



AUTH0 PLATFORM SUPPORT PROGRAM

This document describes the support program packages (the “Support Program”) provided by Okta to Customer pursuant to an Order Form and the Agreement under which Customer acquired its rights to use the Auth0 Platform (and as provided in the PSS or the Self Service PSS). The Support Program applies to production Tenants of the Auth0 Platform only.

1. Definitions.

Except as otherwise expressly defined in this Support Program document, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of the Support Program, 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, for purposes of the Support Program, 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. “Self Service Plan” means 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 the Open Source Software plan offering.

1.5. “Tenant” means a logical isolation unit, or dedicated share of a particular Auth0 Platform instance.

1.6. “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.

1.7. “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. Support Program Features.

2.1. Auth0 Platform Support Program Features. Except for a Customer on a Self Service Plan or as otherwise stated in an Order Form, a Customer will receive the support features under the “Enterprise” Support Program. If a Customer purchases the “Premier” Support Program (as specified in an Order Form), the Customer will receive the additional features provided under the “Premier” Support Program. A Customer on the Auth0 Starter Plan will not have access to the Support Program. The Support Program Features are described in the table below.

<i>Support Program Features</i>	<i>Standard</i>	<i>Enterprise</i>	<i>Premier</i>
Answer questions concerning usage issues related to Auth0 Platform specific features, options and configurations	Yes	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	Yes
Isolate, document, and find alternative solutions for reported Defects.	Yes	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	Yes



<i>Support Program Features</i>	<i>Standard</i>	<i>Enterprise</i>	<i>Premier</i>
Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification.	Yes	Yes	Yes
Access to online release notes for Updates.	Yes	Yes	Yes
Access to Okta's online library of Support webinars and knowledgebase	Yes	Yes	Yes
Access to Okta's Customer Community forums to collaborate with fellow Okta customers.	Yes	Yes	Yes
Enhanced Response Times	No	Yes	Yes
Enhanced Hours of Support	No	Yes	Yes
Phone Support (see Section 5.2 below)	No	No	Yes
Dedicated Team (see Section 7 below)	No	No	Yes
Ticket Reviews (see Section 7 below)	No	No	Yes

3. Defect Resolution Procedures.

3.1. Defect Severity Levels – Categorization. Okta will assign and prioritize a Defect based on one of the four Severity Level categories (as provided below), 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 (Standard)</i>	<i>Target Response Time (Enterprise)</i>	<i>Target Response Time (Premier)</i>	<i>Solution Definition (one or more of the following)</i>
1 (Urgent)	1 business hour	30 min	30 min	<ul style="list-style-type: none"> • Issue is resolved • Workaround is provided • Fix is provided • Fix incorporated into future release
2 (High)	4 business hours	2 hours	1 hour	<ul style="list-style-type: none"> • Issue is resolved • Workaround is provided • Fix is provided



				<ul style="list-style-type: none">• Fix incorporated into future release
3 (Normal)	1 business day	12 hours	8 hours	<ul style="list-style-type: none">• Issue is resolved• Workaround is provided• Fix incorporated into future release• Answer to question is provided
4 (Low)	2 business days	24 hours	12 hours	<ul style="list-style-type: none">• Answer to question is provided• Enhancement request logged

4. Support Program Hours.

Okta Support Program hours for Defects are specified in the table below and will be based on the specific Support Program that the Customer has subscribed to, or as specified in the applicable Order Form:

<i>Standard Support</i>	<i>Enterprise Support</i>	<i>Premier Support</i>
6 AM to 6 PM Customer local time, Monday to Friday for all Severity Levels	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.

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, APJ 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 review tickets that have been raised by the Customer or its TAM to review Defect ticket status and resolution, advise on trends discerned by the Premier Support Program team, and provide insights regarding Customer's use of the Auth0 Platform.