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AUTH0 PLATFORM SUPPORT PROGRAM

This document (the "Support Program") contains the Support Program description for the support services provided to Customer pursuant to an Order Form and Agreement under which Customer acquired its rights to use the Auth0 Platform (as provided in the PSS). The Support Program applies to production Tenants of the Auth0 Platform only.

1.   Definitions.

Except as otherwise expressly defined in this Support Program description, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of this Support Program description, the following capitalized words and phrases are ascribed the following meanings:

1.1.   "Defect" means a failure of the Auth0 Platform, in the form provided by Okta, to conform to its applicable specifications set forth in the Documentation. A Defect includes a failure of one or more components of the environment or infrastructure provided by Okta or the infrastructure provider specified in the applicable Order Form to perform in accordance with their applicable documentation or specifications.

1.2.   "Fix" means a modification or an addition to the Auth0 Platform that overcomes a Defect when made or added to the Auth0 Platform. Okta may provide a Workaround in lieu of a Fix in Okta's sole discretion, but will provide a Fix to Customer as specified in Section 3.2 below.

1.3.   "Response Time" means, for purposes of this Support Program description, the time between Okta's receipt of a Defect notification from Customer, and Okta's confirmation via one of its personnel that Okta is working on resolution of the Defect. (Automated responses are disregarded for purposes of determining Response Times.)

1.4.   "Tenant" means a logical isolation unit, or dedicated share of a particular Auth0 Platform instance; the dedicated share may be configured to reflect the needs of the specific Customer business unit using the share.

1.5.   "Update" means a patch, correction, or other modification or addition to the Auth0 Platform that Okta makes generally available to its customers for maintenance fixes, Defect corrections, and minor improvements to the Auth0 Platform, including fixes, patches, updates and releases to address any security vulnerabilities. "Update" also includes significant enhancements and new features or functionalities to the Auth0 Platform components that Customer has ordered, and that Okta makes generally available to its customers at no additional charge.

1.6.   "Workaround" means a set of procedures that Customer may follow to circumvent or mitigate the impact of a Defect, notwithstanding that the Defect still exists.

2.   Program Features.

2.1.   Enterprise Success Program Features. Unless the applicable Order Form specifies that Customer has purchased the "Premier" Support Program, Customer will receive the features under the "Enterprise" Support Program. The features of each program are described in the table below:

Support Feature	Enterprise	Premier
Answer questions concerning usage issues related to Auth0 Platform specific features, options and configurations	Yes	Yes
Provide initial and high-level suggestions regarding the appropriate usage, features, or solution configurations for the particular type of reporting, analysis, or functionality	Yes	Yes
Isolate, document, and find alternative solutions for reported Defects.	Yes	Yes
Work with Okta Operations, Product, Software Development, and QA staff to submit Change Requests, Enhancement Requests, and provide Fixes for the Auth0 Platform as necessary.	Yes	Yes
Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification.	Yes	Yes
Access to online release notes for Updates.	Yes	Yes
Access to Okta's online library of Support webinars and knowledgebase	Yes	Yes

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Support Feature	Enterprise	Premier
Access to Okta's Customer Community forums to collaborate with fellow Okta customers.	Yes	Yes
Enhanced Response Times	Yes	Yes
Enhanced Hours of Support	Yes	Yes
Phone Support (see Section 5.2 below)	No	Yes
Dedicated Team (see Section 7 below)	No	Yes
Ticket Reviews (see Section 7 below)	No	Yes

3.   Defect Resolution Procedures.

3.1.   Defect Severity Levels – Categorization. Okta will assign all Defects one of four response priorities, dependent upon the problems caused by the Defect. Okta may re-assign prioritization levels assigned by Customer in the trouble ticketing system, to reflect the problem descriptions below. Okta's assignment will be consistent with the problem descriptions described below. Priority categories are as follows:

Severity Level	Description
1 (Urgent)	Emergency Issue Defect resulting in full or partial system outage or a condition that makes the Auth0 Platform unusable or unavailable in production for all of Customer's Users.
2 (High)	Significant Business Impact Defect resulting in a condition where major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many Users and/or major functionality.
3 (Normal)	Minor Feature / Function Issue / General Question Defect results in a component of the Auth0 Platform not performing as expected or documented. An inquiry by Customer representatives regarding general technical issues/questions
4 (Low)	Minor Problem / Enhancement Request Information requested on Auth0 Platform capabilities, navigation, installation, or configuration; enhancement request.

3.2.   Defect Response. The priority of a Defect will dictate the timing and nature of the response as specified in the table below:

Defect Severity Level	Target Response Time (Enterprise)	Target Response Time (Premier)	Solution Definition (one or more of the following)
1 (Urgent)	30 min	30 min	• Issue is resolved • Workaround is provided • Fix is provided • Fix incorporated into future release
2 (High)	2 hours	1 hour	• Issue is resolved • Workaround is provided • Fix is provided • Fix incorporated into future release
3 (Normal)	12 hours	8 hours	• Issue is resolved • Workaround is provided • Fix incorporated into future release • Answer to question is provided
4 (Low)	24 hours	12 hours	• Answer to question is provided • Enhancement request logged

4.	Support Program Hours.

Okta will provide support for Defects during the hours specified in the table below, as applicable to the specific Support Program that Customer has subscribed to, as specified in the applicable Order Form:

Enterprise Support	*Premier Support*
7 x 24 x 365 for Severity Level 1 Defects; and 24 hours a day, Monday to Friday Customer local time, for all other Severity Levels	7 x 24 x 365 for all Severity Levels

5.	Contact and Status.

5.1.	Contact – Default. Whenever Customer requires support, Customer should contact Okta Support via the Auth0 Platform Support Portal: https://support.auth0.com. All support delivered by Okta under the Support Program will be in the English language.

5.2.	Contact – Premier Program. Customers who have subscribed to the Premier Support Program may call the Okta support team on a 24x7x365 basis, using the Okta provided support number. (Okta currently provides a toll-free number for US customers at 855-243-9894.)

5.3.	Defect Status. Customer may view the status of its issues at the Auth0 Platform Support Portal: https://support.auth0.com.

6.	Updates.

During the applicable Term, Okta will provide or install Updates if and when they are made generally commercially available by Okta to its customers, at no additional cost to Customer.

7.	Premier Support Program Details.

7.1.	Designated Team. Okta assigns a designated team of global senior developer support engineers in EMEA, APAC and the Americas for the benefit of Okta's Premier Support Program customers generally.

7.2.	Ticket Reviews. Ticket review sessions are available to Premier Support Program Customers upon request by the Customer or the Technical Account Manager (TAM) assigned to Customer. During a review session, a member of Okta's Premier Support Program team will run through tickets that have been raised by the Customer or its TAM to review ticket status and Defect resolution, advise on trends discerned by the Premier Support Program team, and provide insights regarding Customer's use of the Auth0 Platform.