



## AUTH0 PRODUCT SPECIFIC SCHEDULE

This Auth0 Product Specific Schedule (“PSS”) governs Customer’s use of the Auth0 products and services (“Auth0 Platform”) identified in the Order Form to which this PSS is attached (the “Order Form”), is hereby incorporated by reference into the Order Form, and is subject to the terms of the Okta Master Subscription Agreement (“Agreement”). Capitalized terms not defined here will have the meanings specified (if applicable) in the Agreement or Order Form. For purposes of the Order Form, the Auth0 Platform will be deemed part of the Service under the Agreement, provided that in the event of any conflict or inconsistency between this PSS and the Agreement, this PSS will control.

1. Service Levels.

Okta will make the Auth0 Platform available to Customer in accordance with the Auth0 Platform service levels set forth in the Service Legal Agreement (the “Auth0 Service Levels”) with a current copy attached hereto and as provided at <https://www.okta.com/agreements/>. The Auth0 Service Levels do not apply to any Free Trial. The Okta Service Level Agreement does not apply to the Auth0 Platform.

2. Security and Support.

The administrative, physical, and technical safeguards that Okta will use to protect the security and integrity of the Auth0 Platform and Customer Data are set forth in the Auth0 security terms located at <https://www.okta.com/agreements/>. The Okta Security and Privacy Documentation does not apply to the Auth0 Platform.

Okta will provide support for the Auth0 Platform in accordance with the Auth0 Support Program terms with a current copy attached hereto and as provided at <https://www.okta.com/agreements/>. The Okta Customer Support Services Terms does not apply to the Auth0 Platform.

3. Data Retrieval.

Okta may retain automated backup copies of Customer Data generated by Customer’s use of the Auth0 Platform, for up to 14 months from its creation (“Backup Copies”). Customer Data contained in the Backup Copies will remain subject to the terms of this Agreement until destroyed. Okta’s obligations to return Customer Data upon termination of a subscription Term will be fulfilled by permitting Customer to export Customer Data from the Auth0 Platform.

4. Private Cloud (only applicable if specified in the Order Form).

For purposes herein, “Private Cloud” or “Private SaaS” means a version of the Auth0 Platform deployed as a private instance for Customer, in a private cloud environment, sourced, operated and managed by Okta, and dedicated for Customer’s use. The version of the Auth0 Platform deployed as a Private Cloud / Private SaaS maybe referred to as a “PSaaS Appliance.” To the extent Customer is using the Private Cloud version of the Auth0 Platform, Okta will remain compliant with PCI-DSS standards applicable to Customer’s use of Private Cloud on the Auth0 Platform, during the subscription Term.