

**AUTH0  
SUPPORT PROGRAM**

This document (the “**Support Program**”) contains Auth0’s Support Program description for the Subscription Services provided by Auth0 to Customer pursuant to a Sales Order and the Auth0 Subscription Agreement (the “**Agreement**”) under which Customer acquired its rights to use the Auth0 Platform. This Support Program description is an “Additional Terms of Service” for purposes of the Agreement.

**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:

“**Defect**” means a failure of the Auth0 Platform, in the form provided or modified by Auth0, 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 Auth0 or the infrastructure provider specified in the applicable Sales Order to perform in accordance with their applicable documentation or specifications.

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

“**Response Time**” means, for purposes of this Support Program description, the time between Auth0’s receipt of a Defect notification from Customer, and Auth0’s confirmation via one of its personnel that Auth0 is working on resolution of the Defect. (While Customer’s submission of a trouble ticket may trigger an automated response from Auth0, automated responses are disregarded for purposes of determining Response Times.)

“**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.

“**Update**” means a patch, correction, or other modification or addition to the Auth0 Platform that Auth0 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 Auth0 makes generally available to its customers at no additional charge.

“**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. Production Instance.** The Support Program applies to production Tenants of the Auth0 Platform only. If Customer requires support for non-production Tenant, then Auth0 may address such issues in accordance with Section 9 below.

**2.2. Standard and Enterprise Success Program Features.** The “Standard Support Program” applies to: (a) customers with a paid, but non-Enterprise subscription; (b) customers on the Auth0 OSS plan; and (c) customers in their initial trial period. The “Enterprise Support Program” applies to customers with an Enterprise subscription. The “Preferred Support Program” and “Premier Support Program” apply to customers with an Enterprise subscription, and whose Sales Order specifies that they have subscribed for Auth0’s “Preferred Support Program” or “Premier Support Program,” respectively. The features of each program are described in the table below:

<b>Support Feature</b>	<b>Standard</b>	<b>Enterprise / Preferred</b>	<b>Premier</b>
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

<b>Support Feature</b>	<b>Standard</b>	<b>Enterprise / Preferred</b>	<b>Premier</b>
Isolate, document, and find alternative solutions for reported Defects.	Yes	Yes	Yes
Work with Auth0 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
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 Auth0's online library of Support webinars and knowledgebase	Yes	Yes	Yes
Access to Auth0's Customer Community forums to collaborate with fellow Auth0 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.** Auth0 will assign all Defects one of four response priorities, dependent upon the problems caused by the Defect. Auth0 may re-assign prioritization levels assigned by Customer in Auth0's trouble ticketing system, to reflect the problem descriptions below. Auth0's assignment will be consistent with the problem descriptions described below. Priority categories are as follows:

<b>Severity Level</b>	<b>Description</b>
<b>1 (Urgent)</b>	<b>Emergency Issue</b> 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.
<b>2 (High)</b>	<b>Significant Business Impact</b> 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.
<b>3 (Normal)</b>	<b>Minor Feature / Function Issue / General Question</b> 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
<b>4 (Low)</b>	<b>Minor Problem / Enhancement Request</b> 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:

<b>Defect Severity Level</b>	<b>Target Response Time (Standard)</b>	<b>Target Response Time (Enterprise)</b>	<b>Target Response Time (Preferred; Premier)</b>	<b>Solution Definition (one or more of the following)</b>
<b>1 (Urgent)</b>	1 business hour	30 min	30 min	<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>
<b>2 (High)</b>	4 business hours	2 hours	1 hour	<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>
<b>3 (Normal)</b>	1 business day	12 hours	8 hours	<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>
<b>4 (Low)</b>	2 business days	24 hours	12 hours	<ul style="list-style-type: none"> <li>• Answer to question is provided</li> <li>• Enhancement request logged</li> </ul>

#### 4. Support Program Hours.

Auth0 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:

<b>Standard Support</b>	<b>Enterprise / Preferred Support</b>	<b>Premier Support</b>
6AM to 6PM Customer local time Monday to Friday for all Severity Levels	7x24x365 for Severity Level 1 Defects; and 24 hours a day, Monday to Friday Customer local time, for all other Severity Levels	7x24x365 for all Severity Levels

#### 5. Contact and Status

**5.1. Contact - Default.** Whenever Customer requires support, Customer should contact Auth0 Support via the Auth0 Support Portal: <https://support.auth0.com>.

**5.2. Contact - Premier Program.** Customers who have subscribed to the Premier Support Program may call Auth0's support team on a 24x7x365 basis, using an Auth0 provided support number. (Auth0 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 using Auth0's online ticketing system, available via the Auth0 Support Portal: <https://support.auth0.com>.

**5.4. Auth0 Response.** All support delivered by Auth0 under the Support Program will be in the English language.

#### 6. Updates

During the Subscription Term, Auth0 will provide or install Updates if and when they are made generally commercially available by Auth0 to its customers, at no additional cost to Customer.

#### 7. Premier Support Program Details

**7.1. Designated Team.** Auth0 assigns a designated team of global senior developer support engineers in EMEA, APAC and the Americas for the benefit of Auth0's Premier Support Program customers generally. Use of a designated team can help reduce back-and-forth between Auth0 and Customer in resolving Defects.

**7.2. Ticket Reviews.** Ticket review sessions are available to Premier Support Program Customers upon request by the Customer or the Auth0 Customer Success Manager (CSM) assigned to Customer. During a review session, a member of Auth0's Premier Support Program team will run through tickets that have been raised by the Customer or its CSM 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.

#### **8. Services Outside the Scope of the Support Program**

Customer may from time to time request assistance from Auth0 for services that are outside the scope of the Support Program. Auth0 may make resources available for mutual agreeable time periods to provide such assistance under a Professional Services arrangement at Auth0's then-current rates, or such other rates as may be agreed in writing with Customer.

#### **9. Scope**

Auth0 has no obligation to correct Defects or support queries arising from use of the Auth0 Platform other than in accordance with the provisions of the Agreement (including the Acceptable Use Policy), or from Customer's use of incompatible data, or from Customer's incorrect configuration of, or integration with the Auth0 Platform. If Auth0, in its sole discretion, elects to address Defects or other problems occurring in non-production Tenants, then Auth0 may handle such Defects under a Professional Services arrangement at Auth0's then-current rates, or such other rates as may be agreed in writing with Customer, and otherwise on a reasonable efforts, as is basis. Auth0 is not required to configure or assist with migrations to or from the Auth0 Platform or any Professional Services Deliverables as part of the Support Program. Auth0 is not required to provide the Support Program if Customer is breach of its obligations under the Agreement.