



## AUTH0 PRODUCT SPECIFIC SCHEDULE FOR SELF SERVICE PLANS

This Auth0 Product Specific Schedule for Self Service Plans (“Self Service PSS”) governs Customer’s use of the Auth0 products and services (“Auth0 Platform”) under a Self Service Plan (as defined below). By accessing the Auth0 Platform under a Self Service Plan or an Auth0 Platform Free Trial (as defined below), Customer agrees to the terms of this Self Service PSS. This Self Service PSS is subject to the terms of the [Okta Master Subscription Agreement](#) (“Agreement”), as amended below, solely with respect to a Customer’s use of the Auth0 Platform. For clarity, this Self Service PSS does not affect the terms of the Agreement as they relate to any non-Auth0 Platform products or services, or the use of the Auth0 Platform that is not a Self Service Plan. Capitalized terms not defined here will have the meanings specified in the Agreement or, if applicable, the Order Form. For purposes of this Self Service PSS, the Auth0 Platform will be deemed part of the Service under the Agreement. In the event of any conflict or inconsistency between this Self Service PSS and the Agreement, with respect to Customer’s use of Auth0 Platform under a Self Service Plan, this Self Service PSS will control.

### 1. Self Service Plans.

A “Self Service Plan” is an Auth0 Platform subscription offered by Okta (i) that may be purchased by Customer directly through Okta’s public website or through an Okta authorized third-party marketplace; or (ii) as part of the Auth0 Startup Plan (as specified in an Order Form); or (iii) the Open Source Software plan offering. Customer shall not simultaneously use or access multiple Tenants (“Tenant” means a logical isolation unit, or dedicated share of a particular Auth0 Platform instance) under the Self Service Plan or under any Auth0 Platform Free Trial as part of its use of the Auth0 Platform at any time. An “Auth0 Platform Free Trial” is either: (a) a non-paid, short-term trial period for the Auth0 Platform or (b) the Auth0 Free Plan. The Auth0 Platform Free Trial shall be considered a Free Trial (as defined in the Agreement) and subject to the Free Trial terms and conditions in the Agreement.

### 2. Amendments to the Agreement.

2.1 Fees. Section 6.1 of the Agreement (Fees) is hereby deleted in its entirety and replaced with the following:

“6.1. Fees; Excess Use.

a) Fees. Customer agrees to pay Okta all fees set forth in Customer’s Auth0 Platform dashboard located at <https://manage.auth0.com/dashboard> or as provided in a similar web-based dashboard providing details of Customer’s Self Service Plan (“Subscription Page”), or all fees stated in an applicable Order Form executed by Customer and Okta (“Fees”), and in each case in accordance with the Agreement and this Self Service PSS. Unless Customer has executed an Order Form with Okta stating otherwise, all Fees will be immediately due to Okta: (i) when Customer makes its initial purchase to access the Self Service Plan; or (ii) at the start of each Renewal Term, and all Fees will be paid by Customer via a valid credit card through the online payment portal provided by Okta or through an Okta authorized third-party marketplace provider. Customer authorizes Okta, its agents and Customer’s financial institution to charge any credit card submitted by Customer for all Fees, including those due to Okta under Section 6.1(b) below (“CC Payment”). If Customer has executed an Order Form with Okta, all Fees will be due to Okta in accordance with the payment terms set forth in the applicable Order Form. Except as otherwise provided in this Agreement, all Fees paid and payable to Okta hereunder are non-cancelable and non-refundable.

b) Excess Use. If Customer exceeds the use limits specified by Okta in the applicable Order Form, or the Subscription Page in its use of the Auth0 Platform or as provided as part of any Auth0 Platform Free Trial, (i) Okta may charge, and Customer will pay via CC Payment, the Fees of the next pricing tier that Okta determines applies to Customer’s actual use of the Auth0 Platform, or (ii) if Customer’s use of the Auth0 Platform no longer qualifies under a Self Service Plan, Customer must transition to an enterprise plan to continue to use the Auth0 Platform within thirty (30) days of Okta’s request.”

2.2 Definitions. Section 13.18 of the Agreement (definition of “Term”) is hereby deleted in its entirety and replaced with the following:

“13.18 ‘Term’ means the billing term selected by Customer on the Subscription Page for each Self Service Plan or as specified in the applicable Order Form.”

### 3. Term and Renewals of Self Service Plans.

A Customer Self Service Plan commences as soon as Customer’s initial payment is processed or as stated in the applicable Order Form and continues for the Term. Unless Customer executes a separate Order Form or Customer deletes all Tenants within its Self Service Plan before the expiration of the then-current Term, Customer’s Self Service Plan will automatically renew for an additional term equal to the then-current Term (“Renewal Term”). Upon commencement of the Renewal Term, Customer will be charged the then-current subscription Fees available at the Subscription Page or as may be provided by Okta to Customer via written notice. In addition to the termination rights set forth in the Agreement, Okta may provide written notice of non-renewal to Customer within thirty (30) days before expiration of Customer’s then-current Term.



4. Self Service Plan Remedies.

If Customer fails to cure a material breach with respect to its use of the Auth0 Platform under a Self Service Plan within thirty (30) days after written notice is provided by Okta or Customer fails to pay Fees owed to Okta by the applicable due date, then in addition to any other rights and remedies available to Okta under this Agreement or a matter of law, Okta may (at its discretion) upon at least five (5) business days' prior written notice, downgrade Customer's Self Service Plan to an Auth0 Free Plan or suspend Customer and Customer's Users' use of the Auth0 Platform, until Customer cures the material breach or Customer pays outstanding Fees due to Okta.

5. 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 relevant Security & Privacy Documentation located at <https://www.okta.com/trustandcompliance/>.

Okta will provide Self Service Support as part of Customer's use of the Auth0 Platform in accordance with the Auth0 Self Service Support Program provided below: (i) during the Auth0 Platform Free Trial as provided under Section 1(a) above; (ii) if Customer has purchased a Self Service Plan that requires payment of Fees to Okta; or (iii) if specified in the applicable Order Form. Self Service Support will not be provided to a Customer on an Auth0 Free Plan as provided under Section 1(b) above.



## AUTH0 SELF SERVICE SUPPORT PROGRAM

This Self Service Support Program (“Self Service Support”) is provided by Okta to Customer under a Self Service Plan and is subject to the terms of the Okta Master Subscription Agreement (“Agreement”) and as provided in the Self Service PSS. Self Service Support applies to production Tenants (defined herein) of the Auth0 Platform only. For the avoidance of doubt, Self Service Support is a product specific support offering and is not Support Services as set forth under the Agreement.

### 1. Definitions.

Except as otherwise expressly defined in these Self Service Support terms, capitalized terms have the meaning ascribed to them in the Agreement or Self Service PSS. For the purposes of Self Service Support, 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, such Fix provided by Okta to Customer is subject to Section 3.2 below. Okta may provide a Workaround in lieu of a Fix at Okta’s sole discretion.
- 1.3. “Response Time” means 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.
- 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. Self Service Support Features.

The Self Service Support features are described in the table below.

<i>Self Service Support Features</i>
• Answer questions concerning usage issues related to Auth0 Platform specific features, options and configurations
• Provide initial and high-level suggestions regarding the appropriate usage, features, or solution configurations for the particular type of reporting, analysis, or functionality
• Isolate, document, and find alternative solutions for reported Defects
• 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
• Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification
• Access to online release notes for Updates
• Access to Okta’s online library of support webinars and knowledgebase
• Access to Okta’s Customer Community forums to collaborate with fellow Okta customers

### 3. Defect Resolution Procedures.

3.1. Defect Severity Levels – Categorization. Okta will assign Defects one of the four Severity Level priorities, depending upon the resulting impact caused by the Defect. Okta may re-assign a Severity Level prioritization to Customer in the trouble ticketing system, based on



the descriptions below. Okta's assignment will be consistent with the Severity Level descriptions below. Severity Level categories are as follows:

<i>Severity Level</i>	<i>Description</i>
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 determine the timing and nature of the response as specified in the table below:

<i>Defect Severity Level</i>	<i>Target Response Time (Self Service Support)</i>	<i>Solution Definition (one or more of the following)</i>
1 (Urgent)	3 business hours	<ul style="list-style-type: none"><li>• Issue is resolved</li><li>• Workaround is provided</li><li>• Fix is provided</li><li>• Fix incorporated into future release</li></ul>
2 (High)	12 business hours	<ul style="list-style-type: none"><li>• Issue is resolved</li><li>• Workaround is provided</li><li>• Fix is provided</li><li>• Fix incorporated into future release</li></ul>
3 (Normal)	1 business day	<ul style="list-style-type: none"><li>• Issue is resolved</li><li>• Workaround is provided</li><li>• Fix incorporated into future release</li><li>• Answer to question is provided</li></ul>
4 (Low)	2 business days	<ul style="list-style-type: none"><li>• Answer to question is provided</li><li>• Enhancement request logged</li></ul>

4. Support Hours. Okta's Self Service Support hours for Defects is 6 AM to 6 PM Customer local time, Monday to Friday for all Severity Levels.

5. Contact and Status.

5.1. Contact. 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 these Self Service Support terms will be in the English language.

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