

Premium Support SLA

This Service Level Agreement (“SLA”) describes Anaplan’s Premium 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.

Premium 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 following channels:

- The Premium Support exclusive case portal.
- Video call (Zoom or Teams) scheduled directly from the Premium Support case portal.
- Telephone (English only). Anaplan may respond to requests in other languages on an as-available basis. Please see support.anaplan.com/contact for current contact numbers.

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 Premium Support personnel, along with each case’s history, by accessing an Authorized User’s Premium 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 / Updates Cadence 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. Cadence Adjustment: Once the ticket is re-classified, the Subsequent Update Cadence will automatically adjust to align with the new, lower priority level. Upon work around or resolution - request for RCA will classified to P4 to track the root cause analysis and permanent fix.

| Priority | Description | Average First Response Targets | Average Updates Cadence Targets |
|--------------|--|--------------------------------|---------------------------------|
| 1 - Critical | Critical issue preventing any useful work from being done where no workaround is available. | 1 hour | Every 2 hour |
| 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 | Every 4 hours |
| 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. | 2 hours | 3 business days |
| 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. | 4 hours | As needed |

Premium Support Service. Response time targets are defined as the time it takes for Anaplan to initially respond to a case being triggered in the case portal platform. Updates cadence targets are defined as the time it takes for Anaplan to provide progress notifications of active cases including, but not limited to, investigation and remedy actions completed, in-progress, and planned. During the Subscription Term, Anaplan shall

maintain average response times and update cadence targets at or below the above targets specific to each priority level during a calendar (6-months) time period. Client's sole and exclusive remedy for Anaplan's failure to meet the average response times or average update cadence targets ("Target Time Failure") during a calendar (6-months) time period is as follows: (a) for the time period of a "Target Time Failure" in a rolling six (6) month period, Client will be eligible for a credit of 20 percent (20%) of Client's monthly Premium Support fees for the applicable 6-months' time period (calculated based on the monthly prorated amount for the then-applicable annual term); Client may claim a credit by providing notice of the Target Time Failure to Anaplan and requesting the credit in writing within fourteen (14) days after the 6-months rolling time period "Target Time Failure" occurs. Anaplan shall apply credited amounts only to future subscription fees due, if any, under the applicable Order Schedule upon Anaplan's verification of the Target Time Failure and Client's eligibility for a credit.

Scope. Anaplan shall provide technical assistance in support of the Anaplan Service as described in the Agreement and this SLA. Model-building questions or requests for assistance in designing or building Anaplan models or parts of models or formula help may require an appointment with an Anaplan Customer Success representative, which may be subject to an additional fee. Anaplan is not responsible for configuring or diagnosing problems in any other part of the Client's technical infrastructure.

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.

Update Cadence Exclusions. Anaplan will calculate update cadence targets when Premium Support activities are under its direct control. The following conditions will formally pause the timer when calculating update cadence targets:

- Customer Dependent Pauses
 - o Pending Customer Information: Clock is paused when Anaplan is waiting for customer to provide necessary information.

- Pending Customer Validation: Clock is paused after we have delivered a workaround or fix and are waiting for customer to test and confirm the resolution.
- Pending Customer Environmental Access: Clock is paused when we require access to customer's environment and are waiting for them to grant it.
- Engineering and Product-Related Exclusions
 - Resolution Requires a Product Code Change: The SLA applies to providing an acceptable workaround. The timeline for the permanent code fix is governed by the Product and Engineering release schedules.
 - Request is identified as a New Feature/Enhancement: If the request is for new functionality, the case will be closed and routed to Product Management.
 - Resolution has been provided, the customer is not blocked and the case is pending an RCA
- Third-Party & Environmental Exclusions
 - Dependency on a Third-Party Vendor: Anaplan is waiting on necessary action from another vendor (e.g., integration partner or cloud infrastructure provider) to provide resolution.
 - Issues Within Customer's Environment: If the root cause is within the customer's own network, firewall, or non-Anaplan infrastructure, the SLA will be paused.
 - Issues outside of Anaplan's reasonable control such as the loss of network connectivity.

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