OKTA, INC.
SERVICE-SPECIFIC TERMS

These Service-Specific Terms (these "SSTs") govern the use of the Service and supplement the Master Subscription Agreement (or other written or electronic agreement governing Customer's use of the Service) ("Agreement") between Okta and Customer, to which these SSTs are incorporated therein. Capitalized terms used in these SSTs but not otherwise defined herein have the meanings given to them in the Agreement.

By executing an Order Form that references these SSTs, by using the Service, or by otherwise accepting these SSTs, Customer agrees to these SSTs and will use the Service in compliance with them.

Table of Contents:

1. General Terms (last updated November 18, 2025).
2. Cross-over Service-Specific Terms for Okta and Auth0 Services (last updated October 27, 2026).
3. Auth0 Service-Specific Terms (last updated April 1, 2026).
3.1 Adaptive MFA (last updated October 20, 2025).
3.2 Attack Protection Package (last updated November 18, 2025).
3.4 Auth0 for AI Agents add-on SKU (last updated May 14, 2026).
3.5 Client-Initiated Backchannel Authentication ("CIBA Service") (last updated November 18, 2025).
3.6 Enterprise MFA (last updated February 12, 2026).
3.7 Enterprise MFA Factors (last updated August 15, 2025).
3.8 Highly Regulated Identity ("HRI Service") (last updated August 15, 2025).
3.9 Private Performance Burst Azure (last updated December 18, 2025).
3.10 Private Performance Burst Azure International (last updated December 18, 2025).
3.11 Private Performance Burst Geo HA Azure (last updated December 18, 2025).
3.12 Private Performance Burst Geo HA Azure International (last updated December 18, 2025).
3.13 Public Performance Burst (last updated November 18, 2025).
3.14 Token Vault (last updated November 18, 2025).
4. Okta Service-Specific Terms (last updated October 27, 2026).
4.1 Okta for AI Agents (last updated October 27, 2026).
4.2. Okta for AI Agents - Core (last updated October 27, 2026).
4.3. Okta for AI Agents for Okta Customer Identity (last updated October 27, 2026).

1. General Terms (last updated November 18, 2025).

1.1 Okta may update or modify these SSTs from time to time effective when updated on okta.com/legal.

2. Cross-over Service-Specific Terms for Okta and Auth0 Services (last updated October 27, 2026).

2.1 AI Agent Services (last updated October 27, 2026).

2.1.1 Definitions.

a) "AI" or "Artificial Intelligence" means a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments.

b) "AI Agent" means any AI-driven software, systems, or processes that take autonomous actions on behalf of Customer with little to no human supervision to achieve specific goals, is connected to the Service, and on which Customer uses the Service to manage, govern, secure, authenticate, identify, or take any other action.

c) "AI Agent Service" means any Service or feature, functionality or component of a particular Service that enables, integrates with, or is used to identify, register, govern, manage, secure, authenticate, or take any other action on an AI Agent, including but not limited to Okta for AI Agents, Okta for AI Agents – Core, Okta for AI Agents for Okta Customer Identity, and Auth0 for AI Agents.

2.1.2 Customer Responsibility for AI Agents. As between the parties, Customer is fully responsible for all acts, controls, configuration, omissions, and errors of its AI Agents, including compliance with all usage and other restrictions. Any activity conducted by or on behalf of an AI Agent is deemed activity of the Customer for purposes of compliance with the Agreement, these SSTs, and the applicable Order Form.

2.1.3 Monitoring and Usage Verification. Okta may monitor Customer's use of the AI Agent Service. Customer shall not, directly or indirectly: (i) destroy, disable, corrupt, or tamper or interfere with any part of the AI Agent Service, including any monitoring or reporting technology; or (ii) attempt to falsify, undercount, obscure or otherwise manipulate any calculation of Customer's use of the AI Agent Service.

2.1.4 Reasonable Use. Customer shall use commercially reasonable efforts to implement usage limits consistent with any Okta provided guidance, published technical limitations, and industry best practices ("Reasonable Use"). Customer will cooperate with Okta to ensure the secure, efficient, and continuous operation of the AI Agent Service. Usage that, in Okta's reasonable discretion, threatens the stability, security, or availability of Okta's multi-tenant platform for Customer or other customers, or results in a material increase in Okta's costs to provide the AI Agent Service, shall be deemed to be in excess of Reasonable Use and may be subject to additional fees, throttling, or suspension.

2.1.5 Applicability. The terms in this section apply generally to any AI Agent Service. A specific AI Agent Service may have additional terms and conditions as set forth in these SSTs.

3. Auth0 Service-Specific Terms (last updated April 1, 2026).

3.1 Adaptive MFA (last updated October 20, 2025).

3.1.1 Adaptive MFA is only offered as an add-on SKU for Enterprise Plans. Custom Device Remembrance is included in Adaptive MFA.

3.1.2 Adaptive MFA provides Adaptive MFA Enterprise MFA factors, and Adaptive MFA Triggers. SMS for MFA is charged separately by carriers supported by Auth0; details are listed at https://auth0.com/docs/attack-protection, https://auth0.com/docs/multifactor-authentication and https://auth0.com/docs/mfa/adaptive-mfa.

3.1.3 Customer is solely responsible for any diminishment in security posture caused by adjusting their device remembrance time period to a period of time longer than Okta's standard recommended setup.

3.2 Attack Protection Package (last updated November 18, 2025).

3.2.1 Attack Protection Package is only offered as an add-on SKU for Enterprise Plans.

3.2.2 Attack Protection Package enhances attack protection and security measures by increasing Tenant Access Control list beyond core plan entitlements and enabling the Credential Guard, Bot Detection, and Supplemental Signals functionality; additional usage details are listed at https://auth0.com/docs/attack-protection.

3.3 Auth for MCP (last updated May 14, 2026).

3.3.1 Auth for MCP is available for all Auth0 Plans and includes Client ID Metadata (CIMD) Registration and On-Behalf-Of Token Exchange. On-Behalf-Of Token Exchange is subject to RPS limits based on Customer's plan tier.

3.4 Auth0 for AI Agents add-on SKU (last updated May 14, 2026).

3.4.1 Auth0 for AI Agents add-on SKU is only offered for Enterprise and Growth Plans.

3.4.2 Auth0 for AI Agents (i) increases Customer's Token Vault number of connected apps beyond core plan entitlements; (ii) expands notification channels for CIBA flows; and (iii) increases the Customer's On-Behalf-of Token Exchange RPS limit up to the plan's Authentication API RPS limit provided at https://auth0.com/docs/troubleshoot/customer-support/operational-policies/rate-limit-policy/rate-limit-configurations .

3.4.3 For the Auth0 for AI Agents add-on SKU, CIBA includes SMS, Email, Voice, and other notification channels for CIBA flows as updated. SMS is charged separately by carriers supported by Auth0. Details are listed at https://auth0.com/docs/multifactor-authentication.

3.5 Client-Initiated Backchannel Authentication ("CIBA Service") (last updated November 18, 2025).

3.5.1 The CIBA Service is included in Enterprise Plans and only includes notification channels for Auth0 Guardian App and SDK.

3.5.2 Notwithstanding anything to the contrary in the Agreement, Customer may submit to the CIBA Service Customer Data that is considered Regulated Data, solely for Customer's business purposes, provided that Customer agrees: a) to only submit Regulated Data as part of the CIBA Service in accordance with the Documentation, (b) that Regulated Data will not include any government identifiers or Social Security numbers, any payment card or other data subject to the Payment Card Industry Data Security Standard, any other personal data that

is considered "special" or "sensitive" under applicable Laws, or any protected health information subject to the Health Insurance Portability and Accountability Act except as Okta otherwise agrees in writing, and (c) that Customer is solely responsible for ensuring that its use of the CIBA Service in connection with Non-Okta Applications (as defined in the Agreement) complies with all Laws applicable to Customer's services and products.

3.6 **Enterprise MFA (last updated February 12, 2026).**

3.6.1 This Enterprise MFA SKU is an add-on to Auth0 B2B Essentials Growth plan and includes second factor support for Auth0 Guardian, SMS, Email, Voice, webauthN, and other notification channels as updated. SMS is charged separately by carriers supported by Auth0. Details are listed at https://auth0.com/docs/multifactor-authentication.

3.7 **Enterprise MFA Factors (last updated August 15, 2025).**

3.7.1 Enterprise MFA Factors is included in B2C & B2B Professional, as well as all Enterprise Plans.
3.7.2 Enterprise MFA Factors includes second factor support for Auth0 Guardian, SMS, Email, Voice and others as updated. SMS and Voice for MFA are charged separately by carriers supported by Auth0. Details are listed at https://auth0.com/docs/multifactor-authentication.

3.8 **Highly Regulated Identity ("HRI Service") (last updated August 15, 2025).**

3.8.1 HRI Service is only offered as an add-on SKU for Enterprise Plans.
3.8.2 Notwithstanding anything to the contrary in the Agreement, Customer may submit to the HRI Service Customer Data that is considered personal financial data or other similarly regulated personal data, such as bank account numbers (collectively, "Regulated Data"), solely for Customer's business purposes, provided that Customer agrees: a) to only submit Regulated Data as part of the HRI Service in accordance with the Documentation, b) that Regulated Data will not include any government identifiers or Social Security numbers, any payment card or other data subject to the Payment Card Industry Data Security Standard, any other personal data that is considered "special" or "sensitive" under applicable Laws, or any protected health information subject to the Health Insurance Portability and Accountability Act except as Okta otherwise agrees in writing, and c) that Customer is solely responsible for ensuring that its use of the HRI Service in connection with Non-Okta Applications (as defined in the Agreement) complies with all Laws applicable to Customer's services and products.

3.9 **Private Performance Burst Azure (last updated December 18, 2025).**

3.9.1 Private Performance Burst Azure SKU is only available to Enterprise Private Cloud Customers and includes a single geographical deployment of the Private Performance Burst Environment in the United States, Canada, Mexico, or Europe.
3.9.2 This SKU also includes one development environment that provides a low capacity, non-production environment hosted within a single region in the Auth0 dedicated cloud Service, and is intended for development or testing environments only. Customers have no guaranteed RPS in the development environment.
3.9.3 This add-on SKU only extends the Authentication API request limits and does not apply to the Management API or other endpoints that are rate-limited outside the scope of the Authentication API.

3.10 **Private Performance Burst Azure International (last updated December 18, 2025).**

3.10.1 Private Performance Burst Azure International SKU is only available to Enterprise Private Cloud Customers and includes a single geographical deployment of the Private Performance Burst Environment outside of the United States, Canada, Mexico, and Europe.
3.10.2 This SKU also includes one development environment that provides a low capacity, non-production environment hosted within a single region in the Auth0 dedicated cloud Service, and is intended for development or testing environments only. Customers have no guaranteed RPS in the development environment.
3.10.3 This add-on SKU only extends the Authentication API request limits and does not apply to the Management API or other endpoints that are rate-limited outside the scope of the Authentication API.

3.11 **Private Performance Burst Geo HA Azure (last updated December 18, 2025).**

3.11.1 This SKU is an add-on to the Private Performance Burst Azure SKU and allows for a geographically redundant failover to be deployed in the United States, Canada, Mexico, or Europe.
3.11.2 The Performance Multiple subscribed to for this SKU must align with the base deployment subscribed to for the Private Performance Burst Azure SKU.

3.12 **Private Performance Burst Geo HA Azure International (last updated December 18, 2025).**

3.12.1 This SKU is an add-on to the Private Performance Burst Azure International SKU, and allows for a geographically redundant failover to be deployed outside the United States, Canada, Mexico, and Europe.
3.12.2 The Performance Multiple subscribed to for this SKU must align with the base deployment subscribed to for the Private Performance Burst Azure International SKU.

3.13 **Public Performance Burst (last updated November 18, 2025).**

3.13.1 The Public Performance Burst offering is only offered as an add-on SKU for Enterprise Plans that enhances an existing Public Cloud deployment.
3.13.2 This add-on SKU only extends the Authentication API request limits and does NOT apply to the Management API or other endpoints that are rate-limited outside the scope of the Authentication API.

3.14 **Token Vault (last updated November 18, 2025).**

3.14.1 Token Vault is included in all Auth0 plans.
3.14.2 Connected Accounts is a feature of Token Vault.
3.14.3 Connected account deletion only removes the external provider's access and refresh tokens from token vault, but does not automatically revoke tokens from Customer's external provider. Customer is responsible for manually revoking the tokens from Customer's external provider.

4. Okta Service-Specific Terms (last updated October 27, 2026).

4.1 **Okta for AI Agents (last updated October 27, 2026).**

4.1.1 Definitions. The following definitions apply to Okta for AI Agents:
4.1.1.1 "Agentic Identity Services" means the agentic features and functionalities provided under the Okta for AI Agents SKU, which includes but is not limited to Identity Security Posture Management ("ISPM"), Universal Directory, Single Sign-On, API Access Management, Okta Privileged Access, and Access Governance, as further described in the Documentation.
4.1.2 Scope of Use**.** Customer to identify, authenticate, register, govern and manage its AI Agents using the Agentic Identity Services, in accordance with these SSTs, the applicable Order Form, the Agreement, and the applicable Documentation and for no other purpose. For clarity, Customer shall not use Okta for AI Agents, in whole, or in part, directly or indirectly, to: (i) identify, authenticate, govern or manage any employee, contractor, partner, customer or other human identity for purposes of directly accessing any system, application or other computing resource that is not an AI Agent; or (ii) perform any use cases prohibited in the Documentation.
4.1.3 Licensing**.** Okta for AI Agents is licensed based on the number of Users per Month. For more information, see the Product Subscription Reference Guide. Customer shall not exceed the number of Users per Month specified in the applicable Order Form. In addition, (i) the number of Users per Month purchased may not be decreased during the Term; (ii) additional Users per Month may be added during the then-current Term at the same pricing as that for the pre-existing Users per Month thereunder, prorated for the remainder of the Term in effect at the time the additional Users per Month are added; and (iii) the added Users per Month shall terminate on the same date as the then-current Term.
4.1.4 Service-Specific Terms for Agentic Identity Services**.**
4.1.4.1 Access Governance**.** Access Governance includes three features: Access Requests, Access Certifications, and Reporting.
4.1.4.2 ISPM.
4.1.4.2.1 ISPM Data Storage. As part of Customer's purchase of subscriptions for ISPM, Customer agrees that the primary location for the storage of Customer Data will be at data center(s) located in the region where Customer's cell is located, unless the Customer is a multi-cell tenant, in which case the default primary data center is the EU, but may be in data centers in other regions depending on Customer preference or as required for the Service. In either case, data processing activities may occur in other regions, as described in Okta's 'Sub-Processor Information' documentation at https://www.okta.com/trustandcompliance/.
4.1.4.2.2 ISPM Integration. Customer may integrate ISPM with, or connect ISPM to, other services, applications, or accounts (each, an "ISPM Integration"), which may include Non-Okta Products (as defined in the Agreement). For more information about ISPM Integrations (including any applicable system limits), see the Product Subscription Reference Guide and the applicable Documentation.
4.1.5 Customer Use Only. Notwithstanding anything to the contrary in the Agreement, for purposes of the applicable Order Form, Customer only means Customer and none of Customer's Affiliates, majority or minority owned subsidiaries, parent companies, or any other related entities, whether created through a divestiture or reorganization or acquired by purchase, merger, consolidation or otherwise, shall access or use Okta for AI Agents, including the Agentic Identity Services, and such Services shall not be used for the benefit of (e.g., to identify, authenticate, govern or manage) such entities or for any unrelated third party.
4.1.6 Exclusions. Okta for AI Agents is excluded from: (i) the Canada-Hosted Cell Add-On, the India-Hosted Cell Add-On, and any terms or requirements for these Cell Add-Ons shall not apply to Okta for AI Agents; (ii) any Health Insurance Portability and Accountability Act standards that may be applicable; and (iii) any authorization(s) not yet granted under the FedRAMP program or by the U.S. Department of Defense. Okta for AI Agents is not available in Okta for Government Moderate, Okta for Government High, or Okta for US Military cells.

4.2 **Okta for AI Agents – Core (last updated October 27, 2026).**

4.2.1 Definitions**.** The definitions set forth below only apply to subscriptions for Okta for AI Agents - Core. All capitalized terms used in this section but not defined below shall have the meaning given to them in the Agreement.
4.2.1.1 "Agentic Identity Services - Core" means the agentic features and functionalities provided under the Okta for AI Agents - Core SKU, which includes but is not limited to Universal Directory, Single Sign-On, API Access Management, and Access Governance, as further described in the Documentation.
4.2.2 Scope of Use**.** Customer shall use Okta for AI Agents - Core solely to authenticate, govern and manage its AI Agents using the Agentic Identity Services - Core, in accordance with the applicable Order Form, the Customer Agreement, and any applicable Documentation and for no other purpose. For clarity, Customer shall not use Okta for AI Agents - Core, including the Agentic Identity Services - Core, in whole, or in part, directly or indirectly, to: (i) authenticate, govern or manage any employee, contractor, partner, customer or other human identity for purposes of directly accessing any system, application or other computing resource that is not an AI Agent; or (ii) perform any use cases prohibited in the Documentation.
4.2.3 Public Entity Use Only**.** Notwithstanding anything to the contrary in the Agreement, for purposes of the applicable Order Form for the purchase of the Okta for AI Agents – Core SKU, Customer shall mean only the specific governmental department, agency, or office identified in the Order Form for the Okta for AI Agents – Core SKU. This definition excludes all other departments, sub-governmental departments, agencies, branches, political subdivisions, municipalities, or independent statutory bodies within the same jurisdiction.
4.2.4 Licensing**.** Okta for AI Agents - Core is licensed based on the number of Users per Month. For more information, see the Product Subscription Reference Guide. Customer shall not exceed the number of Users per Month specified in the applicable Order Form for the Okta for AI Agents – Core SKU. In addition, (i) the number of Users per Month purchased under the Order Form may not be decreased during the Term; (ii) additional Users per Month may be added during the then-current Term at the same pricing as that for the pre-existing Users per Month thereunder, prorated for the remainder of the Term in effect at the time the additional Users per Month are added; and (iii) the added Users per Month shall terminate on the same date as the then-current Term.
4.2.5 Modifications to Okta for AI Agents - Core SKU. Customer acknowledges and agrees that **Okta Privileged Access, Identity Security Posture Management, Access Governance's Governance Analyzer feature,** and **the LLM-generated summary functionality within the Security Access Reviews feature of Access Governance** are excluded from the purchase of the Okta for AI Agents - Core SKU as these Services and features have not yet received a FedRAMP Moderate, FedRAMP High authorization, and/or DoD Impact Level (IL) authorization. Additionally, any feature included in the standard Okta for AI Agents SKU that has not yet received a FedRAMP Moderate, FedRAMP High, or DoD IL authorization is also excluded. For a current list of such excluded features, please refer to the Okta US Public Sector Limitations or Exceptions documentation at https://support.okta.com/help/s/article/okta-us-public-sector-limitations-or-exceptions?language=en_US, which Okta may update from time to time.

4.3 **Okta for AI Agents for Okta Customer Identity (last updated October 27, 2026).**

4.3.1 Definitions. The definitions set forth below only apply to subscriptions for the Okta for AI Agents for Okta Customer Identity SKU. All capitalized terms used in this section but not defined below shall have the meaning given to them in the Agreement.
4.3.1.1 "OCI Agentic Identity Services" means the agentic features and functionalities provided under the Okta for AI Agents for Okta Customer Identity SKU, which includes but is not limited to the following Okta Customer Identity features: Universal Directory, Single Sign-On, Agent Registry and Directory, Access Policies, Agent-to-Agent, Cross-App Access, Manual Kill Switch, and End-to-End Auditing, as further described in the Documentation. For the avoidance of doubt, the OCI Agentic Identity Services explicitly excludes Identity Security Posture Management, Okta Privileged Access, and Access Governance.
4.3.2 Scope of Use. Customer shall use Okta for AI Agents for Okta Customer Identity solely to authenticate, govern and manage its AI Agents using the OCI Agentic Identity Services, in accordance with the applicable Order Form, the Customer Agreement, and any applicable Documentation and for no other purpose. For clarity, Customer shall not use Okta for AI Agents for Okta Customer Identity, including the OCI Agentic Identity Services, in whole, or in part, directly or indirectly, to: (i) authenticate, govern or manage any employee, contractor, partner, customer or other human identity for purposes of directly accessing any system, application or other computing resource that is not an AI Agent; or (ii) perform any use cases prohibited in the Documentation.
4.3.3 Customer Use Only. Notwithstanding anything to the contrary in the Agreement, for purposes of the applicable Order Form, Customer only means Customer and none of Customer's Affiliates, majority or minority owned subsidiaries, parent companies, or any other related entities, whether created through a divestiture or reorganization or acquired by purchase, merger, consolidation or otherwise, shall access or use Okta for AI Agents for Okta Customer Identity, including the OCI Agentic Identity Services, and such Okta Services shall not be used for the benefit of (e.g., to identify, authenticate, govern or manage) such entities or for any unrelated third party.
4.3.4 Licensing**.** Okta for AI Agents for Okta Customer Identity is licensed based on the number of Monthly Active Users per Year ("MAUs per Year"). For more information, see the Product Subscription Reference Guide.
4.3.5 Public Sector Exclusions. Okta for AI Agents for Okta Customer Identity in Okta for Government Moderate, Okta for Government High, or Okta for U.S. Military environments explicitly exclude any features that have not yet received a FedRAMP Moderate, FedRAMP High, or U.S. Department of Defense (DoD) Impact Level (IL) authorization. For a current list of excluded features, please refer to the Okta US Public Sector Limitations or Exceptions documentation at https://support.okta.com/help/s/article/okta-us-public-sector-limitations-or-exceptions?language=en_US, which Okta may update from time to time. For Customers deployed outside of these specified Public Sector

environments, the purchase of Okta for AI Agents for Okta Customer Identity includes the standard features of the SKU, including features that do not yet have a FedRAMP or DoD IL authorization.