

## **Anaplan Availability and Support SLA**

This Service Level Agreement (“SLA”) describes Anaplan’s availability and support service level policies for use of the Anaplan Service under the terms of an 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.

**Service Availability.** During the Subscription Term, Anaplan shall maintain a Service Availability Percentage at or above 99.5% for a given calendar month (“Uptime Target”). Service Availability means the ability to login to the Anaplan Service (production site) via the “launchpad” login page and, once logged in, the ability to launch a model, input data, perform calculations, and import/export data via Anaplan’s documented APIs (taking into account potential service interruptions or degradation arising from import, export and processing of large data sets, simultaneous requests on the same data sets by different users, complex calculations, or other use of features performing in a manner consistent with the Documentation). Client’s sole and exclusive remedy for Anaplan’s failure to meet the Uptime Target in a month (each an “Availability Failure”) is as follows: (a) for the second month of an Availability Failure in a rolling six (6) month period, Client will be eligible for a credit of five percent (5%) of Client’s monthly user and workspace fees for the applicable month (calculated based on the monthly prorated amount for the then-applicable annual term); and (b) for the third or more months of an Availability Failure in a rolling six month period, Client will be eligible for a credit of ten percent (10%) of Client’s monthly user and workspace fees for the applicable month (calculated based on the monthly prorated amount for the then-applicable annual term). Client may claim a credit by providing notice of the Availability Failure to Anaplan and requesting the credit in writing within fourteen (14) days after the Availability 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 Availability Failure and Client’s eligibility for a credit. Anaplan shall provide Client with a root cause analysis for each verified Availability Failure and a description of measures taken or to be taken in response.

The Service Availability Percentage is calculated monthly as follows: Service Availability Percentage = (Actual Service Availability / Planned Service Availability) \* 100.

**Actual Service Availability** means total minutes of Planned Service Availability in a calendar month minus minutes of unavailability for any reason other than Permitted Outages.

**Planned Service Availability** means total minutes in a calendar month minus minutes of Permitted Outages.

**Permitted Outages** means unavailability due to: (1) scheduled maintenance during maintenance hours (not to exceed four hours per week, beginning at 1 p.m. Pacific Standard/Daylight Time on Saturdays, or at another time with at least seven (7) days prior notice from Anaplan) (“Scheduled Maintenance”); (2) emergency maintenance due to factors outside of Anaplan’s

control that could not have been reasonably anticipated by Anaplan and that reasonably require prompt action to protect the integrity and security of Client Data, Confidential Information or the Anaplan Service; and (3) due to a general failure of Internet connectivity outside of Anaplan's reasonable control.

Information on scheduled product updates and releases is available on the Anaplan Community at <https://community.anaplan.com/>. Platform Status is available at <https://status.anaplan.com/>. It is suggested that all Client users and administrators subscribe to both the Status page and Community for real-time information and updates.

**Support.** Subject to Client's compliance with the terms of the Agreement, Anaplan shall respond to 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:

- Through the Case Portal within the Support section of the Anaplan Community, where available
- E-mail
  - [support@anaplan.com](mailto:support@anaplan.com)
- Live Chat
  - Available from [www.anaplan.com](http://www.anaplan.com) or directly from the Anaplan Service under the 'Help' menu.
- Telephone (English only. Anaplan may respond to requests in other languages on an as available basis.
  - Please see [support.anaplan.com/contact](https://support.anaplan.com/contact) for current contact numbers.

Anaplan recommends telephone reporting for the quickest response, particularly on Severity 1 issues.

Authorized User self-help support is also available at [community.anaplan.com](https://community.anaplan.com) where detailed Anaplan Service information may be found.

Client may view outstanding cases and issues that are being worked on by Anaplan support personnel, along with each case's history, by accessing an Authorized User's Community login under Case Portal section of Support where available.

**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 initial response time 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 & Target Response Times:** Anaplan shall use commercially reasonable efforts to adhere to the following response times for the first contact initiated by an Anaplan support representative.

Severity Level	Description	Response Time
1	<b>Fatal.</b> Critical error preventing any useful work from being done. Includes issues affecting all users and a complete loss of system availability where no workaround is available.	2 hours
2	<b>Severe Impact.</b> Persistent error affecting many users that prevents major functions from being performed or that severely degrades performance, with no reasonable workaround available.	4 hours
3	Degraded Impact. Error affecting some, but not all users, disabling only certain non-essential functions. Workaround available for short term, but not suitable for long term.	16 hours
4	Minimal Impact. Routine technical issues, errors 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.	24 hours

**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.