

Enhanced Support SLA

This Service Level Agreement (“SLA”) describes Anaplan’s Enhanced Support service level policies under the terms of the Agreement. The SLA is effective during the Subscription Term of an Order Schedule between Anaplan and the Client that has executed an Agreement that explicitly references this SLA. Capitalized terms in this SLA shall have the meaning assigned to them in the Agreement unless otherwise defined in this SLA.

Enhanced Support. Subject to Client’s compliance with the terms of the Agreement, Anaplan shall respond to Premium Support requests 24x7x365 globally, as provided in this SLA and the Agreement, and shall use commercially reasonable efforts to promptly resolve each request. Client may submit support cases to Anaplan through the Customer Support Portal.

Authorized User self-help support is also available at community.anaplan.com where detailed Anaplan Service information may be found. Client may view outstanding support cases and issues that are being worked on by Anaplan Support personnel, along with each case’s history, by accessing an Authorized User’s Support portal login.

Severity Level Determination: Client shall reasonably recommend to Anaplan an appropriate Severity Level designation based on the definitions in the next paragraph and included table. Anaplan’s update cadence targets shall be based on Client’s reported Severity Level. Anaplan may validate Client’s Severity Level designation and shall notify Client of a change in the Severity Level designation with justification for the change. The parties may escalate conflicts in Severity Level designation for resolution through consultation between the parties’ management, during which time the parties shall continue to handle the support issue based on Anaplan’s Severity Level designation.

Severity Level Definitions and Target First Response Targets. Anaplan shall use commercially reasonable efforts to adhere to the following response times and updates cadence targets from the first contact initiated by an Anaplan Premium Support representative. Business days are 9:00 AM to 5:00 PM, Monday through Friday, in the Customer’s primary support region (Americas, EMEA, or APAC). This excludes local public holidays observed in the respective region. Upon providing a viable workaround that mitigates the primary business impact of a P1 or P2 incident, the ticket will be re-classified to an appropriate lower priority level (typically P3 or P4). Communication: The Anaplan support engineer will formally communicate the proposed workaround and the intent to downgrade the ticket’s priority in a ticket update.

Priority	Description	Average First Response Targets
1 - Critical	Critical issue preventing any useful work from being done where no workaround is available.	1 hour & 30 minutes
2 - High	Persistent issue affecting many users that prevents major functions from being performed or that severely degrades performance, with no reasonable workaround available.	1 hour & 30 minutes
3 - Moderate	Issue affecting some, but not all users, disabling only certain non-essential functions. Workaround available for short term, but not suitable for long term.	8 hours
4 - Low	Routine technical issues affecting a small number of users and other issues with no immediate impact on day-to-day operations or where a reasonable workaround is available.	16 hours

Responsibilities. Anaplan’s ability to provide support depends on Client’s compliance with the Agreement, participation of knowledgeable Client representatives that provide accurate and detailed information sufficient for Anaplan to reproduce the reported error, and Client’s response to Anaplan communications in a timely manner. Anaplan is not obligated to provide support for issues related to network unavailability due to reasons beyond Anaplan’s control including emergency updates to address security, privacy, legal, regulatory, or third-party hardware or software issues not reasonably foreseeable by Anaplan or within Anaplan’s direct control. Anaplan reserves the right to update support policies from time to time, but only to the extent that the update does not materially and adversely diminish Client’s rights to support services as provided in this SLA.

Solution Exclusions. This SLA does not cover Financial Consolidation and Reporting or solutions acquired from Syrup Tech at this time.