

## **Dealertrack Credit Application Portal Service Level Standards**

### **Credit Application Portal Availability.**

Excluding Client's downtime, the Credit Application Portal and the Dealertrack Website will be available to Authorized Users a minimum of 98.5% of the time, excluding the hours of 1 a.m. to 7 a.m. Eastern Time, measured monthly, during the term of this SOW.

### **Dealertrack Hardware, Software and Browser Performance.**

Dealertrack will use commercially reasonable efforts to keep all hardware, software and other systems, including, without limitation, computer network(s), telephone system(s), and billing system(s) necessary for Authorized Users to use any part of the Dealertrack Website or the Credit Application Portal free from material defects and operating in substantial conformity with its then-published specifications.