

## AUTH0 SERVICE LEVEL DESCRIPTION

This document (the “**Service Level Description**”) contains Auth0’s Service Levels 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 Service Level Description is an “Additional Terms of Service” for purposes of the Agreement.

### 1. Definitions

Except as otherwise expressly defined in this Service Level Description, capitalized terms have the meaning ascribed to them in the Agreement. For the purposes of this Service Level Description, the following capitalized words and phrases are ascribed the following meanings:

“**Available**” means that the Core Services of the Auth0 Platform, in the form provided by Auth0, respond to Customer API Calls in such a manner that results in a Successful Minute; “**Availability**” has the corresponding meaning.

“**Core Services**” means the Auth0 User Authentication and Machine to Machine Authentication Services of the Auth0 Platform.

“**Customer API Call**” means a call by Customer or Customer’s End Users to an Auth0 Core Service API in a Customer Tenant.

“**Downtime**” means any period of time in which the Core Services are not Available. “Downtime” specifically excludes any time in which the Auth0 Platform is not Available because of: (a) emergency maintenance, (b) Force Majeure Events, (c) load or penetration testing by Customer, or (d) usage of alpha, beta, or other non-generally available features or services.

“**Failed API Call**” means a Customer API Call that (a) returns an error, or (b) is received by Auth0 but results in an unreturned call. “Failed API Calls” exclude: (i) failed Customer API Calls due to client-side application errors outside of Auth0’s control, such as calls to: (1) a custom database, (2) third-party IdPs, (3) Rules, Hooks or Actions, (4) non-Core Service Auth0 extensibility points, and (5) features not strictly required for a Customer API Call, and (ii) Customer API Calls that do not reach Auth0 Core Services (e.g., due to government firewalls or IP blocking).

“**Machine to Machine Service**” means that part of the Auth0 Platform used to authenticate and authorize applications, rather than End Users.

“**Monthly Subscription Fees**” means the annual subscription Fees specified in the applicable Sales Order, pro-rated on a monthly basis.

“**Successful Minute**” means a minute in which Auth0 is not repeatedly returning Failed API Calls and includes minutes in which no Customer API Calls were made.

“**User Authentication Service**” means that part of the Auth0 Platform used to manage all aspects of Customer’s End User identity authentication, such as when an End User logs in to the Customer applications, signs up, logs out, and accesses APIs.

### 2. Service Levels

**2.1. Service Level Standards.** During the Subscription Term, Auth0 will maintain in each month the average Availability for the Core Services of at least 99.99% (“**Availability Service Level %**”).

**2.1.1. Determination of Availability Service Level Percentage (%).** The average Availability in Customer’s Tenants in each month will be measured and monitored from Auth0’s facilities and calculated using the following formula:

**Availability Service Level %** = (total minutes per month – Downtime (in minutes)) / (total minutes per month).

**2.2. Service Level Credits.** If Auth0 fails to meet the Availability Service Level %, Customer will be eligible to request a credit, calculated as follows (the “**Service Level Credits**”):

**2.2.1. Credits for Service Availability Level % Failure.** If Auth0 fails to meet the Availability Service Level % during any given month, and Customer requests a Service Level Credit per Section 2.5 below, then Auth0 will

provide Customer with a Service Level Credit equal to the percentage of the Monthly Subscription Fees for the month in which the service level failure occurred, corresponding to the Availability Level specified in the “Service Level Credits” table below. Each Service Level Credit will be paid by Auth0 to Customer by way of a credit on the next invoice submitted by Auth0 to Customer. If any credits are unutilized upon expiration or termination of the Subscription Term, then Auth0 will apply such credits to any other Fees or expenses payable by Customer to Auth0. If there are no such other Fees or expenses, then Auth0 will pay Customer the credit amount.

| <b><i>Availability Level</i></b> | <b><i>Service Level Credit</i></b>                                                  |
|----------------------------------|-------------------------------------------------------------------------------------|
| < 99.99% - >= 99.9%              | 5.0% of the Monthly Subscription Fee applicable to month in which failure occurred  |
| < 99.9% - >= 99.0%               | 10.0% of the Monthly Subscription Fee applicable to month in which failure occurred |
| < 99.0% - >= 95.0%               | 20.0% of the Monthly Subscription Fee applicable to month in which failure occurred |
| < 95%                            | 50.0% of the Monthly Subscription Fee applicable to month in which failure occurred |

**2.3. Termination Rights.** If the Availability of the Auth0 Core Services is less than 99.00% in any three calendar months over any consecutive six calendar month period, then Customer may terminate the Subscription Services, by delivery of notice to Auth0 to that effect within 30 days of the last of such failures. If Customer terminates in accordance with the foregoing, then Auth0 will refund to Customer a pro-rata amount of any affected Subscription Services fees prepaid to Auth0 and applicable to the unutilized portion of the Subscription Term for terminated Subscription Services, and any affected unutilized Professional Services fees prepaid to Auth0.

**2.4. Limited Remedy.** The rights to Service Level Credits and the termination rights specified in Section 2.3 above are Customer's sole and exclusive remedy for any failure by Auth0 related to the Availability of the Auth0 Platform. The maximum total credit for failure to meet the Availability Service Level % for any given month will not exceed 50% of the Monthly Subscription Fees. Service Level Credits that would be available but for these limitations will not be carried forward to future months.

**2.5. Scope.** The Service Level commitments apply only to production use of the Auth0 Platform, and do not apply to any non-production Tenants or environments, such as staging and testing Tenants and environments. The Service Levels apply only if Customer's utilization of the Auth0 Platform is within the Entitlements specified in the applicable Sales Order. Customer is not entitled to any Service Level Credit if it is in breach of the Agreement (including Customer's payment obligations) at the time of the occurrence of the event giving rise to the credit. To request a Service Level Credit, Customer must contact Auth0 in writing within ten (10) days of the occurrence of the event giving rise to the credit. If Customer makes a request for a report on their Availability pursuant to such a Service Level Credit inquiry, Auth0 will provide a report of Customer's Availability in that impacted month.