Monthly Service Fee</td>
</tr>
<tr>
<td>90% &gt; Av</td>
<td>30% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 **Time Limit for Compensation Application**
(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any malfunction on the part of a user.

4.2 any loss or leak of data, passcode or password due to improper maintenance or improper confidentiality measures of a user.

4.3 any hacker attack on a user’s application or data.

4.4 any failure of a user to abide by user guide or suggestions for using IM products.

4.5 any negligence of a user or any operation authorized by a user.

4.6 any use by a user of any illegal information relating to pornography, gambling, illegal drugs, political party, politics, military affairs, fraud, etc.

4.7 any impromptu increase of the needs to use the audio-visual chatroom functions by a user without prior notification.

4.8 Any use of products, functions and access for trial operation which are not made public by the official website of Tencent Cloud.

4.9 any significant event or promotion publicly announced by Tencent Cloud in advance.

4.10 any system maintenance with prior notice by Tencent Cloud to users, including system cutover, maintenance, upgrade and malfunction simulation test.

4.11 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.
4.12 any event of force majeure or accident.

4.13 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.14 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate amount of compensation payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
Industry Applications
weiling Service Level Agreement

Last updated : 2022-03-05 18:56:52

To use the Tencent Cloud Weiling service (hereinafter referred to as the "Service"), you must read and comply with the Service Level Agreement for Tencent Cloud Weiling (hereinafter referred to as this "Agreement" or "SLA") and the Tencent Cloud Service Agreement. This Agreement contains the terms associated with the Service and their definitions, metrics for service availability and service success rate level, compensation, and disclaimer. Please be sure to carefully read and fully understand the provisions hereof. The limitation of liability and disclaimer clauses or other clauses which relate to your major rights and interests may be highlighted in bold or underlined for emphasis.

Unless you have fully read and completely understand and accept all of the provisions hereof, do not purchase the Service. By clicking "Agree" or "Next", purchasing or using the Service, or accepting this Agreement otherwise expressly or implicitly, you acknowledge that you have read this Agreement and agree to be bound by it, and this Agreement will enter into force between you and Tencent Cloud (each a "Party" and collectively the "Parties") and become a legal instrument that is binding upon the Parties.

1. Terms and Definitions

1.1 Tencent Cloud Weiling: Tencent Cloud Weiling provided by Tencent Cloud is an IoT building operating system well adapted to smart building scenarios. It provides connection, management, and digital operations services for various resources in buildings, such as hardware devices, applications, and services.

1.2 Service cycle: a service cycle is a natural month. The service availability is determined on a service cycle basis. The service cycle is calculated monthly, and any period of less than one natural month will not be counted as a service cycle, nor the service availability will be determined for that period.

1.3 Failed request: Tencent Cloud Weiling regards requests that return an error code of "internal error" and normal user requests that fail to arrive at its server due to any failure in it as failed requests. However, failed requests shall not include the following types of request: (1) requests that are made failed by Tencent Cloud Weiling due to excess of its QPS (queries per second) caused by the use of inappropriate access modes; (2) failed requests or service unavailability caused by reasonable upgrades, changes, or shutdowns initiated by Tencent Cloud Weiling; (3) requests made failed by Tencent Cloud Weiling due to hacker attacks against your applications; and (4) requests not successfully sent to your devices by Tencent Cloud Weiling or not successfully reported to it by your devices due to ISP network failures.

1.4 Valid requests: all requests received by the Tencent Cloud Weiling server are regarded as valid requests, excluding the following types of request: (1) requests that are initiated to the service before it is activated and
authorized, fail to be authenticated, or are initiated with an incorrect key; (2) requests initiated by your applications after they are attacked by hackers; (3) requests to platform server APIs that are throttled due to excessive call frequency or return an error due to network disconnections; (4) requests that are throttled due to excessive device reporting frequency (the limit is 1 QPS per device); (5) requests sent to your devices by the platform that are throttled (the limit is 1 QPS per device); and (6) requests that are discarded due to noncompliance with the data format requirements of Tencent Cloud Weiling.

5-minute error rate: \( \frac{\text{number of failed requests per 5 minutes}}{\text{total number of requests per 5 minutes}} \times 100\% \)

1.5 Monthly service fees: it refers to the total service fees paid for Tencent Cloud Weiling by you in a natural month. If you pay service fees for multiple months at a time, the monthly service fees will be calculated by apportioning the total service fees among the number of months purchased.

2. Service Availability

Tencent Cloud Weiling guarantees a 99% service availability. If such guarantee is not honored, you may get compensation as specified in Article 3 of this Agreement.

2.1 Calculation method for service availability

The service availability of Tencent Cloud Weiling is determined on a service cycle basis. It is calculated from the average 5-minute error rate, which is calculated by dividing the sum of 5-minute error rates in a service cycle by the total number of 5-minute periods in the service cycle, i.e., service availability = (1 - sum of 5-minute error rates in a service cycle/total number of 5-minute periods in the service cycle) * 100%.

Note:

Total number of 5-minute periods in a service cycle = 12 * 24 * number of days in the service cycle.

2.2 Exclusions from compensation

Any service unavailability caused by the following shall not be entitled to compensation:

(1) Any system maintenance performed by Tencent Cloud with prior notice to you, including cutover, repair, upgrade, and failure emergency response drill;
(2) The maintenance of or failure in any external objects that the Service depends on;
(3) Any causes attributable to you or a third party or force majeure;
(4) Any failures in your own networks, systems, software, or devices;
(5) Any loss or leakage of your data or passwords due to any breaches of security by you;
(6) Hacking of your devices or applications;
(7) Any failure to follow the user guide or usage recommendations for Tencent Cloud Weiling by you;
(8) Your negligence or any operations authorized by you;
(9) Any controls implemented by regulatory authorities such as the MIIT and communications administration bureaus or ISPs;
(10) Any failures or configuration adjustments in any networks or devices other than Tencent Cloud networks and devices;
(11) Force majeure or accidents;
(12) The unavailability of the Service or the failure of the Service to reach the specified standard caused by any other reasons not attributable to Tencent Cloud.
(13) Any circumstances in which Tencent Cloud shall not be liable under applicable laws, regulations, agreements, or rules, or applicable terms of service, rules, or instructions that are issued by Tencent Cloud separately.

3. Compensation

If the service availability of the Service is lower than 99%, you may get compensation as specified below:

3.1 Compensation standard

(1) Tencent Cloud will compensate you by issuing vouchers (non-cash), which may only be used by you for purchasing the Service rather than other Tencent Cloud services and may not be transferred or gifted to any third parties.

(2) If the Service fails to reach the service availability standard in a certain service month, you will be compensated as calculated for such service month, and the aggregate liability of Tencent Cloud to you shall not exceed the service fees paid by you for the Service for such service month (the monthly service fees herein shall not include non-cash deductions made to the service fees through vouchers or coupons).

Note:

For the purposes of this Agreement, a service month shall refer to each natural month included in the term for which you purchase the Service. For example, if you purchase the Service for two months, and the Service is activated on March 17, then the 1st service month will refer to the period from March 17 to March 31, the 2nd from April 1 to April 30, and the 3rd from May 1 to May 16.

<table>
<thead>
<tr>
<th>Service Availability for Service Month</th>
<th>Amount of Voucher Issued as Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower than 99% but equal to or higher than 95%</td>
<td>10% of the monthly service fees.</td>
</tr>
<tr>
<td>Lower than 95% but equal to or higher than 90%</td>
<td>25% of the monthly service fees</td>
</tr>
<tr>
<td>Below 90%</td>
<td>100% of the monthly service fees</td>
</tr>
</tbody>
</table>
3.2 Time limit for submitting a compensation claim

3.2.1. If the Service fails to reach the service availability standard in a certain service month, you may submit a claim for compensation only by contacting your Tencent Cloud rep by email after the fifth (5) business day of the month following such service month. Tencent Cloud will review your claim for compensation. In case of any dispute over the calculation of the service availability for a certain service month, the Parties agree that the records on the backend of Tencent Cloud shall apply.

3.2.2. You shall submit any claim for compensation no later than sixty (60) natural days after the end of the service month in which the Service fails to reach the service availability standard. If you fail to submit a claim for compensation within such period, or if you submit a claim for compensation after such period, or if you submit a claim for compensation not pursuant to this Agreement, you will be deemed to have waived your claim for compensation and your other claims against Tencent Cloud, and Tencent Cloud shall have the right not to accept your claim for compensation or compensate you.

4. Legality Requirements

If you use Tencent Cloud Weiling, before you submit the information of the entity that needs to be verified by Tencent Cloud, you must warrant the following:

4.1 Such information has been legally obtained;

4.2 You shall have included the following or similar provision in the relevant service agreement provided to the public: "The User authorizes XX (i.e. "you" in this Agreement) to offer the information provided to XX by the User and the information generated from the use of the services provided by XX (including the information provided or generated before the signing of this authorization provision) to XX and its partners which are necessary for the provision of its services (including the service providers necessary for its partners) in order to provide services, recommend products, and conduct market research and information and data analysis for users. XX undertakes to maintain and request its partners (including their necessary service providers) to maintain strict confidence of such information and take measures to protect the information security.", have submitted the authorization agreement entered into by and between you and users to Tencent Cloud for the record, and have informed the entity of the legal consequences of such authorization.

4.3 The entity’s authorization can meet Tencent Cloud’s needs for identification and legal and reasonable use of its information.

4.4 Otherwise, Tencent Cloud may terminate the Service, and you shall compensate Tencent Cloud for all the losses thus incurred.

5. Service Auditability
Tencent Cloud may provide relevant information, including the execution logs of key components and the operation records of OPS personnel and customers, as necessary to assist regulatory authorities with regulation, evidence collection, or investigation under the existing system of laws and regulations and after completing all the necessary formalities.

6. Service Measurement Accuracy

The fees for Tencent Cloud services are clearly indicated in the business contract and on the order page. You can select the specific service types and purchase them at the indicated price.

7. Miscellaneous

Tencent Cloud shall have the right to amend the provisions of this Agreement in due course or as necessary, and you can check the latest version of this Agreement on Tencent Cloud's official website.

If you do not agree to such amendments, you shall have the right to stop using the Service. By continuing to use the Service, you acknowledge that you agree to the amended Agreement.

This Agreement shall constitute a supplementary agreement to and have the same legal force and effect as the Tencent Cloud Service Agreement. Any issues not covered by this Agreement shall be governed by the Tencent Cloud Service Agreement. In case of any conflict or inconsistency between the provisions hereof and those of the Tencent Cloud Service Agreement, this Agreement shall prevail, but only to the extent of such conflict or inconsistency.
Video Services
TRTC Service Level Agreement

Last updated: 2021-12-24 14:42:34

To use the Tencent Real-Time Communication ("TRTC") service (the "Service"), you should read and
observe this Tencent Real-Time Communication Service Level Agreement (this "Agreement", or this
"SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and
definitions of the Service, indicators of the Service availability, compensation plan and release of
liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions
restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be
in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and
accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by
otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and
agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and
Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Real-Time Communication (TRTC) Service: the comprehensive real-time audio and video solutions, including
without limitation audio communication, video communication, video retouching, relayed live streaming, video
recording, and mixing and transcoding, which provide a complete set of functions such as WebRTC support, terminal
SDK integration and back-end interface. For details, please refer to the Service purchased by you and the content of
the Service provided by Tencent Cloud.

1.2 Service Month: the respective calendar month(s) within the service period for the Service you purchased. For
example, if you purchase the Service for a three-month period and the Service is activated on March 17, there are four
Service Months (i.e., the first Service Month is from March 17 to March 31, the second from April 1 to April 30, the
third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated
independently for each Service Month.

1.3 Monthly Service Fee: the aggregate service fees for the Service actually you consumed within one Service
Month. If you make a one-time purchase of multiple pre-paid service packages, the Monthly Service Fee will be
subject to the actual consumption during the then current Service Month, and the portion yet to be consumed will be
excluded.
1.4 **Communication Success Rate**: Your request for entering a room is deemed as a request for initiating communication, and once you make such a request, it will be counted as one request. Once you enter a room, it will be deemed that the communication is successful.

**Communication Success Rate** = \(\frac{\text{number of successful communications}}{\text{total number of communication requests}} \times 100\%\)

1.5 **Service Downtime Calculated in Minutes**: If the Communication Success Rate is lower than 99% within one unit time (each 5 minutes as one calculation time unit) due to any reason attributable to Tencent Cloud, it shall be deemed that the Service is unavailable within such unit time; when such situation lasts for five (5) minutes or more, such time shall be counted into the service downtime, while any such situation that lasts less than five (5) minutes will not be counted into the service downtime.

**Note**: 5 minutes will be deemed as one measurement unit, resulting in 288 measurement points each day. The measurement point of 00:00:00 represents the time slot from 00:00:00 to 00:04:59, and the rest can be deduced by analogy.

1.6 **Total Time within a Service Month Calculated in Minutes**: the total number of days within such Service Month × 24 (hours) × 60 (minutes).

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2. **Service Availability**

2.1 **Calculation of Service Availability**

**Service Availability** = \(1 - \frac{\text{Service Downtime within a Service Period Calculated in Minutes}}{\text{Total Time within a Service Period Calculated in Minutes}} \times 100\%\)

For example, assuming that the Communication Success Rate from 10:00 a.m. to 10:30 a.m. on a certain day in March 2019 is 98% (i.e., the Communication Success Rate is lower than 99% and the situation lasts for more than five (5) minutes), the Service Downtime Calculated in Minutes would be 30 minutes, and the Service Availability of March 2019 is 99.93% (i.e., \(1 - (30 / 31 \times 24 \times 60) \times 100\%\)).

2.2 **Service Standard Indicator**

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.
3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud's official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability of a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional credit, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability</th>
<th>Value of Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 99.5% and &lt; 99.9%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>≥99% and &lt; 99.5%</td>
<td>20% of the Monthly Service Fee</td>
</tr>
<tr>
<td>&lt; 99%</td>
<td>50% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability of a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5^th^) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.
4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 Any failure on the part of a user.

4.2 Any negligence of a user or any operation authorized by a user.

4.3 Any loss or leak of data, pin or password due to improper maintenance or improper confidentiality measures of a user.

4.4 Any hacker attack on a user's website, application or data.

4.5 Any failure of a user to observe the documentation or guideline for using the TRTC.

4.6 Any impromptu increase of traffic of a user (concurrent volatility over 3,000) without five (5) business days prior written notice to Tencent Cloud.

4.7 Any use of products, functions and access for trial operation which are not made public by the official website of Tencent Cloud.

4.8 Any use by a user of any illegal information relating to pornography, gambling, illegal drugs, political party, politics, military affairs, fraud, etc.

4.9 Any significant event or promotion publicly announced by Tencent in advance.

4.10 Any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and failure simulation test.

4.11 Any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility.

4.12 Any force majeure event or accident.

4.13 Any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud.

4.14 Any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous
1. The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

2. Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

3. As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.

(End of Document)
In order to use the Tencent Cloud Cloud Streaming Services ("CSS") service (the "Service"), you should read and observe this Cloud Streaming Services Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking "Agree"/ "Next", or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Cloud Streaming Services (CSS) Service: is the low-latency, high-concurrency, stable and smooth audio and video broadcasting service provided by Tencent Cloud. CSS supports functions including but not limited to real-time transcoding, intelligent porn detection, screenshot and recording, and is subject to the Service you purchase and contents of the Service provided by Tencent Cloud.

1.2 Service Period/Month: A calendar month is counted as a Service Period. When the period concerned is less than one full calendar month, the period from the day on which a user starts to use the Service to the very last day of such month will be counted as one Service Period. For example, if one starts to use the Service on March 19, the first Service Period will be from March 19 to March 31. The availability of the Service is calculated independently for each Service Period.

1.3 Unit of Time: For measuring the Service, each 5 minutes will be deemed as one measurement unit, resulting in 288 measurement points each day. The measurement point of 00:00:00 represents the time slot from 00:00:00 to 00:04:59, and the rest can be deduced by analogy.

1.4 Failure Rate of Video Playing within each Unit of Time: the proportion of the number of failed requests of the Service due to reasons attributable to Tencent Cloud within one Unit of Time out of the total number of valid requests within such Unit of Time, i.e., Failure Rate of Video Playing within each Unit of Time = number of failed requests for video loading within one Unit of Time / total number of valid requests within such Unit of Time × 100%. A failed request refers to a valid quest with the return of a 5XX error code or a user request failure due to the unavailability of
any Tencent Cloud Cloud Streaming Services node. A valid request refers to a request received by the server of the Cloud Streaming Services. However, any failure of video playing due to expiration of any anti-leech protection adopted by a user with anti-leech authentication enabled, or block of a domain name caused by any illegal or prohibited live broadcasting content or otherwise, or any anomaly on the push end, will not be deemed a valid request. If the total number of your valid requests within one Unit of Time is less than 250, service availability will not be counted for such Unit of Time. One IP will be deemed as one user, and all repeated failed requests of one IP within the measurement time period will be deemed as one failed request.

1.5 **Service Downtime within a Service Period Calculated in Minutes**: If the Failure Rate of Video Playing within each Unit of Time of the Cloud Streaming Services service is more than 0.4%, it shall be deemed that the Service is unavailable within such Unit of Time. If such situation lasts for ten (10) minutes or more, such time period shall be counted into the Service downtime. If such situation that lasts less than ten (10) minutes, it will not be counted into the Service downtime. The accumulative total of Service downtime within a Service Period is the Service Downtime within a Service Period Calculated in Minutes.

1.6 **Monthly Service Fee for a Service Month**: the service fees for CSS under a Tencent Cloud account of a client during one Service Month (including data charges by data volume or by bandwidth, and charges for transcoding, recording, screenshot, porn detection and other value-added services).

1.7 **Total Time within a Service Month Calculated in Minutes**: the total number of days within such Service Month × 24 (hours) × 60 (minutes).

### 2. Service Availability

#### 2.1 Calculation of Service Availability

\[
\text{Service Availability} = (1 - \frac{\text{Service Downtime within a Service Period Calculated in Minutes}}{\text{Total Time within a Service Period Calculated in Minutes}}) \times 100\%
\]

#### 2.2 Service Standard Indicator

The **Service Availability of the Service** provided by Tencent Cloud will be **no less than 99.9%**. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

### 3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the aforementioned standard, you will be entitled to compensations in accordance with the following terms:
3.1 Standards of Compensation

(1) Compensations will be made in the form of CSS voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability of a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such month (the Monthly Service Fee referred herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability of a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 95% and &lt; 99.9%</td>
<td>5% of the Monthly Service Fee</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability of a Service Month fails to meet the aforementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiration of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:
4.1 any error due to the block of a domain name due to any illegal or prohibited content of a client or otherwise.

4.2 any loss or leak of data, pin or password due to improper maintenance or improper confidentiality measures of a client.

4.3 any hacker attack on a client’s website.

4.4 any impact on the availability of the Service due to impromptu increase of traffic of a client (impromptu increase by 200% of daily peak of which the bandwidth is greater than 200Gbps) unless the client has provided a three-business day prior written notice to Tencent Cloud and subscribed a CSS escort service.

4.5 any system maintenance with prior notice by Tencent Cloud to a client, including system cutover, maintenance, upgrade and failure simulation test.

4.6 any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility.

4.7 any failure of video playing due to expiration of any anti-leech protection adopted by a client with anti-leech authentication enabled.

4.8 any failure of video playing due to block of a domain name caused by any illegal or prohibited content of a client or otherwise.

4.9 any failure of video playing due to anomaly on the push end.

4.10 any force majeure event or accident.

4.11 any other reason not attributable to Tencent Cloud.

4.12 any Service unavailability or failure of the Service to meet the availability standard above not attributable to Tencent Cloud.

4.13 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for your losses during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Cloud Streaming Services offer the verification methods, such as using IP, Referer or Authentication Key ("Verification Methods") to verify the legitimacy of the service access request, which you may choose to use at your sole discretion, but the Verification Methods may be circumvented by counterfeit information, and you shall not solely rely on the Verification Methods for your content protection. Tencent
Cloud disclaims liability for any loss of the piracy caused by circumvention of the Verification Methods. It is strongly recommended that you remotely verify the legitimacy of Cloud Streaming Services request if you have higher requirements for the content security.

5.3 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.4 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
VOD Service Level Agreement

In order to use the Tencent Cloud Video on Demand ("VOD") service (the "Service"), you should read and observe this Video on Demand Service Level Agreement (this "Agreement", or this "SLA") and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Video on Demand (VOD) Service: means the one-stop VPaaS service provided by Tencent Cloud to you, which integrates audio and video storage management, audio and video transcoding and audio and video speed-up playing, with the billing mode of pay per storage, transcoding or traffic usage. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Error Rate: Error Rate = (the number of “5xx” errors within unit time + the number of requests made by a user in a regular way that fail to reach the VOD server due to Service malfunction within unit time) / the number of all requests made by a user within unit time.

Note:
5xx: HTTP status code indicating server errors.

1.3 Service Unavailability: If the Error Rate of the Service is higher than 0.05% (exclusive) within one unit time (each five (5) minutes as one calculation time unit), it shall be deemed that the Service is unavailable within such unit time; when such situation lasts for ten (10) minutes or more, such time shall be counted into the Service Downtime, while any such situation that lasts less than ten (10) minutes will not be counted into the Service Downtime.
1.4 **Service Downtime**: means the aggregate time of Service Unavailability calculated in minutes within a Service Month.

1.5 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.6 **Significant Impromptu Increase of Business Scale**: The Service is not subject to any storage, transcoding or traffic limitations, and is scalable on a dynamic basis to meet your actual business needs; *provided, however*, that you should notify Tencent Cloud at least 3 business days in advance in writing in case of any significant impromptu increase of business scale, otherwise the availability of the Service may be affected. Tencent Cloud does not make any guarantee to the availability of the Service in case of any significant impromptu increase of business scale that you fail to so notify Tencent Cloud, nor will Tencent Cloud be liable for any impact on the availability of the Service thereof.

**Significant Impromptu Increase of Business Scale**

- bandwidth: peak requests expected to increase by more than 50Gbps, or peak requests increased by more than 10Gbps with significant concentration in terms of territory and operator.

- storage: the volume of storage expected to increase by more than 100TB.

- transcoding: the output of transcoding expected to increase by more than 100,000 minutes/day.

2. **Service Availability/ Service Uptime Metrics**

2.1 **Calculation of Service Availability**

\[
\text{Service Availability} = (1 - \frac{\text{Service Downtime}}{\text{total time within a Service Month}}) \times 100\%
\]

2.2 **Standard of Service Availability/ Service Metrics**

**The Service Availability of the Service provided by Tencent Cloud will be no less than 99.70%**. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**
In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

### 3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service (Tencent Cloud VOD service) by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred to herein shall exclude the portion deducted by a voucher or promotional voucher, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.7% &gt; Av ≥ 99%</td>
<td>10% of the monthly service fee for the applicable month</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the monthly service fee for the applicable month</td>
</tr>
<tr>
<td>95% &gt; Av</td>
<td>50% of the monthly service fee for the applicable month</td>
</tr>
</tbody>
</table>

### 3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the third (3rd) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

### 3.3 Application Materials for Compensation
If you believe that the Service fails to meet the Service Availability standard specified herein, you may apply for compensation within the period of time as stipulated under this SLA, and you should at least provide the following information together with your compensation application:

(1) APP ID of the account;

(2) The duration of Service Downtime and other supporting materials.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test.

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.

4.3 any attack on any of your application endpoints or data, or any other mal-operation.

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.

4.5 any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device.

4.6 any failure of you to abide by user guide or suggestions for using Tencent Cloud products.

4.7 any malfunction due to block of a domain name caused by your illegal or prohibited content or otherwise.

4.8 any decline in the availability of the Service due to your impromptu increase of traffic without prior written notice to Tencent Cloud.

4.9 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

4.11 Tencent Cloud only provides VOD Services. Tencent Cloud shall not be liable if the videos provided by you violate any laws and regulations, government policies, or infringe on the rights of any third party.
5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course, and will announce such amendment via a notice on its website, an email notice or a text message notice. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended, and no additional consent is required from you therefor.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.

5.4 These Terms are executed in Nanshan District, Shenzhen, Guangdong Province of the People’s Republic of China (“China”). The formation, effectiveness, performance, interpretation and dispute resolution of these Terms are governed by laws of the mainland China (excluding conflicts of law rules). For the purpose of this Agreement, the laws of China’s Hong Kong, Macau, and Taiwan are not applicable.

5.5 Both parties shall first negotiate to resolve any dispute arising from these Terms or the Service. If the parties fail to resolve such dispute through negotiation, either party may submit the dispute to the people’s court at the place where this Agreement is executed (i.e., Nanshan District, Shenzhen, Guangdong). (End of Document)
MPS Service Level Agreement

Media Processing Service Level Agreement

In order to use the Tencent Cloud Media Processing Service (the “MPS” or “Service”), you should read and observe this Media Processing Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service availability and Service uptime metrics, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, may be in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 Tencent Cloud Media Processing Service: means the audio and video transcoding, content identification and video moderation service provided by Tencent Cloud. For details, please refer to the Service you purchase and the contents of the Service provided by Tencent Cloud.

1.2 Error Rate = (the number of “5xx” errors within unit time + the number of requests made by a user in a regular way that fail to reach the MPS server due to Service malfunction within unit time) / the number of all requests made by a user within unit time.

5xx: HTTP status code indicating server errors.

1.3 Service Unavailability: If the Error Rate of the Service is higher than 0.5% (exclusive) within one unit time (each five (5) minutes as one calculation time unit), it shall be deemed that the Service is unavailable within such unit time; when such situation lasts for ten (10) minutes or more, such time shall be counted into the Service Downtime, while any such situation that lasts less than ten (10) minutes will not be counted into the Service Downtime. The Service Downtime is calculated based on the Error Rate on the server end.

For example, assuming that the number of total requests for MPS made by user A within five (5) minutes is 10,000, during which period there’s no Service malfunction and the number of “5xx” errors returned is 100, then the Error Rate
would be calculated as follows: \((100 + 0)/10000 = 1\%\), \(i.e.,\) higher than 0.5\%, and such five (5) minutes will be counted towards the Service Downtime.

1.4 **Service Downtime**: means the aggregate time of Service Unavailability calculated in minutes within a Service Month.

1.5 **Service Month(s)**: means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.6 **Significant Impromptu Increase of Business Scale**: The Service is not subject to any transcoding limitation, and is scalable on a dynamic basis to meet your actual business needs; *provided, however*, that you should notify Tencent Cloud at least three (3) business days in advance in writing in case of any significant impromptu increase of business scale, otherwise the availability of the Service may be affected. Tencent Cloud does not make any guarantee to the availability of the Service in case of any significant impromptu increase of business scale that you fail to so notify Tencent Cloud, nor will Tencent Cloud be liable for any impact on the availability of the Service thereof.

**Impromptu Increase Metrics**:

- transcoding: the output of transcoding expected to increase by more than 100,000 minutes/day.

- video moderation: the volume of video moderation expected to increase by more than 40,000 minutes/day.

- content identification: the volume of content identification expected to increase by more than 40,000 minutes/day.

2. **Service Availability/ Service Uptime Metrics**

2.1 **Calculation of Service Availability**

\[
\text{Service Availability} = (1 - \text{Service Downtime} / \text{total time within a Service Month}) \times 100\%
\]

2.2 **Standard of Service Availability/ Service Metrics**

**The Service Availability of the Service provided by Tencent Cloud will be no less than 99.70\%**. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

3. **Service Compensation**
In respect of this Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service (Tencent Cloud Media Processing Service) by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly Service fee referred to herein shall exclude the fee deducted by a voucher or promotional coupon, Service fee discounted or waived, or fees otherwise deductible).

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3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the third (3rd) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

3.3 Application Materials for Compensation
If you believe that the Service fails to meet the Service Availability standards specified hereunder, you may submit the compensation application within the period set forth under this SLA. Your compensation application shall be submitted along with at least the following documents:

(1) the appid of the account for which the Service is unavailable.

(2) the duration of the Service Unavailability and other relevant evidence thereof.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and malfunction simulation test;

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility;

4.3 any attack on any of your application endpoints or data, or any other mal-operation;

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;

4.5 any negligence in authorization or mal-operation by you, or any of your equipment, or third-party software or device;

4.6 any failure of you to abide by user guide or suggestions for using Tencent Cloud products;

4.7 any malfunction due to block of a domain name caused by your illegal or prohibited content or otherwise;

4.8 any decline in the availability of the Service due to your impromptu increase of traffic without prior written notice to Tencent Cloud;

4.9 any Service Unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud;

4.10 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately;

4.11 Tencent Cloud provides you with the Service only, and shall under no circumstance be liable for any violation of any law, regulation or government policy, or any infringement upon any right or interest of any third party, by any video provided by you.
5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course, and will announce such amendment via a notice on its website, an email notice or a text message notice. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended, and no additional consent is required from you therefor.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy.

5.4 This Agreement is executed in Nanshan District, Shenzhen, Guangdong Province, the People’s Republic of China (“China”). The formation, effectiveness, performance, interpretation and dispute resolution of this Agreement shall be governed by law of the China (for the purpose of this Agreement only, excluding China’s Hong Kong, Macau and Taiwan), without regard to the conflict of law.

5.5 In case of any dispute or claim between you and Tencent Cloud in connection with this Agreement, it shall first be resolved through friendly negotiation. If such dispute or claim cannot be settled amicably, you agree to submit such dispute or claim to a people’s court with competent jurisdiction in the place where this Agreement is executed (i.e., Nanshan District, Shenzhen, Guangdong Province). (End of Document).
In order to use the Tencent Cloud Cloud Application Rendering Service (the “Service”), you shall read and comply with this Tencent Cloud Cloud Application Rendering Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability and Service Uptime Metrics, compensation plan and disclaimer of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or disclaiming certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties. For the purposes of these Terms of Service, “Tencent Cloud” refers to the applicable Tencent entity as set forth in the Tencent Cloud Service Agreement.

1. Terms and Definitions

1.1 Cloud Application Rendering, CAR

Refers to the real-time rendering of your application, software, platform and any related contents deployed on the Cloud Application Rendering concurrency, where “concurrency” means a collection of a series of virtual computing resources, including CPU, bandwidth, disk, GPU, etc. The real-time rendering operation is completed on the server-side of Cloud Application Rendering concurrency, and Tencent Cloud will encode the rendered results into audio and video streams for transmission to the user’s device through the network, and the device transmits the user’s operation information to the cloud server and the application for real-time interaction.

1.2 CAR Concurrent Packet(s)

If you purchase n CAR Concurrent Packets, it means the Service will contain n cloud application rendering concurrency. The Service Availability (as defined below) is calculated by CAR Concurrent Packets.

1.3 Total Number of Minutes within Service Month(s)

Total Number of Minutes within Service Month(s) = the total number of days of the Service Month(s) × 24 (hours) × 60 (minutes).

1.4 Service Unavailability
When the Service is in a non-maintenance state, but the access to the Service with any IP address in both directions (outgoing/incoming) by UDP protocol fails, and such downtime lasts for more than one minute, the Service is deemed as unavailable (“Service Unavailability”) within such minute.

### 1.5 Service Downtime Calculated in Minutes

Service Downtime Calculated in Minutes = the time the Service Unavailability is fixed – the time the Service Unavailability starts.

The service downtime is calculated in minutes. If the service failure is back to normal within one minute, i.e., if the duration of Service Unavailability of the CAR Concurrent Packet does not exceed one minute, such duration is not counted as Service Downtime Calculated in Minutes. If the duration of Service Unavailability is longer than one minute but less than two minutes, Service Downtime Calculated in Minutes in such duration would be one minute. For example, if the service downtime lasts for one minute and one second, the Service Downtime Calculated in Minutes would be one minute.

### 1.6 Service Month(s)

Service Month(s) refers to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

### 1.7 Monthly Service Fee

The Monthly Service Fee refers to the accumulated service fee you pay for the Service within a Service Month, excluding the portion that has been purchased but not consumed yet, and the fees deducted with vouchers, coupons, service fee reductions, etc.

### 2. Service Availability

#### 2.1 Calculation of Service Availability

\[
\text{Service Availability} = \left( \frac{\text{Total Number of Minutes within a Service Month} - \text{Service Downtime Calculated in Minutes}}{\text{Total Number of Minutes within a Service Month}} \right) \times 100\%.
\]

#### 2.2 Service Availability Standard

The Service Availability for the Service shall be no less than 99% (“Service Availability Standard”). If the Service fails to meet the Service Availability Standard (except under circumstances as set forth in the Disclaimer of Liabilities), you may claim compensation in accordance with Section 3 of this Agreement.

Assuming that a month contains 30 days, the Total Number of Minutes within such Service Month is 43,200 minutes (=30 days × 24 hours × 60 minutes), the available time shall be no less than 42,768 minutes (=30 days × 24 hours ×
60 minutes × 99%), which means the Service Downtime Calculated in Minutes shall be less than 432 minutes (=43,200 – 42,768).

3. Compensation Plan

In respect of the Service, if the Service fails to meet the Service Availability Standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability Standard is not met for any Service Month, the amount of compensation will be calculated for each such Service Month independently, and the aggregate amount shall be no more than the Monthly Service Fee you pay for the Service in the Service Month in which the Service Availability fails to meet the Service Availability Standard (the Monthly Service Fee referred to herein shall exclude the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).

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<thead>
<tr>
<th>Service Availability in a Service Month</th>
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<tbody>
<tr>
<td>Less than 99% but is or higher than 97%</td>
<td>5% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 97% but is or higher than 95%</td>
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<td>Less than 95%</td>
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</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability standard, you may apply for compensation only through the Tencent Cloud ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation.
and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Disclaimer of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 Any attack on your application program by hackers.

4.2 Any loss or leak of data, passcode or password due to your improper maintenance and improper confidentiality measures.

4.3 Any negligence of you or any operation authorized by you.

4.4 Any network instability of your devices, including but not limited to network jitter, network disconnection, insufficient network signal.

4.5 Any compatibility issues of the applications deployed by you, including but not limited to hardware incompatibility, peripheral incompatibility, operating system incompatibility, GPU incompatibility.

4.6 Any Service Unavailability due to your own operation or maintenance of the applications deployed by you, including but not limited to application updates, maintenance.

4.7 Any Service Unavailability due to your failure to follow the Tencent Cloud product documentation or usage recommendations, including but not limited to the Service Unavailability caused by your refund/destruction operation of the Service in the console and by the usage operation of SDK and API interfaces.

4.8 Any error of the Service due to the applications or software installed by you, or other third-party software or configuration that are not directly operated by Tencent Cloud.

4.9 Any request to stop the service due to your or your applications’ violation of laws, regulations, policies and norms, including but not limited to the use of pirated, non-copyrighted, Trojan horse viruses, pornography and other acts.

4.10 Any Service Unavailability due to force majeure including but not limited to natural disasters such as earthquakes, floods, plague epidemics, etc., as well as social events such as war, unrest, government actions, telecommunications backbone line disruptions, hackers, network congestion, technical adjustments in telecommunications departments and government controls.

4.11 Any suspension or termination due to your violation of Tencent Cloud Service Agreement, including the suspension or termination of the Service due to the unpaid or overdue service fees, etc.
4.12 Any temporary service interruption arising from routine maintenance and upgrade to the Service by Tencent Cloud as described in the Tencent Cloud Service Agreement.

4.13 Any Service Unavailability due to any reason not attributable to Tencent Cloud.

4.14 Any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you for the use of the Service due to any breach by Tencent Cloud, the aggregate liability of Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which fails to meet the Service Availability Standard. If you have used the Service for more than 12 months, the total aggregate liability of Tencent Cloud shall not exceed the total service fees you have paid to Tencent Cloud for the Service which fails to meet the Service Availability Standard in the 12 months immediately preceding the date that event giving rise to the liability first occurred.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the Tencent Cloud official website. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted this Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End)
In order to use the Game Multimedia Engine (GME) service (the “Service”), you should read and observe this Game Multimedia Engine (GME) Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

Game Multimedia Engine (GME) Service provided by Tencent Cloud means the voice platform service provided by Tencent Cloud to you (“Client”), including without limitation real-time voice chat, voice messaging, audio-text conversion, audio filtering and other categories of audio services provided by Tencent Cloud Game Multimedia Engine. For details, please refer to the Service purchased by you and the content of Service provided by Tencent Cloud. You may achieve various voice features in an application through integrating SDKs provided by the Service.

Service Month(s): Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

Service Unavailable: For each one minute, if the number of users which are not able to use voice functions in the application within which you uses GME to achieve various voice functions exceeds 5% of the number of total users, the Service within such one minute shall be deemed unavailable.

Service Downtime: The aggregated minutes during which the Service is unavailable within a Service Month. Each minute is considered as one measurement point for GME service. The sum of the measurement points of which the
Service is unavailable during a Service Month shall be the Service Downtime calculated in minutes for such Service Month.

2. Service Availability/ Service Success Rate

2.1. Calculation of Service Availability

Service Availability = (1 - Service Downtime calculated in minutes within a Service Month / total time of a Service Month calculated in minutes) × 100%

2.2. Service Availability/ Standard Indicator

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

If it takes less than 5 minutes for the Service to recover from malfunction, such period shall not be counted into Service Downtime. Service Downtime means the time period starting from the malfunction to the recovery back to normal use, which shall include the time period for maintenance.

3. Service Compensation

In respect of this Service, if the Service Availability fails to meet the aforementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1. Standards of Compensation

3.1.1. Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including the valid term; for details, please refer to the rules of vouchers published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

3.1.2. If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly service fee paid by you for such month (the monthly service fee referred herein shall exclude the portion deducted by a voucher or promotional credits, due to discounted service fee or otherwise deducted).

<p>| Service Availability for a Service Month | Value of Compensation Voucher |</p>
<table>
<thead>
<tr>
<th>Service Availability for a Service Month</th>
<th>Value of Compensation Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 99% and &lt; 99.95%</td>
<td>10% of the monthly service fee</td>
</tr>
<tr>
<td>≥ 95% and &lt; 99%</td>
<td>25% of the monthly service fee</td>
</tr>
<tr>
<td>≥ 90% and &lt; 95%</td>
<td>30% of the monthly service fee</td>
</tr>
<tr>
<td>&lt; 90%</td>
<td>50% of the monthly service fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

3.2.1. If the Service Availability for a Service Month fails to meet the aforementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

3.2.2. You should apply for such compensation no later than sixty (60) calendar days following the expiration of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1. any system maintenance with prior notice by Tencent Cloud to you, including system cutover, maintenance, upgrade and failure simulation test;

4.2. any failure or configuration adjustment of network or equipment that is not Tencent Cloud facility;

4.3. any attack on your application interface or data, or any other misconduct;

4.4. any loss or leak of any data or key due to your improper maintenance or improper confidentiality measures;

4.5. any negligence in authorization or maloperation by you, or any of your equipment, or third-party software or device;
4.6. any failure of you to abide by documentation or suggestions for using Tencent Cloud products;

4.7. any failure due to unpaid overdue payment of Tencent Cloud account;

4.8. any failure due to use of products, functions and access for trial operation which are not made public by the official website of Tencent Cloud;

4.9. any Service unavailability or failure of the Service to meet the availability standard not attributable to Tencent Cloud;

4.10. any failure due to a ban on or block of application or Service caused by non-compliant voice content or otherwise;

4.11. any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

5. Information Storage

5.1. In the GME voice messaging and audio-text conversion service, the audio data uploaded by you through the SDK interface will be temporarily stored for 90 day before being completely deleted by Tencent Cloud. If you need a longer storage time, you shall transfer the storage of the audio data on your own.

6. Miscellaneous

6.1. The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

6.2. Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

6.3. As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
GSE Service Level Agreement

Last updated: 2021-04-20 15:20:22

In order to use the Tencent Cloud Game Server Elastic-scaling (GSE) (hereinafter referred to as the “Service”), you shall read and comply with this Tencent Cloud Game Server Elastic-scaling (GSE) Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service Availability or the Service Success Rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.

1. Terms and Definitions

1.1 The Game Server Elastic-scaling (GSE) provided by Tencent Cloud

Refers to the services provided by the Tencent Cloud Game Server Elastic-scaling (GSE) to you (also referred to as the “customer”), which includes, among others, the management of servers and the management and allocation of game servers.

1.2 Service Month(s)

Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

1.3 Unavailable Minutes within a Service Month

A minute will be counted towards the Unavailable Minutes within a Service Month only if all of your continual use of the SDK API of the Service fails within that minute. If all or a part of your use of the SDK API of the Service within a minute succeeds, the Service will deemed to be fully available in that minute and that minute shall not be counted towards the Unavailable Minutes within a Service Month. The Unavailable Minutes within a Service Month are the total number of minutes in which the Service is unavailable within a Service Month.
1.4 Total Minutes of Service within a Service Month

Calculated by the number of dates in a Service Month × 24 (hours) × 60 (minutes).

2. Service Availability

2.1 Calculation of the Service Success Rate

Service Availability = (1 – Unavailable Minutes within a Service Month / Total Minutes of Service within a Service Month) × 100%

2.2 Service Indicator Standard

The Service Availability of the Service provided by Tencent Cloud will be no less than 99.9%. You are entitled to the compensation as set forth in Section 3 of this Agreement if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided in the Release of Liabilities provisions.

3. Compensation Plan

In respect of the Service, if the Service Availability fails to meet the abovementioned standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and you should follow the rules for using the voucher (including, among others, the valid term; for details, please refer to the relevant rules of voucher published on Tencent Cloud’s official website). You cannot redeem such voucher for cash or request to issue an invoice for such voucher. Such voucher can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service Availability in a Service Month fails to meet the abovementioned standard, the amount of compensation shall be calculated for such Service Month independently, and the aggregate amount shall be no more than the applicable Monthly Service Fee paid by you for such Service Month (the Monthly Service Fee referred to herein shall exclude the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability in a Service Month</th>
<th>Value of Compensational Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but is or higher than 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 99% but is or higher than 95%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>
3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the abovementioned Service Availability standard, you may **apply for compensation only through the support ticket system under your relevant account** after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) **You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the applicable Service Month in which the Service Availability fails to meet the abovementioned standard.** If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities

If the Service is unavailable due to any of the following reasons, the corresponding period of Service unavailability shall not be counted toward Service downtime, is not eligible for compensation by Tencent Cloud, and Tencent Cloud shall not be held liable to you:

4.1 any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test;
4.2 any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility;
4.3 any attack on your application interface or data, or any other misconduct;
4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures;
4.5 any negligence in authorization or incorrect operation by you, or any of your own equipment, or third-party software or device;
4.6 any failure of you to abide by documentation or suggestions for using Tencent Cloud products;
4.7 any delay or drop of push messages resulted from the use in a manner exceeding the maximum service capacity as specified by the current version for sale;
4.8 any circumstance where the Service was unavailable or failed to meet the Service Availability standard due to any reason not attributable to Tencent Cloud;
4.9 any other circumstance where Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to relevant laws, regulations, agreements or rules, or any relevant rules or guidelines published by Tencent Cloud separately.
5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End of Document)
In order to use the Tencent Cloud Managed Service for Prometheus (the “Service”), you should read and observe this Managed Service for Prometheus Service Level Agreement (this “Agreement”, or this “SLA”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, level indicators of the Service availability and success rate, compensation plan and release of liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or releasing certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

**Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties.**

1. Terms and Definitions

1.1 Tencent Cloud Managed Service for Prometheus:
Managed Service for Prometheus means a lightweight, secure and high-performance management service for Prometheus. In addition to maintaining the monitoring function of the open source Prometheus, Managed Service for Prometheus provides high-performance Prometheus management service, self-serving data source configuration, open source Grafana and cloud monitoring alert ability, which will save your user development and maintenance costs.

1.2 Single Instance:
means one (1) Prometheus instance. The Service Availability will be calculated on a Single Instance basis.

1.3 Total Time of a Single Instance within a Service Month:
equals to the total number of days of the Service Month × 24 (hours) × 60 (minutes).

1.4 Instance Unavailability:
If Prometheus fails to collect or query data due to the causes of the platform, it will be deemed that the instance is unavailable.
1.5 Single Instance Service Downtime Calculated in Minutes:
Single Instance Service Downtime Calculated in Minutes = the time when the Instance Unavailability is fixed -- the time when the Instance Unavailability starts. Service downtime means the time commencing from the malfunction until the recovery of Service, including any unscheduled maintenance time. Instance Unavailability that lasts for more than five (5) minute will be counted in the Service downtime. However, when the Instance Unavailability is fixed within five (5) minute, which means that the actual downtime of the Service is less than five (5) minute, such downtime will not be counted in the Service downtime defined herein.

1.6 Service Month(s):
Service Month(s) means the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The availability of the Service will be calculated independently for each Service Month.

1.7 Monthly Service Fee:
means the aggregate service fees in cash paid by you for a Single Prometheus Instance within one (1) Service Month, excluding the portion paid yet to be consumed, and the portion deducted by a voucher or promotional voucher, due to discounted service fee or otherwise deducted.

2. Service Availability

2.1 Calculation of Service Availability
Service Availability = (total time of a Single Instance within a Service Month calculated in minutes - Single Instance Service Downtime) / total time of a Single Instance within a Service Month calculated in minutes × 100%

2.2 Service Availability
The Service Availability of the Service provided by Tencent Cloud will be no less than 99.95%. You are entitled to the compensation as set forth in Section 3 (Service Compensation) below if the Service Availability fails to meet the aforementioned standard, other than in any circumstance as provided for in the release of liabilities provisions below.

If the total available time of a Single Instance in a Service Month is 30 (days) × 24 (hours) × 60 (minutes) × 99.95% = 43178.4 minutes; that is, the Service downtime of the instance in such month would be 43200 -- 43178.4 = 21.6 minutes.

3. Service Compensation
In respect of this Service, if the Service Availability is lower than the aforementioned standard, compensations will be made as follows:

3.1 Standards of Compensation

(1) Compensations will be made in the form of coupon by Tencent Cloud, and you should follow the rules for using the coupon (including the valid term; for details, please refer to the rules of coupons published on Tencent Cloud’s official website). You cannot redeem such coupon for cash or request to issue an invoice for such coupon. Such coupon can only be used to purchase the Service by using your Tencent Cloud account. You cannot use the coupon to purchase other services of Tencent Cloud, nor should you give the coupon to a third party for consideration or for free.

(2) If the Service Availability for a Service Month fails to meet the standard, the amount of compensation will be calculated for such month independently, and the aggregate amount shall be no more than the applicable monthly Service fee paid by you for such month (the monthly Service fee referred to herein shall exclude the portion deducted by a voucher or promotional coupon, due to discounted service fee or otherwise deducted).

<table>
<thead>
<tr>
<th>Service Availability (Av) for a Service Month</th>
<th>Value of Compensation Voucher</th>
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</thead>
<tbody>
<tr>
<td>99.95% &gt; Av ≥ 99%</td>
<td>10% of the monthly Service fee</td>
</tr>
<tr>
<td>99% &gt; Av ≥ 95%</td>
<td>25% of the monthly Service fee</td>
</tr>
<tr>
<td>≤ 95%</td>
<td>100% of the monthly Service fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability for a Service Month fails to meet the abovementioned Service Availability standard, you may apply for compensation through (and only through) the support ticket system under your relevant account after the fifth (5^th^) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud will prevail.

(2) You should apply for such compensation no later than sixty (60) calendar days following the expiry of the applicable Service Month in which the Service Availability fails to meet the standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.

4. Release of Liabilities
If the Service is unavailable due to any of the following reasons, the corresponding Service downtime shall not be counted towards Service unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 any scheduled downtime due to any system maintenance with prior notice by Tencent Cloud, including system cutover, upgrade and malfunction simulation test.

4.2 any malfunction or configuration adjustment of any network or equipment that is not Tencent Cloud facility.

4.3 any Service unavailability attributable to any person other than Tencent Cloud, such as hacker attack or negligence of your third-party supplier.

4.4 any loss or leak of data, passcode or password due to your improper maintenance or improper confidentiality measures.

4.5 any mal-operation due to your negligence, or any operation authorized by you, such as active reconstruction by the user.

4.6 any failure by you to abide by user guide or suggestions for using Tencent Cloud products.

4.7 any Service unavailability or failure of the Service to meet the availability standard due to any reason not attributable to Tencent Cloud.

4.8 any other circumstances in which Tencent Cloud will be exempted or released from its liabilities (for compensation or otherwise) according to relevant laws, regulations, agreements or rules, or any rules or guidelines published by Tencent Cloud separately.

4.9 any event of force majeure.

5. Miscellaneous

5.1 You understand that Tencent Cloud cannot warrant that the Service is error free; however Tencent Cloud will endeavor to continuously improve the quality and level of its services. As such, you hereby agree that Tencent will not be deemed to have breached this Agreement in case of any error of the Service, as long as such error is unavoidable in the context of the then existing technologies in the industry. You agree to cooperate with Tencent to resolve aforementioned error.

5.2 The parties hereto acknowledge and agree that, for any losses incurred by you during the course of using the Service due to any breach by Tencent Cloud, the aggregate compensation amount payable by Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which is not performed.

5.3 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the official website of Tencent Cloud. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease using the Service; by continuing to use the Service, you shall be deemed to have accepted the Agreement as amended.

5.4 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as
the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant
terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement
and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End
of Document)
In order to use the Tencent Cloud Managed Service for Grafana (the “Service”), you shall read and comply with this Tencent Cloud Managed Service for Grafana Service Level Agreement (this “Agreement”) and the Tencent Cloud Service Agreement. This Agreement contains, among others, the terms and definitions of the Service, Service Availability and Service Availability Standard, Compensation Plan and Disclaimer of Liabilities. Please carefully read and fully understand each and every provision hereof, and the provisions restricting or disclaiming certain liabilities, or otherwise related to your material rights and interests, are in bold font or underlined or otherwise brought to your special attention.

Please do not purchase or use the Service unless and until you have fully read, and completely understood and accepted all the terms hereof. By clicking “Agree”/ “Next”, or by purchasing or using the Service, or by otherwise accepting this Agreement, whether express or implied, you are deemed to have read, and agreed to be bound by, this Agreement. This Agreement shall then have legal effect on both you and Tencent Cloud, constituting a binding legal document on both parties. For the purposes of these Terms of Service, “Tencent Cloud” refers to the applicable Tencent entity as set forth in the Tencent Cloud Service Agreement.

1. Terms and Definitions

1.1 Tencent Cloud Managed Service for Grafana (TCMG)

Refers to a managed service developed by Tencent Cloud in collaboration with Grafana Lab, based on a popular open-source visualization project, Grafana. TCMG provides secure, operation-and-maintenance-free Grafana capabilities and built-in Tencent Cloud plug-ins for various data sources, such as Managed Service for Prometheus, Container Service, Logging Service, Graphite and InfluxDB, to achieve unified visualization of data. The specific services are subject to the services you have purchased and the service content provided by Tencent Cloud.

1.2 A Single Instance

Refers to a Grafana instance whose unit number is 1. The Service Availability (as defined below) shall be calculated based on a Single Instance.

1.3 Total Number of Minutes within Service Month(s) for a Single Instance

Total Number of Minutes within Service Month(s) for a Single Instance = the total number of days in Service Month(s) for a Single Instance × 24 (hours) × 60 (minutes).

1.4 Service Unavailability for a Single Instance
Grafana’s failure to display visualized data properly for reasons attributable to Tencent Cloud shall be deemed as Service Unavailability for a Single Instance.

1.5 Service Downtime Calculated in Minutes for a Single Instance

Service Downtime Calculated in Minutes for a Single Instance = the time when Service Unavailability for a Single Instance is fixed - the time when Service Unavailability for a Single Instance starts.

Service Downtime refers to the time period from the start of a service failure to the time the services are back to normal, including system maintenance time without prior notice. If the duration of a service failure lasts for more than 5 minutes, such duration would be counted as Service Downtime Calculated in Minutes. If the duration of a service failure lasts for less than 5 minutes (i.e., the duration of Service Unavailability for a Single Instance does not exceed 5 minutes), such duration wouldn’t be counted as Service Downtime Calculated in Minutes.

1.6 Service Month(s)

Service Month(s) refers to the calendar month(s) within the term of the Service purchased by you. For example, if you purchase the Service for a term of three months starting from March 17, there will be four (4) Service Months (the first Service Month from March 17 to March 31, the second from April 1 to April 30, the third from May 1 to May 31, and the fourth from June 1 to June 16). The Service Availability will be calculated separately for each Service Month.

1.7 Monthly Service Fee

The Monthly Service Fee refers to the accumulated cash service fee you pay for a Single Instance within a Service Month, excluding the portion that has been purchased but not consumed yet, and the fees deducted by vouchers, coupons, service fee reduction or exemption, etc.

2. Service Availability

2.1 Calculation of Service Availability

Service Availability = (Total Number of Minutes within a Service Month for a Single Instance - Service Downtime Calculated in Minutes for a Single Instance) / Total Number of Minutes within a Service Month for a Single Instance × 100%.

2.2 Service Availability Standard

The Service Availability for the Service shall be no less than 99.95% (“Service Availability Standard”). If the Service fails to meet the Service Availability Standard (except under circumstances as set forth in the Article 4 (Disclaimer of Liabilities)), you may claim compensation in accordance with Article 3 of this Agreement (Compensation Plan).

Assuming that Total Number of Minutes within a Service Month for a Single Instance is 43,200 minutes (=30 × 24 × 60), Service Downtime Calculated in Minutes for a Single Instance shall be less than 21.6 minutes (=43,200 – 43,200 × 99.95%).
3. Compensation Plan

In respect of the Service, if the Service fails to meet the Service Availability Standard, you will be entitled to compensations in accordance with the following terms:

3.1 Standards of Compensation

(1) Compensations will be made in the form of voucher by Tencent Cloud, and after receiving the voucher, you should use the voucher by abiding the voucher usage rules (including usage period, etc., subject to the voucher usage rules published on Tencent Cloud official website). Such voucher cannot be converted into cash, and no invoice will be issued with respect thereof. The voucher may only be used to purchase the Service by using your Tencent Cloud account, and you cannot use the voucher to purchase other services of Tencent Cloud, nor should you give the voucher to a third party for consideration or for free.

(2) If the Service fails to meet the Service Availability Standard in any Service Month, the amount of compensation shall be calculated for such Service Month independently, and the aggregate amount shall be no more than the Monthly Service Fee you pay for the Service in the Service Month in which the Service fails to meet the Service Availability Standard (the Monthly Service Fee refers to the actual amount you pay in cash, excluding the portion deducted by vouchers, coupons, service fee reduction or exemption, etc.).

<table>
<thead>
<tr>
<th>Service Availability in a Service Month</th>
<th>Value of Compensational Voucher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.95% but is or higher than 99%</td>
<td>10% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 99% but is or higher than 95%</td>
<td>25% of the Monthly Service Fee</td>
</tr>
<tr>
<td>Less than 95%</td>
<td>100% of the Monthly Service Fee</td>
</tr>
</tbody>
</table>

3.2 Time Limit for Compensation Application

(1) If the Service Availability in a Service Month fails to meet the Service Availability Standard, you may apply for compensation only through the Tencent Cloud ticket system under your relevant account after the fifth (5th) business day of the month immediately following such Service Month. Tencent Cloud will verify and ascertain your application upon receipt of such application. If there is any dispute over the calculation of the Service Availability for a Service Month, both parties agree that the back-end record of Tencent Cloud shall prevail.

(2) You shall apply for compensation no later than the sixtieth (60th) calendar day following the end of the Service Month in which the Service fails to meet the Service Availability Standard. If you fail to make any application within such period, or make the application after such period, or make the application by any means other than that agreed herein, it shall be deemed that you have voluntarily waived your right to apply for such compensation and any other rights you may have against Tencent Cloud, in which case Tencent Cloud has the right to reject your application for compensation and not to make any compensation to you.
3. Disclaimer of Liabilities

If the service is unavailable due to any of the following reasons, the corresponding Service Downtime shall not be counted towards Service Unavailability period, and is not eligible for compensation by Tencent Cloud, and Tencent Cloud will not be held liable to you:

4.1 Any system maintenance with prior notice by Tencent Cloud, including system cutover, maintenance, upgrade and malfunction simulation test and other planned downtime.

4.2 Any failure or configuration adjustment of any network or equipment that is not a Tencent Cloud facility.

4.3 Any Service Unavailability caused by a third party other than Tencent Cloud, such as any Service Unavailability due to an attack by hackers or negligence of your third-party supplier.

4.4 Any loss or leakage of data, passcode or password due to your improper maintenance or confidentiality.

4.5 Any maloperation due to your negligence or any operation authorized by you, such as user-initiated reconstruction.

4.6 Any failure of you to abide by documentation or suggestions for using Tencent Cloud products.

4.7 The Service is unavailable or fails to meet the Service Availability Standard due to any reason not attributable to Tencent Cloud.

4.8 Any other circumstances in which Tencent Cloud will be exempted or released from its liabilities for compensation or otherwise according to applicable laws, regulations, agreements or rules, or rules or guidelines published by Tencent Cloud separately.

4.9 Any event of force majeure or accidents.

5. Miscellaneous

5.1 The parties hereto acknowledge and agree that, for any losses incurred by you for the use of the Service due to any breach by Tencent Cloud, the aggregate liability of Tencent Cloud shall under no circumstance exceed the total service fees you have paid for the relevant Service which fails to meet the Service Availability Standard. If you have used the Service for more than 12 months, the total aggregate liability of Tencent Cloud shall not exceed the total service fees you have paid to Tencent Cloud for the Service which fails to meet the Service Availability Standard in the 12 months immediately preceding the date that event giving rise to the liability first occurred.

5.2 Tencent Cloud has the right to amend the terms of this Agreement as appropriate or necessary in light of changes in due course. You may review the most updated version of relevant Agreement terms on the Tencent Cloud official website. If you disagree with such revisions made by Tencent Cloud to this Agreement, you have the right to cease
using the Service; by continuing to use the Service, you shall be deemed to have accepted this Agreement as amended.

5.3 As an ancillary agreement to the Tencent Cloud Service Agreement, this Agreement is of the same legal effect as the Tencent Cloud Service Agreement. In respect of any matter not agreed herein, you shall comply with relevant terms under the Tencent Cloud Service Agreement. In case of any conflict or discrepancy between this Agreement and the Tencent Cloud Service Agreement, this Agreement prevails to the extent of such conflict or discrepancy. (End)
INTRODUCTION

These operational guidelines are for any law enforcement authority or other government authority (the Requesting Authority) making a request to Tencent Cloud Europe B.V. or any other Tencent group company (we, our, us or Tencent Cloud Group Europe) that operates cloud services in the European Economic Area, the United Kingdom and Switzerland (Tencent Cloud Europe Services), for disclosure of data about our users of Tencent Cloud Europe Services (a Request).

We respond to Requests made by a Requesting Authority in accordance with these guidelines, subject always to applicable laws and regulations and our internal guidelines.

We provide (access to) user information in response to Requests when legally required to do so. We will scrutinize all requests to make sure they comply with the applicable laws and regulations. Where permitted, relevant or necessary, we may require appropriate legal and/or supporting documentation to be furnished by the Requesting Authority before we can provide the relevant user information requested. Such documents may include a court order, subpoena, search warrant, authorization document(s) and/or other valid legal process, as the case may be.

We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. These guidelines are applicable to Requests from Requesting Authorities only. Nothing in these guidelines shall be used to create any legal obligations or any enforceable rights against Tencent Cloud Group Europe or any other member of the Tencent group.

Disclaimer on Requests for data not held by Tencent Cloud Group Europe: From time to time, we receive Requests for disclosure of data which do not belong to and/or are not held by Tencent Cloud Group Europe but a separate entity. The responsibility is on the Requesting Authority to make the appropriate request(s) to such other entities and/or affiliates as necessary.

WHAT KINDS OF REQUESTS DO WE RESPOND TO?

We respond to the following types of Requests:

Preservation Requests

We accept Requests issued in accordance with applicable laws and regulations from Requesting Authorities to preserve specified records or data, pending the issuance of valid legal process. Please complete this form to make a Preservation Request. If we do not receive formal legal request in accordance with applicable laws and regulations for
the preserved information before the end of the preservation period, the preserved information may be deleted when the preservation period expires where permitted by applicable laws and regulations. In addition to the information described below (in “Form of Request”), Preservation Requests must, to the extent permitted by applicable laws and regulations, be sent on law enforcement letterhead, signed, and must include a statement with details about steps that are being taken to obtain legal process for the data sought to be preserved. In specific cases, we may need further supporting and/or legal documentation before we can respond to a Preservation Request. All our rights in this regard are fully and expressly reserved.

Emergency Requests

Requests from Requesting Authorities that give us a good faith belief regarding an imminent emergency involving risk of death, serious physical injury to a person or any risk of harm to a child. Please note that we evaluate Emergency Requests on a case-by-case basis in compliance with applicable laws and regulations. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request, without unnecessarily jeopardizing or delaying our response(s) to the Requests. Please complete this form to make an Emergency Request.

Legal Process Requests

All other Requests made by a Requesting Authority in accordance with applicable laws and regulations. This may include Requests arising from valid search warrants and subpoenas and other valid legal process, or valid Requests made in accordance with applicable mutual legal assistance arrangements and channels. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request. Please complete this form to make a Legal Process Request.

RETAINING AND DISCLOSING OF DATA

We will only retain and disclose data in accordance with our Terms of Service and Privacy Policy, subject always to applicable laws and regulations.

FORM OF REQUEST

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

- the Requesting Authority's identity;
- the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "Request Contact"), including their rank, badge/identification number and identification documents;
- the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;
- contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

- a reasonable date that we should respond to the Request by;

- if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud Europe Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

- list and specific type of data being requested;

- purpose for which each type of data is to be used in relation to the Request;

- why is the requested type of data considered necessary for the purpose; and

- the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

The form to be used to make an Emergency Request, certifying the truthfulness and correctness of the Request, can be found here.

NOTIFICATION OF OUR USERS

We respect our users’ rights and privacy. We may therefore notify the relevant user about any Requests for their data prior to disclosure, unless we are prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such disclosure may create imminent serious danger or risk for us or any third party.

A Requesting Authority that believes that notification would jeopardize a law enforcement investigation should obtain an appropriate legal process that specifically prohibits member notification. It is the Requesting Authority’s responsibility to request that we do not notify a user of your Request because it would jeopardize a law enforcement investigation, including but not limited to providing the appropriate court order or legal process prohibiting such notification. We will carefully consider your Request and our compliance with the same will be subject to applicable laws or regulations. All our rights in this regard are expressly reserved. If your Request draws attention to an ongoing violation of our Terms and Policies, we will – to the extent permitted by applicable laws and regulations – take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct.
MUTUAL LEGAL ASSISTANCE TREATY REQUESTS

We respond to requests of an international nature made pursuant to a Mutual Legal Assistance Treaty ("MLAT") and other applicable conventions, treaties, protocols or documents of a similar nature entered into between the Netherlands and other countries. The MLAT and other applicable conventions, treaties, protocols, or documents of a similar nature will usually determine how the Netherlands and these other countries can assist one another in legal matters such as criminal investigations or enforcement proceedings. Through an MLAT or other request, a foreign government can request the Dutch government for assistance in procuring evidence from Tencent Cloud Europe B.V.. If the Dutch government approves the MLAT or other request from the foreign government, and such documentation of approval is provided to us, we will give our best endeavors to render our support in accordance with applicable laws and regulations.

Also, a Requesting Authority may be able to rely on MLAT or other applicable conventions to request data, not held by Tencent Cloud Group Europe, in the country of the relevant Tencent entity.

REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

TESTIMONY SUPPORT

We do not provide expert testimony support, except to the extent required by applicable laws and regulations.

WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be sent to the following contact details:

eailed to CloudLE_TCE@tencent.com with the subject “Law Enforcement Agency Disclosure Request “.

Please note that:

- we may take longer to respond to any Requests not sent to the above contact details;

- we will not review correspondences sent by anyone other than Law Enforcement Authorities to the above contact details; and

- if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

QUESTIONS

For general questions regarding these guidelines not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note this email does not receive service of legal documents and will not be responsive to unrelated enquiries.
File Attachments:

LEGAL_PROCESS_REQUEST&PRESERVATION_REQUEST_FORM.docx (30KB)

EMERGENCY_DISCLOSURE_REQUEST_FORM.docx (30KB)
1. INTRODUCTION

We receive various requests from governmental authorities in relation to the cloud services we provide in the European Economic Area (EEA), the United Kingdom and Switzerland (Tencent Cloud Europe Services). Where such request is made:

(a) by any law enforcement authority or other governmental authority regarding disclosure of data about users of our Tencent Cloud Europe Services and in accordance with legal processes (e.g. court injunction, court orders, subpoenas, police investigations), we will treat such request in accordance with our Law Enforcement Data Request Guidelines; and

(b) in any manner and by any law enforcement authority or other governmental authority other than pursuant to paragraph (a), we will treat such request in accordance with this Governmental Request Policy (Policy) (all such request under this paragraph (b) being a Request).

Requests that fall under paragraph (b) include but are not limited to:

(a) take down requests;

(b) general information requests; and

(c) requests to engage in discussions with governmental authorities.

This Policy applies to Requesting Authorities (as defined below) making a Request. If you do not observe the requirements of this Policy in making your Request, we may not be able to comply with or respond to your Request.

1.2 The Tencent Cloud Group Europe complies with the laws and regulations pertaining to the individual entities that control our data and we provide details and/or take steps as legally required in relation to Requests.

1.3 We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. This Policy is applicable to requests from Requesting Authorities only. Nothing in this Policy shall be used to create any legal obligations or any enforceable rights against the Tencent Cloud Group Europe or any other member of the Tencent group.

1.4 In addition to the terms defined above, in this Policy:

(a) we, us, our or Tencent Cloud Group Europe means Tencent Cloud Europe B.V. and its affiliates that operate the Tencent Cloud Europe Services.

(b) Request means any request pursuant to Section 1.1(b) that this Policy applies to.
(c) **Requesting Authority or you** means the law enforcement authority or other governmental authority making the relevant Request.

2. **our relationship with other third parties**

2.1 From time to time, we receive requests for disclosure of data which do not belong to and/or are not held by us. To clarify: We cannot assist on requests relating to any platform or service other than Tencent Cloud Europe Services (including any data that is held by or regarding such other platforms or services). It is the Requesting Authority’s responsibility to make the appropriate request(s) to such other platforms or services (and their operators) as necessary.

3. **general principles of this policy**

We apply this Policy in accordance with the following principles. Further details are set out in the remainder of this Policy.

3.1 **We act in accordance with Requests when legally required to do so.** The basis for the Requests that we comply with may be pursuant to specific laws and regulations. Such actions may include the removal or disabling of certain content in one or more jurisdictions.

3.2 **We do not retain all user information and content, and such information and content may be deleted, de-personalised and/or revised from time to time.** Our end users maintain the right to treat their information, and we will treat their information, in accordance with our Terms of Service and Privacy Policy. This means that we do not retain all such information, and they may from time to time be revised or deleted. Further information regarding our data handling practice is set out in Terms of Service and Privacy Policy.

3.3 **We aim to apply this Policy consistently and fairly across all jurisdictions where we operate Tencent Cloud Europe Services, and in accordance with all applicable laws and regulations and our interpretation of potential differences between jurisdictions.** Tencent Cloud Europe Services are available in the EEA, the United Kingdom and Switzerland, and to that end we aim to apply all of our terms (including this Policy) fairly and consistently across those jurisdictions.

3.4 **Further to Section 3.3, we may depart from this Policy from time to time for various reasons,** including for instance, due to applicable laws and regulations or pursuant to professional advice we have received on the matter.

3.5 **We aim to be transparent with our users in the actions that we take.** Before and/or after we comply with a Request (depending on the Request and applicable laws and regulations), we reserve the right to notify our users of the Request (including the actions being sought by the Request) unless we are explicitly requested by the Requesting Authority or prohibited from doing so by applicable laws and regulations and subject to Section 7. This is to ensure that our users have a right to respond to the Request. In addition, where the Request is in relation to actions that may affect other users, we may also notify other users of the relevant Request that we have complied with, subject to applicable laws and regulations.
3.6 **We do not automatically comply with all Requests.** We will always carefully review all Requests to ensure that we comply with all applicable laws and regulations in our response, while respecting our users’ rights. That may include taking appropriate internal and third-party professional advice.

4. **HOW WE APPLY THIS POLICY**

As above, we aim to apply this Policy fairly and consistently in the EEA, the United Kingdom and Switzerland. We note the following in relation to how we apply this Policy:

(a) **In certain circumstances, we may not be able to remove information and/or content due to a conflict of legal requirements in different jurisdictions.** In those cases, we may treat such information and/or content differently for different jurisdictions.

(b) **We will carefully review all Requests to make sure they comply with the applicable laws and regulations.** Where relevant or necessary, we may require appropriate legal and/or supporting documentation to be provided by the Requesting Authority before we comply with the Request.

(c) **Nothing in this Policy waives or limits any of our rights under all applicable laws and regulations – we expressly reserve all such rights and may respond to any Requests at our sole discretion.** We may, as appropriate, question any Requests – including requesting governmental/judicial review of, and third-party legal advice regarding, any Requests.

5. **An overview of how we deal with requests**

5.1 When we receive a Request, we will generally deal with such Request in accordance with the following (and always subject to applicable laws and regulations):

(a) Review of the Request, to ensure that it meets all relevant legal and our requirements.

(b) Whether it is permitted, necessary and/or appropriate to notify the affected user(s) (also see Sections 3.6 and 7).

(c) Responding to the Requesting Authority regarding the outcome of the Request.

6. **WHAT KINDS OF REQUESTS DO WE RESPOND TO?**

6.1 **General requirements**

To the extent permitted by applicable laws and regulations, all Requests must:

(a) be typed and in PDF file format;

(b) be sent on the Requesting Authority’s letterhead and signed by an appropriate and authorised representative of the Requesting Authority - see Section 6.2;

(c) include all information as set out in Section 6.3;

(d) be sent in accordance with Section 9;

(e) be drafted in, or translated to, English; and
(f) comply with all applicable laws and regulations. We expect all Requesting Authorities to have already obtained legal advice on whether a Request meets this requirement.
Note that we may not respond to any Requests that do not meet the above requirements.

6.2 Who can send Requests?

Appropriate Requesting Authorities may be different in different jurisdictions. Depending on the jurisdiction, legitimate Requests may be submitted by several types of government agencies, such as telecommunication authorities, consumer protection authorities.

The power of many of these authorities will differ depending on the jurisdiction in question. As above, we will review all Requests in accordance with applicable laws and regulations.

6.3 Form of Request

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

(a) the Requesting Authority's identity;

(b) the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the Request Contact), including their rank, badge/identification number and identification documents;

(c) the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;

(d) contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

(e) a reasonable date that we should respond to the Request by;

(f) if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud Europe Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

(g) list and specific type of data and actions being requested;

(h) purpose for which each type of requested data is to be used in relation to the Request;

(i) why is the requested type of data considered necessary for the purpose; and

(j) the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.
7.NOTIFICATION OF OUR USERS
Further to Section 3.5, we respect our users’ rights and privacy. We may notify the relevant user about any Requests prior to acting on them, unless we are explicitly requested by the Requesting Authority or prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such actions may create imminent danger or risk for us or any third party. This notification may allow the end user to seek appropriate protective relief.

Requesting Authorities who believe that notification would jeopardize an ongoing legal investigation should obtain an appropriate court order or legal process that specifically prohibits notification of our users or otherwise substantiate its Request on the basis of the applicable laws and regulations. It is the Requesting Authority’s responsibility to Request and substantiate in conformance with by applicable laws and regulations that we do not notify a user of the Request.

If your Request is in relation to an ongoing or prior violation of our Terms of Service and Privacy Policy, we will take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct, all subject to and in conformance with by applicable laws and regulations. If you believe in good faith that such actions will jeopardize an ongoing investigation, it is your responsibility to request that we defer such action, whenever possible pursuant to applicable laws and regulations including providing to us the appropriate court order or legal process prohibiting such notification.

We reserve the right to challenge any non-disclosure requests or orders, pursuant to applicable laws and regulations.

8.REIMBURSEMENT OF COSTS
To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

9.WHERE SHOULD REQUESTS BE SENT TO?
All Requests should be emailed to CloudLE_TCE@tencent.com with the subject “Governmental Request”.

Please note that:

(a)we may not, or take longer to, respond to any Requests not sent to the assigned contact details above;

(b)we will not review correspondences sent by anyone other than Requesting Authorities to the above contact details; and

(c)if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

10.QUESTIONS
For general questions regarding this policy not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note that we will not be responsive to unrelated enquiries.
INTRODUCTION

These guidelines are for any law enforcement or other federal, state or local government authority (the “Requesting Authority”) making a request to Tencent Cloud LLC or any other Tencent group company (“we”, “our”, “us” or “Tencent Cloud NA”) that operates cloud services in North America (“Tencent Cloud Services - NA”), for disclosure of data about our users of Tencent Cloud Services - NA (a “Request”).

We respond to Requests made by a Requesting Authority in accordance with these guidelines, subject always to applicable laws and regulations and our internal guidelines. Applicable laws include, but are not limited to, the Electronic Communications Privacy Act, Title 18 U.S. Code, § 2510, et seq. (“ECPA”), the Stored Communications Act, Title 18 U.S. Code, § 2701 et seq. (“SCA”), and the California Electronic Communications Privacy Act, Cal. Penal Code §§ 1546 – 1546.4 (“CalECPA”).

Except in emergency circumstances as described in these Guidelines, Tencent Cloud NA will not release customer information without valid legal process properly served on us. Depending on the customer information being requested, the required legal process may include a court order, subpoena, or search warrant, as described in these Guidelines.

We may amend these guidelines at any time without notice. We encourage you to check back regularly on this page for updates. These guidelines are applicable to Requests from Requesting Authorities only. Nothing in these guidelines shall be used to create any legal obligations or any enforceable rights against Tencent Cloud LLC or any other member of the Tencent group.

Disclaimer on Requests for data not held by Tencent Cloud LLC: From time to time, we receive Requests for disclosure of data which do not belong to and/or are not held by Tencent Cloud LLC but a separate entity. The responsibility is on the Requesting Authority to make the appropriate request(s) to such other entities and/or affiliates as necessary.

WHAT KINDS OF REQUESTS DO WE RESPOND TO?

We respond to the following types of Requests:

Preservation Requests

We accept Requests issued in accordance with SCA § 2703(f) from Requesting Authorities to preserve specified records or data, pending the issuance of valid legal process. Please complete this form to make a Preservation
Request. In compliance with SCA § 2703(f), we will preserve requested information for up to 90 days, and upon receipt of a preservation extension request, one additional 90 day period. If we do not receive formal legal request for the preserved information before the end of the initial or extended preservation period, the preserved information may be deleted when the preservation period expires. In addition to the information described below (in "Form of Request"), Preservation Requests must be sent on law enforcement letterhead and signed by a representative of the Requesting Authority.

Legal Process Requests

Depending on the type of information sought, we may provide user information in response to a subpoena, administrative summons, court order or search warrant issued by a U.S. governmental entity or court of competent jurisdiction as those terms are defined in the SCA.

Tencent Cloud NA requires a judicially issued search warrant for all Requests for user content. Content includes the substantive content of data stored in a user’s account, which may include documents, media files or other data that the user stores or processes on Tencent Cloud NA.

Tencent Cloud NA requires a subpoena to produce user information in response to a Request for basic subscriber information, such as the customer’s name, contact information, billing information, types of services used or purchased and dates of account creation and termination. Tencent Cloud NA may also provide this information in response to a court order or search warrant.

For Requests submitted by a California state Requesting Authority (e.g., a county sheriff’s department, city or state police or district attorney’s office) Tencent Cloud NA requires a search warrant to produce all information about a user.

Emergency Disclosure Requests

We may provide information in response to an urgent law enforcement request without receipt of formal legal process where information provided by the Requesting Authority gives us a good faith belief that an emergency involving danger of death or serious physical injury to a person requires disclosure without delay. Please note that we evaluate Emergency Requests on a case-by-case basis and in our sole discretion. Please complete this form to make an Emergency Request.

INFORMATION TO BE INCLUDED IN REQUESTS

In order to process any Request, we require that each Request clearly specify the following in writing:

- the Requesting Authority;

- the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the “Request Contact”) and his or her rank, badge/identification number and identification documents;
• contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

• a Request response date;

• the IP address, Uniform Resource Locator or user of the Tencent Cloud Services - NA to which the Request relates (including users’ identification, account details and/or email address);

• list and specific type of data being requested from us regarding the relevant user/account and its relationship to the investigation to which the Request relates;

• purpose of which each type of data is to be used in relation to the Request;

• why is the request type of data considered necessary for the purpose; and

• the basis of the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

NOTIFICATION OF OUR USERS

We respect our users’ rights and privacy. We may therefore notify the relevant user about any Requests for their data prior to disclosure, unless we are prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a court issued confidentiality order), or where we reasonably believe that such disclosure may create imminent danger or risk for us or any third party.

A Requesting Authority that believes that notification would jeopardize a law enforcement investigation should obtain an appropriate legal process that specifically prohibits member notification. If your Request draws attention to an ongoing violation of our Terms and Policies, we will – to the extent permitted by applicable laws and regulations – take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct.

INTERNATIONAL REQUESTS

We respond to requests of an international nature made pursuant to a Mutual Legal Assistance Treaty ("MLAT") or an Executive Agreement entered between the United States and a foreign government pursuant to the CLOUD Act and other applicable conventions, treaties, protocols or documents of a similar nature. Such requests should be made to the U.S. Department of Justice’s Office of International Affairs.

REIMBURSEMENT OF COSTS

We may seek reimbursement of our costs in responding to a Request in accordance with SCA § 2706 or other applicable law.
WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be sent to the following contact details:

emailed to CloudLE_TCL@tencent.com with the subject “Law Enforcement Agency Disclosure Request”.

Please note that:

- we may take longer to respond to any Requests not sent to the above contact details;

- we will not review correspondences sent by anyone other than Requesting Authorities to the above contact details; and

- if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

QUESTIONS

For general questions regarding these guidelines not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note this email does not receive service of legal documents and will not be responsive to unrelated enquiries.

File Attachments:

LEGAL_PROCESS_REQUEST&PRESERVATION_REQUEST_FORM.docx (30KB)

EMERGENCY_DISCLOSURE_REQUEST_FORM.docx (30KB)
1. INTRODUCTION

We receive various requests from governmental authorities in relation to the cloud services we provide in North America ("Tencent Cloud Services - NA"). Where such request is made:

(a) by any federal, state or local law enforcement authority or other governmental authority regarding disclosure of information about users of our Tencent Cloud Services - NA and in accordance with legal processes (e.g. court injunction, court orders, subpoenas, police investigations), we will treat such request in accordance with our Law Enforcement Data Request Guidelines; and

(b) in any manner and by any law enforcement authority or other governmental authority other than pursuant to paragraph (a), we will treat such request in accordance with this Governmental Request Policy ("Policy") (all such request under this paragraph (b) being a "Request").

Requests that fall under paragraph (b) and this Policy include but are not limited to:

(i) Subpoenas, civil investigative demands, court orders or search warrants for Tencent company information, not including user data;

(ii) general information requests;

(iii) requests to engage in discussions with governmental authorities; and

(iv) content removal requests.

This Policy applies to Requesting Authorities (as defined below) making a Request. If you do not observe the requirements of this Policy in making your Request, we may not be able to comply with or respond to your Request.

1.1 Tencent Cloud NA complies with the applicable laws and regulations, and we provide details and/or take steps as legally required in relation to Requests.

1.2 We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. This Policy is applicable to requests from Requesting Authorities only. Nothing in this Policy shall be used to create any legal obligations or any enforceable rights against the Tencent Cloud NA or any other member of the Tencent group.

1.3 In addition to the terms defined above, in this Policy:

(a) "we", "us", "our" or "Tencent Cloud NA" means Tencent Cloud LLC.

(b) "Request" means any request pursuant to Section 1.1(b) that this Policy applies to.
(c) “Requesting Authority” or “you” means the law enforcement authority or other governmental authority making the relevant Request.

2. our relationship with other third parties

2.1 From time to time, we receive requests for disclosure of data which do not belong to and/or are not held by us. To clarify: We cannot assist on requests relating to any platform or service other than Tencent Cloud Services - NA (including any data that is held by or regarding such other platforms or services).

3. general principles of this policy

We apply this Policy in accordance with the following principles. Further details are set out in the remainder of this Policy.

3.1 We act in accordance with Requests when legally required to do so. The basis for the Requests that we comply with may be pursuant to specific laws and regulations. Such actions may include the removal or disabling of certain content.

3.2 We may depart from this Policy from time to time for various reasons, including for instance, due to applicable laws and regulations or pursuant to professional advice we have received on the matter.

3.3 We do not automatically comply with all Requests. We will always carefully review all Requests to ensure that we comply with all applicable laws and regulations in our response, while respecting our users’ rights. That may include taking appropriate internal and third-party professional advice.

4. HOW WE APPLY THIS POLICY

We note the following in relation to how we apply this Policy:

(a) In certain circumstances, we may not be able to remove information and/or content due to a conflict of legal requirements in different jurisdictions. In those cases, we may treat such information and/or content differently for different jurisdictions.

(b) We will carefully review all Requests to make sure they comply with the applicable laws and regulations. Where relevant or necessary, we may require appropriate legal and/or supporting documentation to be provided by the Requesting Authority before we comply with the Request.

(c) Nothing in this Policy waives or limits any of our rights under all applicable laws and regulations – we expressly reserve all such rights and may respond to any Requests at our sole discretion. We may, as appropriate, question any Requests – including requesting governmental/judicial review of, and third-party legal advice regarding, any Requests.

5. an overview of how we deal with requests

5.1 When we receive a Request, we will generally deal with such Request in accordance with the following (and always subject to applicable laws and regulations):
(a) Review of the Request, to ensure that it meets all relevant legal and our requirements.

(b) Responding to the Requesting Authority regarding the outcome of the Request.

6. WHAT KINDS OF REQUESTS DO WE RESPOND TO?

6.1 General requirements

To the extent permitted by applicable laws and regulations, all Requests must:

(a) be typed and in PDF file format;

(b) be sent on the Requesting Authority’s letterhead and signed by an appropriate and authorised representative of the Requesting Authority - see Section 6.2;

(c) include all information as set out in Section 6.3;

(d) be sent in accordance with Section 9;

(e) be drafted in, or translated to, English; and

(f) comply with all applicable laws and regulations. We expect all Requesting Authorities to have already obtained legal advice on whether a Request meets this requirement.

Note that we may not respond to any Requests that do not meet the above requirements.

6.2 Who can send Requests?

Appropriate Requesting Authorities may be different in different jurisdictions. Depending on the jurisdiction, legitimate Requests may be submitted by several types of government agencies, such as telecommunication authorities, law enforcement agencies and consumer protection authorities.

The power of many of these authorities will differ depending on the jurisdiction in question. As above, we will review all Requests in accordance with applicable laws and regulations.

6.3 Form of Request

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

(a) the Requesting Authority’s identity;

(b) the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "Request Contact"), including their rank, badge/identification number and identification documents;

(c) the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;

(d) contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;
(e) a reasonable date that we should respond to the Request by;

(f) list of specific type of data and actions being requested;

(g) purpose of which each type of requested data is to be used in relation to the Request;

(h) why is the requested type of data considered necessary for the purpose; and

(i) the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

7. REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

8. WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be emailed to CloudLE_TCL@tencent.com with the subject "Governmental Request".

Please note that:

(a) we may not, or take longer to, respond to any Requests not sent to the assigned contact details above;

(b) we will not review correspondences sent by anyone other than Requesting Authorities to the above contact details; and

(c) if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

9. QUESTIONS

For general questions regarding this policy not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note that we will not be responsive to unrelated enquiries.
INTRODUCTION

These operational guidelines are for any law enforcement authority or other government authority (the “Requesting Authority”) making a request to Tencent Korea Yuhan Hoesa (“we”, “our”, “us” or “Tencent Cloud Korea”), which operates cloud services in the Republic of Korea (“Tencent Cloud Korea Services”), for disclosure of data about our users of Tencent Cloud Korea Services (a “Request”).

We respond to Requests made by a Requesting Authority in accordance with these guidelines, subject always to applicable laws and regulations and our internal guidelines.

We provide (access to) user information in response to Requests when legally required to do so. We will scrutinize all requests to make sure they comply with the applicable laws and regulations. Where permitted, relevant or necessary, we may require appropriate legal and/or supporting documentation to be furnished by the Requesting Authority before we can provide the relevant user information requested. Such documents may include a court order, subpoena, search warrant, authorization document(s) and/or other valid legal process, as the case may be.

We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. These guidelines are applicable to Requests from Requesting Authorities only. Nothing in these guidelines shall be used to create any legal obligations or any enforceable rights against Tencent Cloud Korea or any other member of the Tencent group.

Disclaimer on Requests for data not held by Tencent Cloud Korea: From time to time, we receive Requests for disclosure of data which do not belong to and/or are not held by Tencent Cloud Korea but a separate entity. The responsibility is on the Requesting Authority to make the appropriate request(s) to such other entities and/or affiliates as necessary.

WHAT KINDS OF REQUESTS DO WE RESPOND TO?

We respond to the following types of Requests:

Preservation Requests

We accept Requests issued in accordance with applicable laws and regulations from Requesting Authorities to preserve specified records or data, pending the issuance of valid legal process. Please complete this form to make a Preservation Request. If we do not receive formal legal request in accordance with applicable laws and regulations for the preserved information before the end of the preservation period, the preserved information may be deleted when
the preservation period expires where permitted by applicable laws and regulations. In addition to the information described below (in “Form of Request”), Preservation Requests must, to the extent permitted by applicable laws and regulations, be sent on law enforcement letterhead, signed or affixed with seal, and must include a statement with details about steps that are being taken to obtain legal process for the data sought to be preserved. In specific cases, we may need further supporting and/or legal documentation before we can respond to a Preservation Request. All our rights in this regard are fully and expressly reserved.

Emergency Requests

Requests from Requesting Authorities that give us a good faith belief regarding an imminent emergency involving risk of death, serious physical injury to a person or any risk of harm to a child. Please note that we evaluate Emergency Requests on a case-by-case basis in compliance with applicable laws and regulations. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request, without unnecessarily jeopardizing or delaying our response(s) to the Requests. Please complete this form to make an Emergency Request.

Legal Process Requests

All other Requests made by a Requesting Authority in accordance with applicable laws and regulations. This may include Requests arising from valid search warrants and subpoenas and other valid legal process, or valid Requests made in accordance with applicable mutual legal assistance arrangements and channels. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request. Please complete this https://cloudcache.intl.tencent-cloud.com/document/Legal%20Process%20Request%20-%20Preservation%20Request%20Form.docx to make a Legal Process Request.

RETIERNING AND DISCLOSING OF DATA

We will only retain and disclose data in accordance with our Terms of Service and Privacy Policy, subject always to applicable laws and regulations.

FORM OF REQUEST

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

- the Requesting Authority's identity;

- the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "Request Contact"), including their rank, badge/identification number and identification documents;

- the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;
- contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

- a reasonable date that we should respond to the Request by;

- if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud Korea Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

- list and specific type of data being requested;

- purpose for which each type of requested data is to be used in relation to the Request;

- why is the requested type of data considered necessary for the purpose and

- the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

The form to be used to make an Emergency Request, certifying the truthfulness and correctness of the Request, can be found [here](#).

**NOTIFICATION OF OUR USERS**

We respect our users’ rights and privacy. We may therefore notify (and in certain cases, obtain consent from) the relevant user about any Requests for their data prior to disclosure, unless we are prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such disclosure may create imminent serious danger or risk for us or any third party.

If we are required or choose to legally provide a Requesting Authority with our users’ data, to the extent such data contains personal information, in compliance with applicable laws and regulations, we will request the Requesting Authority to limit the purpose and method of use and other necessary matters, or to prepare necessary safeguards to ensure the safety of the personal information.

A Requesting Authority that believes that notification would jeopardize a law enforcement investigation should obtain an appropriate legal process that specifically prohibits member notification. It is the Requesting Authority’s responsibility to request that we do not notify a user of your Request because it would jeopardize a law enforcement investigation, including but not limited to providing the appropriate court order or legal process prohibiting such
notification. We will carefully consider your Request and our compliance with the same will be subject to applicable laws or regulations. All our rights in this regard are expressly reserved. If your Request draws attention to an ongoing violation of our Terms and Policies, we will – to the extent permitted by applicable laws and regulations – take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct.

MUTUAL LEGAL ASSISTANCE TREATY REQUESTS

We respond to requests of an international nature made pursuant to a Mutual Legal Assistance Treaty ("MLAT") and other applicable conventions, treaties, protocols or documents of a similar nature entered into between the Republic of Korea and other countries. The MLAT and other applicable conventions, treaties, protocols, or documents of a similar nature will usually determine how the Republic of Korea and these other countries can assist one another in legal matters such as criminal investigations or enforcement proceedings. Through an MLAT or other request, a foreign government can request the Korean government for assistance in procuring evidence from Tencent Cloud Korea. If the Korean government approves the MLAT or other request from the foreign government, and such documentation of approval is provided to us, we will give our best endeavors to render our support in accordance with applicable laws and regulations.

Also, a Requesting Authority may be able to rely on MLAT or other applicable conventions to request data, not held by Tencent Cloud Korea, in the country of the relevant Tencent entity.

REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

TESTIMONY SUPPORT

We do not provide expert testimony support, except to the extent required by applicable laws and regulations.

WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be sent to the following contact details:

emailed to CloudLE_TKYH@tencent.com with the subject “Law Enforcement Agency Disclosure Request”.

Please note that:

- we may take longer to respond to any Requests not sent to the above contact details;

- we will not review correspondences sent by anyone other than Law Enforcement Authorities to the above contact details; and

- if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.
QUESTIONS

For general questions regarding these guidelines not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note this email does not receive service of legal documents and will not be responsive to unrelated enquiries.

File Attachments:

LEGAL_PROCESS_REQUEST&PRESERVATION_REQUEST_FORM.docx  (30KB)

EMERGENCY_DISCLOSURE_REQUEST_FORM.docx  (30KB)
Government Request Policy South-Korea

1. INTRODUCTION

We receive various requests from governmental authorities in relation to the cloud services we provide in the Republic of Korea ("Tencent Cloud Korea Services"). Where such request is made:

(a) by any law enforcement authority or other governmental authority regarding disclosure of data about users of our Tencent Cloud Korea Services and in accordance with legal processes (e.g. court injunction, court orders, subpoenas, police investigations), we will treat such request in accordance with our Law Enforcement Data Request Guidelines; and

(b) in any manner and by any law enforcement authority or other governmental authority other than pursuant to paragraph (a), we will treat such request in accordance with this Governmental Request Policy ("Policy") (all such request under this paragraph (b) being a "Request").

Requests that fall under paragraph (b) include but are not limited to:

(a) take down requests;

(a) general information requests; and

(c) requests to engage in discussions with governmental authorities.

This Policy applies to Requesting Authorities (as defined below) making a Request. If you do not observe the requirements of this Policy in making your Request, we may not be able to comply with or respond to your Request.

1.1 Tencent Cloud Korea complies with the applicable laws and regulations, and we provide details and/or take steps as legally required in relation to Requests.

1.2 We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. This Policy is applicable to requests from Requesting Authorities only. Nothing in this Policy shall be used to create any legal obligations or any enforceable rights against Tencent Cloud Korea or any other member of the Tencent group.

1.3 In addition to the terms defined above, in this Policy:

(a) "we", "us", "our" or "Tencent Cloud Korea" means Tencent Korea Yuhan Hoesa.

(b) "Request" means any request pursuant to Section 1.1(b) that this Policy applies to.

(c) "Requesting Authority" or "you" means the law enforcement authority or other governmental authority making the relevant Request.
2. our relationship with other third parties

2.1 From time to time, we receive requests for disclosure of data which do not belong to and/or are not held by us. To clarify: We cannot assist on requests relating to any platform or service other than Tencent Cloud Korea Services (including any data that is held by or regarding such other platforms or services). It is the Requesting Authority's responsibility to make the appropriate request(s) to such other platforms or services (and their operators) as necessary.

3. general principles of this policy

We apply this Policy in accordance with the following principles. Further details are set out in the remainder of this Policy.

3.1 **We act in accordance with Requests when legally required to do so.** The basis for the Requests that we comply with may be pursuant to specific laws and regulations. Such actions may include the removal or disabling of certain content.

3.2 **We do not retain all user information and content, and such information and content may be deleted, de-personalised and/or revised from time to time.** Our end users maintain the right to treat their information, and we will treat their information, in accordance with our Terms of Service and Privacy Policy. This means that we do not retain all such information, and they may from time to time be revised or deleted. Further information regarding our data handling practice is set out in Terms of Service and Privacy Policy.

3.3 **We may depart from this Policy from time to time for various reasons**, including for instance, due to applicable laws and regulations or pursuant to professional advice we have received on the matter.

3.4 **We aim to be transparent with our users in the actions that we take.** Before and/or after we comply with a Request (depending on the Request and applicable laws and regulations), we reserve the right to notify (and in certain cases, obtain consent from) our users of the Request (including the actions being sought by the Request) unless we are explicitly requested by the Requesting Authority or prohibited from doing so by applicable laws and regulations and subject to Section 7. This is to ensure that our users have a right to respond to the Request. In addition, where the Request is in relation to actions that may affect other users, we may also notify other users of the relevant Request that we have complied with, subject to applicable laws and regulations.

3.5 **We do not automatically comply with all Requests.** We will always carefully review all Requests to ensure that we comply with all applicable laws and regulations in our response, while respecting our users’ rights. That may include taking appropriate internal and third-party professional advice.

4. HOW WE APPLY THIS POLICY

We note the following in relation to how we apply this Policy:

(a) **In certain circumstances, we may not be able to remove information and/or content due to a conflict of legal requirements in different jurisdictions.** In those cases, we may treat such information and/or content
differently for different jurisdictions.

(b) We will carefully review all Requests to make sure they comply with the applicable laws and regulations. Where relevant or necessary, we may require appropriate legal and/or supporting documentation to be provided by the Requesting Authority before we comply with the Request.

(c) Nothing in this Policy waives or limits any of our rights under all applicable laws and regulations – we expressly reserve all such rights and may respond to any Requests at our sole discretion. We may, as appropriate, question any Requests – including requesting governmental/judicial review of, and third-party legal advice regarding, any Requests.

5. an overview of how we deal with requests

5.1 When we receive a Request, we will generally deal with such Request in accordance with the following (and always subject to applicable laws and regulations):

(a) Review of the Request, to ensure that it meets all relevant legal and our requirements.

(b) Whether it is permitted, necessary and/or appropriate to notify the affected user(s) (also see Sections 3.6 and 7).

(c) Responding to the Requesting Authority regarding the outcome of the Request.

6. WHAT KINDS OF REQUESTS DO WE RESPOND TO?

6.1 General requirements

To the extent permitted by applicable laws and regulations, all Requests must:

(a) be typed and in PDF file format;

(b) be sent on the Requesting Authority's letterhead and signed or affixed with seal by an appropriate and authorised representative of the Requesting Authority - see Section 6.2;

(c) include all information as set out in Section 6.3;

(d) be sent in accordance with Section 9; and

(e) comply with all applicable laws and regulations. We expect all Requesting Authorities to have already obtained legal advice on whether a Request meets this requirement.

Note that we may not respond to any Requests that do not meet the above requirements.

6.2 Who can send Requests?

Appropriate Requesting Authorities may be different in different jurisdictions. Depending on the jurisdiction, legitimate Requests may be submitted by several types of government agencies, such as telecommunication authorities, consumer protection authorities.
The power of many of these authorities will differ depending on the jurisdiction in question. As above, we will review all Requests in accordance with applicable laws and regulations.

6.3 **Form of Request**

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

(a) the Requesting Authority’s identity;

(b) the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "**Request Contact**"), including their rank, badge/identification number and identification documents;

(c) the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;

(d) contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

(e) a reasonable date that we should respond to the Request by;

(f) if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud Korea Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

(g) list and specific type of data and actions being requested;

(h) purpose for which each type of requested data is to be used in relation to the Request;

(i) why is the requested type of data considered necessary for the purpose; and

(j) the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

7. **NOTIFICATION OF OUR USERS**

Further to Section 3.4, we respect our users’ rights and privacy. We may notify (and in certain cases, obtain consent from) the relevant user about any Requests prior to acting on them, unless we are explicitly requested by the Requesting Authority or prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such actions may create imminent danger or risk for us or any third party. This notification may allow the end user to seek appropriate protective relief.
Requesting Authorities who believe that notification would jeopardize an ongoing legal investigation should obtain an appropriate court order or legal process that specifically prohibits notification of our users or otherwise substantiate its Request on the basis of the applicable laws and regulations. It is the Requesting Authority's responsibility to Request and substantiate in conformance with by applicable laws and regulations that we do not notify a user of the Request.

If we are required or choose to legally provide a Requesting Authority with our users' data, to the extent such data contains personal information, in compliance with applicable laws and regulations, we will request the Requesting Authority to limit the purpose and method of use and other necessary matters, or to prepare necessary safeguards to ensure the safety of the personal information. If your Request is in relation to an ongoing or prior violation of our Terms of Service and Privacy Policy, we will take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct, all subject to and in conformance with by applicable laws and regulations. If you believe in good faith that such actions will jeopardize an ongoing investigation, it is your responsibility to request that we defer such action, whenever possible pursuant to applicable laws and regulations including providing to us the appropriate court order or legal process prohibiting such notification.

We reserve the right to challenge any non-disclosure requests or orders, pursuant to applicable laws and regulations.

8. REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

9. WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be emailed to CloudLE_TKYH@tencent.com with the subject "Governmental Request".

Please note that:

(a) we may not, or take longer to, respond to any Requests not sent to the assigned contact details above;

(b) we will not review correspondences sent by anyone other than Requesting Authorities to the above contact details; and

(c) if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

10. QUESTIONS

For general questions regarding this policy not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note that we will not be responsive to unrelated enquiries.
INTRODUCTION

These operational guidelines are for any law enforcement authority or other government authority (the “Requesting Authority”) making a request to Aceville Pte Ltd or any other Tencent group company that operates cloud services outside of the People’s Republic of China, South Korea, North America, the European Economic Area, the United Kingdom and Switzerland (“we”, “our”, “us” or “Tencent Cloud Group”), for disclosure of data about our users of the cloud services operated by the Tencent Cloud Group (“Tencent Cloud International Services”) (a “Request”).

We respond to Requests made by a Requesting Authority in accordance with these guidelines, subject always to applicable laws and regulations and our internal guidelines.

We provide (access to) user information in response to Requests when legally required to do so. We will scrutinize all requests to make sure they comply with the applicable laws and regulations. Where permitted, relevant or necessary, we may require appropriate legal and/or supporting documentation to be furnished by the Requesting Authority before we can provide the relevant user information requested. Such documents may include a court order, written order to produce documents or other things, search warrant, authorization document(s) and/or other valid legal process, as the case may be.

We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. These guidelines are applicable to Requests from Requesting Authorities only. Nothing in these guidelines shall be used to create any legal obligations or any enforceable rights against Tencent Cloud Group or any other member of the Tencent group.

Disclaimer on Requests for data not held by Tencent Cloud Group: From time to time, we receive Requests for disclosure of data which do not belong to and/or are not held by Tencent Cloud Group but a separate entity. The responsibility is on the Requesting Authority to make the appropriate request(s) to such other entities and/or affiliates as necessary.

WHAT KINDS OF REQUESTS DO WE RESPOND TO?

We respond to the following types of Requests:

Preservation Requests

We accept Requests issued in accordance with applicable laws and regulations from Requesting Authorities to preserve specified records or data, pending the issuance of valid legal process. Please complete this form to make a
Preservation Request. If we do not receive formal legal request in accordance with applicable laws and regulations for the preserved information before the end of the preservation period, the preserved information may be deleted when the preservation period expires where permitted by applicable laws and regulations. In addition to the information described below (in “Form of Request”), Preservation Requests must, to the extent permitted by applicable laws and regulations, be sent on law enforcement letterhead, signed, and must include a statement with details about steps that are being taken to obtain legal process for the data sought to be preserved. In specific cases, we may need further supporting and/or legal documentation before we can respond to a Preservation Request. All our rights in this regard are fully and expressly reserved.

Emergency Requests

Requests from Requesting Authorities that give us a good faith belief regarding an imminent emergency involving risk of death, serious physical injury to a person or any risk of harm to a minor. Please note that we evaluate Emergency Requests on a case-by-case basis in compliance with applicable laws and regulations. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request, without unnecessarily jeopardizing or delaying our response(s) to the Requests. Please complete this form to make an Emergency Request.

Legal Process Requests

All other Requests made by a Requesting Authority in accordance with applicable laws and regulations. This may include Requests arising from valid search warrants and written orders to produce documents or other things and other valid legal process, or valid Requests made in accordance with applicable mutual legal assistance arrangements and channels. Where permitted, appropriate and/or necessary, we may require the Requesting Authority to furnish relevant legal and/or supporting documentation confirming their authorization and/or legal basis for making the Request. Please complete this form to make a Legal Process Request.

RETAINING AND DISCLOSING OF DATA

We will only retain and disclose data in accordance with our Terms of Service and Privacy Policy, subject always to applicable laws and regulations.

FORM OF REQUEST

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

- the Requesting Authority's identity;

- the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "Request Contact"), including their rank, badge/identification number and identification documents;
• the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;

• contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

• a reasonable date that we should respond to the Request by;

• if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud International Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

• list and specific type of data being requested;

• purpose of which each type of data is to be used in relation to the Request;

• why is the requested type of data considered necessary for the purpose and the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

The form to be used to make an Emergency Request, certifying the truthfulness and correctness of the Request, can be found here.

NOTIFICATION OF OUR USERS

We respect our users’ rights and privacy. We may therefore notify the relevant user about any Requests for their data prior to disclosure, unless we are prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such disclosure may create imminent serious danger or risk for us or any third party.

A Requesting Authority that believes that notification would jeopardize a law enforcement investigation should obtain an appropriate legal process that specifically prohibits member notification. It is the Requesting Authority’s responsibility to request that we do not notify a user of your Request because it would jeopardize a law enforcement investigation, including but not limited to providing the appropriate court order or legal process prohibiting such notification. We will carefully consider your Request and our compliance with the same will be subject to applicable laws or regulations. All our rights in this regard are expressly reserved. If your Request draws attention to an ongoing
violation of our Terms and Policies, we will – to the extent permitted by applicable laws and regulations – take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct.

MUTUAL LEGAL ASSISTANCE TREATY REQUESTS

We respond to requests of an international nature made pursuant to a Mutual Legal Assistance Treaty ("MLAT") and other applicable conventions, treaties, protocols or documents of a similar nature entered into between Singapore and other countries. The MLAT and other applicable conventions, treaties, protocols, or documents of a similar nature will usually determine how Singapore and these other countries can assist one another in legal matters such as criminal investigations or enforcement proceedings. Through an MLAT or other request, a foreign government can request the Singapore government for assistance in procuring evidence from Aceville Pte Ltd. If the Singapore government approves the MLAT or other request from the foreign government, and such documentation of approval is provided to us, we will give our best endeavors to render our support in accordance with applicable laws and regulations.

Also, a Requesting Authority may be able to rely on MLAT or other applicable conventions to request data, not held by Tencent Cloud Group, in the country of the relevant Tencent entity.

REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

TESTIMONY SUPPORT

We do not provide expert testimony support, except to the extent required by applicable laws and regulations.

WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be sent to the following contact details:

emailed to CloudLE@tencent.com with the subject “Law Enforcement Agency Disclosure Request”.

Please note that:

- we may take longer to respond to any Requests not sent to the above contact details;

- we will not review correspondences sent by anyone other than Law Enforcement Authorities to the above contact details; and

- if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

QUESTIONS
For general questions regarding these guidelines not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note this email does not receive service of legal documents and will not be responsive to unrelated enquiries.

File Attachments:

LEGAL_PROCESS_REQUEST&PRESERVATION_REQUEST_FORM.docx (30KB)

EMERGENCY_DISCLOSURE_REQUEST_FORM.docx (30KB)
Government Request Policy Rest of the World

Last updated : 2021-07-30 15:14:30

1. INTRODUCTION

1.1 We receive various requests from governmental authorities in relation to the Tencent Cloud International Services. Where such request is made:

(a) by any law enforcement authority or other governmental authority regarding disclosure of data about users of our Tencent Cloud International Services and in accordance with legal processes (e.g. court injunction, court orders, written orders to produce information, police investigations), we will treat such request in accordance with our Law Enforcement Data Request Guidelines; and

(b) in any manner and by any law enforcement authority or other governmental authority other than pursuant to paragraph (a), we will treat such request in accordance with this Governmental Request Policy (“Policy”) (all such request under this paragraph (b) being a “Request”).

Requests that fall under paragraph (b) include but are not limited to:

(a) take down requests;

(c) general information requests; and

(d) requests to engage in discussions with governmental authorities.

This Policy applies to Requesting Authorities (as defined above) making a Request. If you do not observe the requirements of this Policy in making your Request, we may not be able to comply with or respond to your Request.

1.2 The Tencent Cloud Group complies with the laws and regulations pertaining to the individual entities that control our data and we provide details and/or take steps as legally required in relation to Requests.

1.3 We may amend this Policy at any time without notice. We encourage you to check back regularly on this page for updates. This Policy is applicable to requests from Requesting Authorities only. Nothing in this Policy shall be used to create any legal obligations or any enforceable rights against the Tencent Cloud Group or any other member of the Tencent group.

1.4 In this Government Request Policy (“Policy”):

(a) “we”, “us”, “our” or “Tencent Cloud Group” means Aceville Pte Ltd and its affiliates that operate cloud services outside of the People’s Republic of China, South Korea, North America, the European Economic Area (EEA), the United Kingdom and Switzerland (for which we have separate Governmental Request Policies);

(b) “Tencent Cloud International Services” means the cloud services provided by the Tencent Cloud Group;
(c) “Request” means any request pursuant to Section 1.1(b) that this Policy applies to; and
(d) “Requesting Authority” or “you” means the law enforcement authority or other governmental authority making the relevant Request.

2. our relationship with other third parties

2.1 From time to time, we receive requests for disclosure of data which do not belong to and/or are not held by us. To clarify: We cannot assist on requests relating to any platform or service other than Tencent Cloud International Services (including any data that is held by or regarding such other platforms or services). It is the Requesting Authority’s responsibility to make the appropriate request(s) to such other platforms or services (and their operators) as necessary.

3. general principles of this policy

We apply this Policy in accordance with the following principles. Further details are set out in the remainder of this Policy.

3.1 We act in accordance with Requests when legally required to do so. The basis for the Requests that we comply with may be pursuant to specific laws and regulations. Such actions may include the removal or disabling of certain content in one or more jurisdictions.

3.2 We do not retain all user information and content, and such information and content may be deleted, de-personalised and/or revised from time to time. Our end users maintain the right to treat their information, and we will treat their information, in accordance with our Terms of Service and Privacy Policy. This means that we do not retain all such information, and they may from time to time be revised or deleted. Further information regarding our data handling practice is set out in Terms of Service and Privacy Policy.

3.3 We aim to apply this Policy consistently and fairly across all jurisdictions where we operate Tencent Cloud International Services, and in accordance with all applicable laws and regulations and our interpretation of potential differences between jurisdictions. Tencent Cloud International Services are available outside of the People’s Republic of China, South Korea, North America, the EEA, the United Kingdom and Switzerland, and to that end we aim to apply all of our terms (including this Policy) fairly and consistently across those jurisdictions.

3.4 Further to Section 3.3, we may depart from this Policy from time to time for various reasons, including for instance, due to applicable laws and regulations or pursuant to professional advice we have received on the matter.

3.5 We aim to be transparent with our users in the actions that we take. Before and/or after we comply with a Request (depending on the Request and applicable laws and regulations), we reserve the right to notify our users of the Request (including the actions being sought by the Request) unless we are explicitly requested by the Requesting Authority or prohibited from doing so by applicable laws and regulations and subject to Section 7. This is to ensure that our users have a right to respond to the Request. In addition, where the Request is in relation to actions that may
affect other users, we may also notify other users of the relevant Request that we have complied with, subject to applicable laws and regulations.

3.6 **We do not automatically comply with all Requests.** We will always carefully review all Requests to ensure that we comply with all applicable laws and regulations in our response, while respecting our users’ rights. That may include taking appropriate internal and third-party professional advice.

4. HOW WE APPLY THIS POLICY

As above, we aim to apply this Policy fairly and consistently wherever we operate. We note the following in relation to how we apply this Policy:

(a) **In certain circumstances, we may not be able to remove information and/or content due to a conflict of legal requirements in different jurisdictions.** In those cases, we may treat such information and/or content differently for different jurisdictions.

(b) **We will carefully review all Requests to make sure they comply with the applicable laws and regulations.** Where relevant or necessary, we may require appropriate legal and/or supporting documentation to be provided by the Requesting Authority before we comply with the Request.

(c) **Nothing in this Policy waives or limits any of our rights under all applicable laws and regulations – we expressly reserve all such rights and may respond to any Requests at our sole discretion.** We may, as appropriate, question any Requests – including requesting governmental/judicial review of, and third-party legal advice regarding, any Requests.

5. an overview of how we deal with requests

5.1 When we receive a Request, we will generally deal with such Request in accordance with the following (and always subject to applicable laws and regulations):

(a) Review of the Request, to ensure that it meets all relevant legal and our requirements.

(b) Whether it is permitted, necessary and/or appropriate to notify the affected user(s) (also see Sections 3.5 and 7).

(c) Responding to the Requesting Authority regarding the outcome of the Request.

6. WHAT KINDS OF REQUESTS DO WE RESPOND TO?

6.1 **General requirements**

To the extent permitted by applicable laws and regulations, all Requests must:

(a) be typed and in PDF file format;

(b) be sent on the Requesting Authority’s letterhead and signed by an appropriate and authorised representative of the Requesting Authority - see Section 6.2;

(c) include all information as set out in Section 6.3;
(d) be sent in accordance with Section 9;

(e) be drafted in, or translated to, **English**; and

(f) comply with all applicable laws and regulations. We expect all Requesting Authorities to have already obtained legal advice on whether a Request meets this requirement.

Note that we may not respond to any Requests that do not meet the above requirements.

6.2 **Who can send Requests?**

Appropriate Requesting Authorities may be different in different jurisdictions. Depending on the jurisdiction, legitimate Requests may be submitted by several types of government agencies, such as telecommunication authorities or consumer protection authorities.

The power of many of these authorities will differ depending on the jurisdiction in question. As above, we will review all Requests in accordance with applicable laws and regulations.

6.3 **Form of Request**

To the extent permitted by applicable laws and regulations, we require that each Request contains the following information, and any other information as required by applicable laws and regulations, in order to process such Request:

(a) the Requesting Authority’s identity;

(b) the identity of the specific officer and/or agent of the Requesting Authority responsible for the request (the "**Request Contact**"), including their rank, badge/identification number and identification documents;

(c) the relevant authorisation document(s) of the specific officer and/or agent of the Requesting Authority, if applicable;

(d) contact details for the Request Contact, including phone number, email address (which must be from the Requesting Authority’s email domain address) and postal address;

(e) a reasonable date that we should respond to the Request by;

(f) if applicable, the IP address, Uniform Resource Locator, or user of the Tencent Cloud International Services to which the Request relates, including all known information pertaining to the relevant user - including users’ identification, account details and/or email addresses. This will help us to identify the data subject and/or other information requested;

(g) list and specific type of data and actions being requested;

(h) purpose for which each type of requested data is to be used in relation to the Request;

(i) why is the requested type of data considered necessary for the purpose; and

(j) the basis of the Request, including the provisions of any laws and/or regulations being relied upon for the Request and, where applicable and/or necessary, details of the nature of the investigation, procedure and/or process being...
carried out by the Requesting Authority.

Please note that we may be unable to respond to any vague or incomplete Requests.

7. NOTIFICATION OF OUR USERS

Further to Section 3.5, we respect our users’ rights and privacy. We may notify the relevant user about any Requests prior to acting on them, unless we are explicitly requested by the Requesting Authority or prohibited from doing so under applicable laws or regulations, by the terms of any legal process (such as a confidentiality order), or where we reasonably believe that such actions may create imminent danger or risk for us or any third party. This notification may allow the end user to seek appropriate protective relief.

Requesting Authorities who believe that notification would jeopardize an ongoing legal investigation should obtain an appropriate court order or legal process that specifically prohibits notification of our users or otherwise substantiate its Request on the basis of the applicable laws and regulations. It is the Requesting Authority’s responsibility to Request and substantiate in conformance with applicable laws and regulations that we do not notify a user of the Request.

If your Request is in relation to an ongoing or prior violation of our Terms of Service and Privacy Policy, we will take action to prevent further abuse, including actions that may notify the user that we are aware of their misconduct, all subject to and in conformance with applicable laws and regulations. If you believe in good faith that such actions will jeopardize an ongoing investigation, it is your responsibility to request that we defer such action, whenever possible pursuant to applicable laws and regulations including providing to us the appropriate court order or legal process prohibiting such notification.

We reserve the right to challenge any non-disclosure requests or orders, pursuant to applicable laws and regulations.

8. REIMBURSEMENT OF COSTS

To the extent permitted by applicable laws and regulations, we may seek reimbursement of our costs in responding to a Request.

9. WHERE SHOULD REQUESTS BE SENT TO?

All Requests should be emailed to CloudLE@tencent.com with the subject "Governmental Request".

Please note that:

(a) we may not, or take longer to, respond to any Requests not sent to the assigned contact details above;

(b) we will not review correspondences sent by anyone other than Requesting Authorities to the above contact details; and

(c) if we accept any legal processes via the above contact details, such acceptance is for convenience only and does not waive any of our rights or objections, including for lack of proper service or jurisdiction.

10. QUESTIONS
For general questions regarding this policy not related to specific Request(s), please contact us by email at CloudPolicy@tencent.com. Please note that we will not be responsive to unrelated enquiries.
Privacy FAQs

1. Introduction

We take your data privacy and security very seriously. Whether you are an individual user, a small business owner or a large corporation, we take steps to ensure that your content is stored and processed by us in a transparent way and using secure and reliable technology.

We understand that your trust is something we earn. As part of that process, we work to keep you informed of our data security policies and measures, as they may change over time.

These FAQs explain some basic principles that we apply to our provision of Tencent Cloud, particularly for those customers and prospective customers who have questions about how Tencent Cloud meets the requirements of data protection laws and other applicable regulations concerning data privacy and security.

These FAQs are intended to be a general overview and do not constitute legal advice. We urge you to consult with your own legal counsel to familiarise yourself with the requirements that govern your specific circumstances and to take advice as necessary.

For further information regarding Tencent Cloud’s data privacy and security practices and these FAQs:

(a) Please review the Tencent Cloud Privacy and Data Processing Policy – which sets out how we collect, store and process your content on Tencent Cloud.

(b) Please contact our Customer Support team via phone at +86 4009 100 100, or online at https://console.tencentcloud.com/workorder. We would be pleased to discuss with you how we maintain the privacy and security of your content and answer any questions or concerns you may have.

2. Who owns and controls your content?

You do. All content that you upload to Tencent Cloud remains yours, and you remain in control of it.

We do not access or use your content for any purpose, other than for providing Tencent Cloud to you. For example, Tencent will not use your content for marketing purposes or perform analytics on your content.

You decide who may access your content and how that access is made available – Tencent makes available various security and authentication methods to help you with such efforts. Tencent delivers Tencent Cloud using commercially available internet connections and browser software. You (and any related users you choose to give access to your content) may log into Tencent Cloud using unique usernames and passwords.
3. Does Tencent share your content with third parties?

No. Tencent Cloud is designed to protect the security and confidentiality of your content. We will not share your content with anyone else other than in exceptional circumstances, such as where we believe we are legally required to do so (for example, if we are subject to a court order for disclosure), or where we need to do so in order to enforce or protect your rights, our own rights or the rights of other users.

Please consult our Tencent Cloud Terms of Service for further details of the limited circumstances in which we will disclose your content.

4. Where does Tencent store your content?

We offer you the right to select where your content is stored from a list of potential locations. All of our data centres meet industry-accepted technical and security standards.

If at any time we are no longer able to store your content in your selected location, we will notify you and offer you the alternative storage locations available at that time.

5. Does Tencent comply with data protection laws?

Yes. We have a comprehensive privacy and security programme directed at protecting your content, including your personal data (see below, Q7. How does Tencent protect your content?). We comply with our obligations under data protection laws.

Because we only process your content in order to provide Tencent Cloud to you in accordance with your instructions, we are considered a "data processor" (or the equivalent designation under data protection laws in your jurisdiction). While the law varies from jurisdiction to jurisdiction as to the obligations applicable to data processors, we comply with all obligations binding on us in our role as a data processor in providing Tencent Cloud to you.

6. How does Tencent help you comply with data protection laws when you use Tencent Cloud?

Because you maintain ultimate control over the collection and use of your content, you will be considered a "data controller" (or equivalent designation) under data protection laws in respect of your content that contains personal data. This means that you will need to comply with data protection laws when you use Tencent Cloud.

We have designed Tencent Cloud in a way that enables you to comply with your obligations. We do this by:
(a) allowing you to maintain control over the manner in which your content is accessed and processed (see **Q2. Who owns and controls your content?**);

(b) not sharing your content with third parties, except in accordance with our Terms of Service (see **Q3. Does Tencent share your content with third parties?**);

(c) allowing you to choose the location of storage of your content (see **Q4. Where does Tencent store your content?**);

(d) complying with applicable data protection laws (see **Q5. Does Tencent comply with data protection laws?**);

and

(e) maintaining industry-accepted security measures for the purpose of protecting your content (see **Q7. How does Tencent protect your content?**).

Please note that data protection laws and regulations and how they are interpreted and enforced may change over time, and there may be other laws and regulations that apply to you. You should obtain legal advice to ensure that you are familiar with the requirements governing your use of data and other aspects of your business.

7. How does Tencent protect your content?

We have implemented a comprehensive privacy and security programme for the purpose of protecting your content. This programme includes the following:

7.1 Data security. We have designed and implemented the following measures to protect customer’s data against unauthorised access:

(a) standards for data categorisation and classification;

(b) a set of authentication and access control capabilities at the physical, network, system and application levels;

and

(c) a mechanism for detecting big data-based abnormal behaviour.

*7.2 Network security. *We implement stringent rules on internal network isolation to achieve access control and border protection for internal networks (including office networks, development networks, testing networks and production networks) by way of physical and logical isolation.

7.3 Physical and environmental security. Stringent infrastructure and environment access controls have been implemented for Tencent Cloud’s data centres based on relevant regional security requirements. An access control matrix is established, based on the types of data centre personnel and their respective access privileges, to ensure effective management and control of access and operations by data centre personnel.

7.4 Incident management. We operate active and real-time service monitoring, combined with a rapid response and handling mechanism, that enables prompt detection and handling of security incidents.

7.5 Compliance with standards. We comply with the following standards:
(b) IT service management – ISO/IEC 20000-1:2011.
(c) Quality management system – ISO/IEC 9001:2015.

8. How does Tencent respond to regulatory requests for your content?

We may, from time to time, receive regulatory requests to disclose your content to regulators or law enforcement bodies. When we receive these requests, we take reasonable steps to query them and establish whether or not we are legally required to respond to them. When we are required to respond to such a request, we do everything we reasonably can to protect your confidentiality.

9. How can you protect your content?

Tencent Cloud provides a number of features that allow you to enhance the protection of your content. It is your responsibility to carefully select and use the features that are appropriate to you, in accordance with your own security policies. For example:

(a) you can select the transmission method and transmission protocols for your data (e.g. HTTPS, SSH); and
(b) you can select enhanced network security protection products such as dedicated access lines and IPSec VPN.

Please take steps to keep your (and your authorised users') account login credentials safe. Please change your Tencent Cloud account passwords regularly to reduce the risk of your account being improperly accessed. Passwords should be unique and be difficult for others to deduce. If you suspect an unauthorised person has accessed your Tencent Cloud account, please notify us immediately – until we disable your account after receiving such notification from you, you are responsible for all acts and omissions within your Tencent Cloud account.
Cookies Policy

Last updated: 2021-12-16 10:45:57

For the purposes of this Cookies Policy, “we”, “us” and “our” means Tencent Cloud Europe B.V. (in the case of persons located in the EEA, UK and Switzerland) and the entity you have contracted with as set out in the Terms of Service (in the case of persons located outside of the EEA, UK and Switzerland). For the purpose of any personal data we collect through cookies, we are the data controllers; you can find our details in the Privacy Policy applicable to this service and how we use such data. Our representative in the EU for the purpose of EU data protection laws is Tencent Cloud Europe B.V., a company registered in the Netherlands. Their registered address is Atrium building, 8th floor, Strawinskylaan 3127, 1077 ZX Amsterdam, the Netherlands and can be contacted at cloudlegalnotices@tencent.com. Our data protection officer can be contacted at cloudlegalnotices@tencent.com.

We use cookies, log files, pixel tags, web beacons, scripts, eTags and similar files or technologies to collect and store the information we automatically collect about your device and use of Tencent Cloud (the “Service”). You can find out more about cookies and how to control them in the information below.

We only use non-essential cookies with your consent.

1. What are cookies?

Cookies are text files containing small amounts of information which are downloaded to your browser or device when you visit a certain web address. Cookies are then sent back to the originating web address on each subsequent visit, or to another web address that recognises that cookie. Cookies are widely used in order to make the Service work, or to work more efficiently, as well as to provide information to the Service team.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your log-in and preferences, and generally improving the user experience. Cookies may tell us, for example, whether you have accessed or used the Service before or whether you are a new visitor or user. They can also help to ensure that advertising you see online are more relevant to you and your interests. Cookies can help us safeguard the security of our data and services and detect the cheating, hacking and fraud against our products and services. For instance, cookies can store ticket information, which can be used by the server to verify if the log-in is made by yourself independently. The encrypted information in the ticket can also be used to prevent a variety of types of attacks, cross-site information theft, and access with disguised identity.

There are two broad categories of cookies:

- **First party cookies**, served directly by us to your device.

- **Third party cookies**, which are served by a third party on our behalf.
Cookies can remain on your browser or device for different periods of time. Some cookies are ‘session cookies’, meaning that they exist only while your browser or application is open. These are deleted automatically once you close your browser or application. Other cookies are ‘permanent cookies’, meaning that they survive after your browser or application is closed. They can be used by the Service to recognise your device when you visit and use the Service again.

2. How do we use cookies?

We use cookies to:

- verify log-in information to ensure the security of your account;
- track traffic flow and patterns of travel in connection with the Service;
- understand the total number of visitors to the Service on an ongoing basis and the types of devices;
- monitor the performance of the Service to continually improve it;
- improve our products and services and provide reference data for the research and development of new products or functions; and
- customize and enhance your online experience.

3. What types of cookies do we use?

The types of cookies used by us and our partners in connection with the Service can be classified into the following categories, namely ‘essential cookies’, ‘functionality cookies’ and ‘analytics and performance cookies’. We have set out some further information about each category, and the purposes of the cookies we and third parties set in the following table.

<table>
<thead>
<tr>
<th>Cookie name</th>
<th>What it does and what data it processes</th>
<th>Duration of cookie</th>
<th>First or Third party cookie</th>
<th>How to Control Cookies</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Check your login status</td>
<td>Session</td>
<td>First</td>
<td>Please see</td>
</tr>
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<td>Cookie Name</td>
<td>Description</td>
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<td>qcmainCSRFToken</td>
<td>To protect security of your login</td>
<td>Session</td>
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<td>Indicate user identity</td>
<td></td>
<td>Session</td>
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</tr>
<tr>
<td>Appid</td>
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**Functionality Cookies**

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<tbody>
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<td>To distinguish between international version and Chinese version of the Service and determine site language.</td>
<td>180 days</td>
<td>First</td>
</tr>
<tr>
<td>Language</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Intl</td>
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</table>

**Performance / Analytics Cookies**

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<th>Description</th>
<th>Expiry</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>intl_sid</td>
<td>For user statistics ID</td>
<td>365 days</td>
<td></td>
</tr>
<tr>
<td>qcloud_from</td>
<td>To identify the source of visiting users</td>
<td>90 days</td>
<td>First</td>
</tr>
<tr>
<td>qcloud_visitId</td>
<td>Analysing website statistics</td>
<td>Session</td>
<td></td>
</tr>
<tr>
<td>sajssdk_2015_cross_new_user</td>
<td>To identify new users who are visiting the webpage for the first time</td>
<td>until 11:59pm of the same day</td>
<td>First</td>
</tr>
<tr>
<td>sensorsdata2015jssdkcross</td>
<td>To identify user, device settings and mode of entering the webpage, for the purposes of identifying first time visitors of the website on an annual basis.</td>
<td>2 years</td>
<td>First</td>
</tr>
</tbody>
</table>

4. How to control cookies
You have the right to choose whether or not to accept cookies and we have explained how you can exercise this right below. When you use our Service for the first time, we will provide you with a notice which lets you know how we use cookies, why we use them and how you can change which cookies you accept. You can opt-into non-essential cookies or change your preferences at any time here. Please note that if you choose not to receive our cookies, we cannot guarantee that your experience of our Service will be as good as it could otherwise be.

Alternatively, most browsers allow you to change your cookies settings. These settings will typically be found in the “options” or “preferences” menu of your browser. In order to understand these settings, the following links may be helpful for popular browsers, otherwise you should use the “Help” option in your browser for more details.

Cookie settings in Chrome for web and Android
Cookie settings in Safari web and iOS.
Cookie settings in Internet Explorer
Cookie settings in Firefox

5. Changes to this Cookies Policy

We will update this Cookies Policy to reflect changes in our practices and services. When we post changes to this Cookies Policy, we will revise the "Last Updated" date at the top of this Cookies Policy. If we make any material changes in the way we collect, use, and/or share information held in cookies, we will notify you by prominently posting notice of the changes when you log in to or use the Service. We recommend that you check this page from time to time to inform yourself of any changes in this Cookies Policy or any of our other policies.

6. Need More Information?

If you would like to find out more about cookies and their use on the Internet, you may find the following link useful:

- All About Cookies

7. Cookies that have been set in the past

If you have disabled one or more cookies, we may still use information collected from cookies prior to your disabled preference being set, however, we will stop using the disabled cookie to collect any further information.

8. Contact us
If you have any questions or comments about this Cookies Policy, or privacy matters generally, please contact us via email at cloudlegalnotices@tencent.com.
Event Registration Instructions

If you choose the following contact methods, it means that you are aware of the following:

**SMS**

By checking the checkbox, you represent the owner of the phone number provided, and authorize Tencent to send marketing information (as well as service updates and other non-marketing information) to the phone number via SMS. Receiving such information does not necessarily mean purchasing Tencent products or services. SMS fees may be incurred by this subscription service, and are charged according to your phone plan (please contact your telecommunications services provider for more information about SMS rates and services). You can reply "STOP" or follow the instructions in the SMS message to unsubscribe at any time. If you have any questions, please contact us using the contact information in the Privacy Policy.

**Email**

By checking this checkbox, you agree to provide Tencent with your email address so that we can contact and offer you updates and marketing information on Tencent products and services. You can unsubscribe at any time by clicking the unsubscribing link in the email. If you have any questions, please contact us using the contact information in the Privacy Policy.