



Okta Customer Support and Success Services

("Support Services")

Okta Customer Support and Success Services terms are subject to the terms of the Okta Master Subscription Agreement ("Agreement"), and capitalized terms not defined here will have the meaning specified (if applicable) in the Agreement.

Customer success is a core value at Okta and we pride ourselves on providing an outstanding customer experience. This starts with the way we've designed our product and extends to the way we partner with our customers during and after deployment.

Okta support and success offerings:

- Basic
- Premier
- Premier Access
- Premier Plus

Priority Levels

In the event that a Service-affecting issue is detected by Okta or reported by Customer, Okta shall, in its reasonable discretion, categorize the Priority Level pursuant to the criteria below.

Priority Level	Description	Examples
1	A Service failure or severe degradation. Customer is unable to access any business resources.	Service is down and not accessible by Users; Service is slowed to such a degree that multiple Users cannot log in, resulting in consistent "page not found errors" or similar.
2	A partial Service failure or mild degradation. Customer is able to access some but not all business resources.	Customer lacks write-access to the administrative feature of the Service (excluding regularly scheduled Service. upgrades); Users can access the Service, but access is slow, sometimes resulting in "page not found" messages or similar, with access functioning as expected upon page refresh.
3	Minor Service impact. Customer is able to access almost all business resources.	Non-critical individual third party applications such as "personal email" are not accessible by all Users; one User is not able to access a business application; Customer is unable to successfully integrate a new business application with the Service.
4	Service feature enhancement. Customer is able to access all business resources and is requesting a Service feature enhancement.	Service feature enhancement requests.

Because the Okta Access Gateway product is on-premise software, unique descriptions and examples apply to that product's priority levels, as follows.

Priority Level	Description	Examples
1	A failure or degradation of the Okta Access Gateway server resulting in the inability to access critical business resources. No immediate mitigation options available.	Okta Access Gateway server is down and/or not accessible by multiple Users; application or configuration defects or errors prevent access to critical business systems or similar.
2	A partial failure or mild degradation of the Okta Access Gateway.	Users can access some business resources. "High Availability"

	Customer is able to access some but not all business resources.	configuration allows application access, but at a reduced capacity/fault-tolerance. Customer is unable to perform administrative/configuration changes or updates.
3	Minor degradation of the Okta Access Gateway. Customer is able to access almost all business resources, or is experiencing non-critical errors.	A single User is not able to access a business application; non-critical errors are encountered while authenticating via or configuring Okta Access Gateway. Customer-initiated upgrade requests.
4	Customer is able to access all business resources. Feature request or how-to/product-functionality questions.	How-to and training questions. Pre-production setup/configuration questions. Feature requests.

Response Times

Okta will use reasonable efforts to adhere to the following response times pursuant to the Support Service package indicated on the Order Form (Premier, Premier Access, Premier Plus, or Basic):

Premier, Premier Access, and Premier Plus Response Time for the Service during 24x7 Support hours

If Customer selects a Priority Level 1 case priority, they commit to continuous 24x7 availability for engagement with Okta support until issue resolution. Okta may reduce case priority to a lower Priority Level at its discretion.

Priority Level	First Response
1	1 hour
2	2 hours
3	2 hours
4	8 hours

Basic Response Time for the Service during Business Support hours

Priority Level	First Response
1	4 hours
2	12 hours
3	24 hours
4	24 hours

Premier Details

Okta Premier provides the following benefits to the Customer:

Benefit	Details
Education Services	<ul style="list-style-type: none"> 20% discount on Premier Learning Pass 20% discount on Instructor-Led-Training <p>Okta provides training in accordance with Okta's then-current training services terms. Courses, content, and language availability are limited and are subject to change without notice at Okta's sole discretion. Online content may be accessed only via websites designated by Okta. Discounts are based on then-current pricing in effect at time of purchase.</p>

Priority Phone Support	<ul style="list-style-type: none"> • Customer has access to a toll-free line with priority call routing to an Okta support engineer, 24 hours a day, 7 days a week • Unlimited support calls • Online cases are responded to within the timeframes defined in the response times above
Online Customer Support	<ul style="list-style-type: none"> • Customer may submit cases easily online at https://support.okta.com • Online cases are responded to within the timeframes defined in the response times above

Premier Access Details

Okta Premier Access provides the following benefits to the Customer:

Benefit	Details
Education Services	<ul style="list-style-type: none"> • 20% discount on Premier Learning Pass • 20% discount on Instructor-Led-Training <p>Okta provides training in accordance with Okta’s then-current training services terms. Courses, content, and language availability are limited and are subject to change without notice at Okta’s sole discretion. Online content may be accessed only via websites designated by Okta. Discounts are based on then-current pricing in effect at time of purchase.</p>
Priority Phone Support	<ul style="list-style-type: none"> • Customer has access to a toll-free line with priority call routing to an Okta support engineer, 24 hours a day, 7 days a week • Unlimited support calls • Online cases are responded to within the timeframes defined in the response times above
Online Customer Support	<ul style="list-style-type: none"> • Customer may submit cases easily online at https://support.okta.com • Online cases are responded to within the timeframes defined in the response times above
Customer Success Manager (“CSM”)	<ul style="list-style-type: none"> • Customer Success Manager (“CSM”) will be provided to Customer. The CSM will provide the following: <ul style="list-style-type: none"> ○ Regular Communication: Customer may engage the CSM via email or phone as needed (ad hoc communication) with questions, requests for information, support case escalation assistance, or for other assistance. ○ Standard Success Meeting: meet with the Customer to review on-going Service and Support Services performance, plan/coordinate for ongoing and upcoming activities, and review adoption metrics. ○ Standard Business Review: conduct a business review to include sharing a prescriptive product roadmap, mapping Okta current and planned capabilities to the Customer’s initiatives plan, conducting a health check of Customer’s usage of Okta, and broker strategic planning discussions between Customer’s executive sponsor(s) and an Okta executive sponsor.

	<ul style="list-style-type: none"> ○ Be a Customer Advocate: be a proactive focal point into Okta to address business and technical hurdles, coordinate technical deep dive meetings with Okta product management or engineering to discuss planned or upcoming Okta features, and be an advocate for prioritizing Customer's feature requests with the Okta Product Management Team. ○ Change Management: coordinate issue management, escalation, and resolution with Okta support to minimize service impacts to Customer, and provide advance notification of software releases or changes which may impact the Customer. ○ Special Access Programs: advise Customer of opportunities to participate in early access Okta features. ○ Best Practices and Education: will advise Customer of best practices specific to its current or planned use of Okta.
Premier Access Success Kickoff	<ul style="list-style-type: none"> • The Okta CSM will conduct a Premier Access Success kickoff meeting virtually, two to three weeks after the start of the Premier Access Success term. • The purpose of the Premier Access Success kickoff meeting is to introduce the Customer's team to the Okta CSM, familiarize Customer with how to use Okta Support Services, training, and success & adoption resources and processes available through the Premier Access Success entitlement.

Premier Plus Details

Okta Premier Plus Success provides the following benefits to the Customer:

Benefit	Details
Education Services	<ul style="list-style-type: none"> • 20% discount on Premier Learning Pass • 20% discount on Instructor-Led-Training <p>Okta provides training in accordance with Okta's then-current training services terms. Courses, content, and language availability are limited and are subject to change without notice at Okta's sole discretion. Online content may be accessed via websites only designated by Okta. Discounts are based on then-current pricing in effect at time of purchase.</p>
Priority Phone Support	<ul style="list-style-type: none"> • Customer has access to a toll-free line reserved solely for Premier Plus customers, with priority call routing to an Okta Support Engineer, 24 hours a day, 7 days a week • Unlimited support calls • Online cases are responded to within the timeframes defined in the response times above
Online Customer Support	<ul style="list-style-type: none"> • Customer may submit cases easily online at https://support.okta.com • Online cases are responded to within the timeframes defined in the response times above

<p>Customer Success Manager (“CSM”)</p>	<ul style="list-style-type: none"> • Customer Success Manager (“CSM”) will be provided to Customer. The CSM will provide the following: <ul style="list-style-type: none"> ○ Regular Communication: Customer may engage the CSM via email or phone as needed (ad hoc communication) with questions, requests for information, Support case escalation assistance, or for other assistance. ○ Custom Success Plan: meet with the Customer to review on-going Service and Support Services performance, plan/coordinate for ongoing and upcoming activities, and provide a “What’s New” briefing on Okta’s recently released and coming product enhancements and features. ○ Custom Business Review: conduct a business review to include sharing a prescriptive product roadmap, mapping Okta current and planned capabilities to the Customer’s initiatives plan, conducting a health check of Customer’s usage of Okta, and broker strategic planning discussions between Customer’s executive sponsor(s) and an Okta executive sponsor. ○ Be a Customer Advocate: be a proactive focal point into Okta to address business and technical hurdles, coordinate technical deep dive meetings with Okta product management or engineering to discuss planned or upcoming Okta features, and be an advocate for prioritizing Customer’s feature requests with the Okta Product Management Team. ○ Change Management: coordinate issue management, escalation, and resolution with Okta support to minimize service impacts to Customer, and provide advance notification of software releases or changes which may impact the Customer. ○ Special Access Programs: advise Customer of opportunities to participate in early access to Okta features, and invite Customer to Premier Plus Success customer- only events planned by Okta. ○ Best Practices and Education: will advise Customer of best practices specific to its current or planned use of Okta. ○ Insight and Planning: ensure Customer obtains ongoing business value from its investment in Okta, and participate in strategic planning to map Okta’s capabilities to Customer’s business objectives.
<p>Premier Plus Success Kickoff</p>	<ul style="list-style-type: none"> • The Okta CSM will conduct a Premier Plus Success kickoff meeting two to three weeks after the start of the Premier Plus Success term.

	<ul style="list-style-type: none"> The purpose of the Premier Plus Success kickoff meeting is to introduce the Customer’s team to the Okta CSM, familiarize Customer with how to use Okta Support Services, training, and success & adoption resources and processes available through the Premier Plus Success entitlement.
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Dedicated Premier Plus Add-On Resources (“Add-On Resources”)

A. Dedicated Customer Success Executive

The Dedicated Customer Success Executive Service (“Dedicated CSE Service”) subscription term begins on the applicable Order Form’s start date and ends on the Order Form’s end date. The Dedicated CSE Service is a service which assists the Customer on topics including but not limited to best practices, change management, and strategic planning specific to the Customer’s current or planned use of Okta and provides access to a Dedicated Customer Success Executive (“Dedicated CSE”) who is assigned and dedicated to the Customer and serves in an advisory role and as a customer advocate. The Dedicated CSE is available ninety (90) days after the initial subscription term start date (“CSE Mobilization Period”). During the CSE Mobilization Period, Okta shall provide a Customer Success Manager, who will provide regular communication and may also assist the Customer on topics including but not limited to onboarding, go-live activities, and usage metrics. The Customer may engage the CSM via email or phone as needed with questions, requests for information, or for other assistance. The Dedicated CSE will be available Monday through Friday, during standard business hours, subject to Okta’s reasonable discretion. The Dedicated CSE will not be available to the Customer on Non-Attendance Days. “Non-Attendance Days” means seven (7) Administrative Days during a 12-month term (or the pro-rated number of days for the applicable subscription term), plus the regional provision for public holidays recognized by Okta and paid time off (for example, vacation, sick time). “Administrative Days” mean internal training days, volunteer time off, and employer-required attendance at company events. The fees for the Dedicated CSE Service may be applied only to the Dedicated CSE Service activities and not toward the purchase of any other Okta product or service (including, without limitation, Service subscriptions, other or additional Support Services, or Professional Services). For clarity, the Dedicated CSE Service does not include delivery of implementation services (such as configurations or creation of any code destined for production use) but can provide input as set forth herein. Any code or Service configurations made available to the customer by Okta in connection with the Dedicated CSE Service are for illustrative and demonstrative purposes only and are not for use in production.

The Dedicated CSE Service will be provided remotely unless otherwise approved by Okta in its sole discretion.

B. Mission Critical Support

The Mission Critical Support Services (“Mission Critical Support”) subscription term begins on the applicable Order Form’s start date and ends on the Order Form’s end date. Mission Critical Support is a support service which advises Customer on topics including but not limited to trouble-shooting and reported service-affecting issues and provides access to a Mission Critical Support Engineer (“MCSE”) who shall serve as the Customer’s primary technical point of contact.

The MCSE shall participate in business and case review meetings with the Customer as mutually agreed to by Okta and Customer. Response times and priority levels shall be as set forth in the Support Services tables above. The MCSE will be assigned all cases properly submitted by the Customer, unless Okta in its sole discretion determines that a response time and/or priority level deadline requires re-assignment of any such case to another resource. The MCSE is available ninety (90) days after the initial subscription term start date (“MCSE Mobilization Period”). During the MCSE Mobilization Period, Okta shall provide online support at <https://support.okta.com> (or its successor site) and a toll-free line reserved solely for Premier Plus customers, with priority call routing to an Okta Support Engineer, 24 hours a day, 7 days a week. Mission Critical Support is a regional-based offering and will be available only to the named Customer contacts Monday through Friday, during standard business hours, subject to Okta’s reasonable discretion. Mission Critical Support will not be available to the Customer on Non-Attendance Days. The fees for Mission Critical Support may be applied only to Mission Critical Support activities and not toward the purchase of any other Okta product or service (including, without limitation, product subscriptions, support, or professional services). For clarity, the Mission Critical Support does not include delivery of implementation services (such as configurations or creation of any code destined for production use).

Mission Critical Support will be provided remotely to the Customer unless otherwise approved by Okta in its sole discretion.

	50% Dedicated MCSE	100% Dedicated MCSE
Number of Named Contacts	<ul style="list-style-type: none"> 5 within the region where the Okta support representative is located 	<ul style="list-style-type: none"> 10 within the region where the Okta support representative is located

Geography	<ul style="list-style-type: none"> Regionally based and supports customers in the same region 	<ul style="list-style-type: none"> Regionally based and supports customers in the same region
Scope	<ul style="list-style-type: none"> Single point of contact for all technical issues, in-depth troubleshooting Familiarity with customer architecture Rapid resolution of technical issues 	<ul style="list-style-type: none"> Single point of contact for all technical issues, in-depth troubleshooting Familiarity with customer architecture Rapid resolution of technical issues

- References to regions relate to geographic areas Okta has mapped Support Services resources to.
- The purchase of Add-On Resources is non-cancelable, non-transferable, and fees paid are nonrefundable. If the Customer does not use the Add-On Resources purchased during the applicable subscription term, fees paid by the Customer may not be refunded, extended, rolled over to another subscription period, or applied to another account or Okta product, Service or Professional Services.
- Travel-related expenses incurred by Okta in performing Support Services requested by Customer will be separately invoiced to, and reimbursed by, the Customer in accordance with the Okta Travel and Expense policy.
- Services provided by Add-On Resources shall not result in a transfer of intellectual property rights between the parties. Any code or Service configurations made available to the Customer by Okta in connection with the Add-On Resources are for illustrative and demonstrative purposes only and are not for use in production.
- Customer may request to have the same Add-On Resource assigned for an additional term by submitting such request at least forty-five (45) days prior to the Order Form subscription end date.

Real-Time Information Via Okta's Trust Page

Customer may access real-time information on security and Okta system performance at <https://trust.okta.com/>