

# Standard Support Service Level Targets

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At Pendo, we have a maniacal focus on our customers. Our standard support offering is designed to provide responsive, reliable assistance to help you address service-related issues. This document outlines how we aim to respond to and resolve issues for our customers, including the criteria we use to assess severity, determine impact, and prioritize action.

If you have purchased Pendo's Premium Support, applicable service level targets are described at: <https://www.pendo.io/solutions/services-support/technical-support/>.

| Severity Level | Descriptions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Expected Response Time | Anticipated Resolution Time |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------|
| SEV 0          | <u>Agent Functionality</u> <ul style="list-style-type: none"><li>Failing to collect data as configured by the customers, or guides failing to deploy as configured by the customer</li><li>Guides failing to deploy for platform related reasons</li><li>Detrimental behavior to the customer's application</li><li>Pendo is NOT responsible for Sev0 behavior that is caused by customer modification of Agent code.</li></ul> <u>Pendo App</u> <ul style="list-style-type: none"><li>Not Applicable</li></ul> | 1 hour                 | 16 hours                    |
| SEV 1          | <u>Agent Functionality</u> <ul style="list-style-type: none"><li>Data not being collected, but recoverable from the Pendo platform</li><li>Functionality of Guide delivery is unavailable or malfunctioning</li></ul> <u>Pendo App</u> <ul style="list-style-type: none"><li>Pendo users cannot login or the application is generally unavailable</li></ul>                                                                                                                                                     | 4 hours                | 24 hours                    |

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                      |                       |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------|
| SEV 2 | <u>Agent Functionality</u> <ul style="list-style-type: none"> <li>Some data not being collected with the ability to recover any data not collected.</li> <li>Guides not displaying as intended for <b>some</b> intended end user, caused specifically by Agent behavior.</li> </ul><br><u>Pendo App</u> <ul style="list-style-type: none"> <li>Inability to edit or create guides</li> <li>Data not available or inaccurate due to platform malfunction</li> <li>Any <u>SEV 0</u> or <u>SEV 1</u> issue for which there is a reasonable, temporary work-around.</li> </ul> | 16<br>Business Hours | 21 Business Days      |
| SEV 3 | <ul style="list-style-type: none"> <li>Any issue reported by Customer that does not merit a <u>SEV 0</u>, <u>SEV 1</u> or <u>SEV 2</u> classification.</li> <li>Any <u>SEV 2</u> for which there is a reasonable, temporary work-around.</li> </ul>                                                                                                                                                                                                                                                                                                                        | 16<br>Business Hours | At Pendo's discretion |

Customers reporting a SEV 0 or SEV 1 issue should select the designated “Urgent” severity option when submitting the support request so that the applicable Service Level Targets may be applied. Severity level designations shall be within Pendo’s sole discretion and Pendo may, at any time, update severity level definitions, even if such update occurs after an initial assessment.

Customers may access Pendo Technical Support through the Pendo Resource Center within the Pendo application. To submit a support request or review existing tickets, Customers must log in to Pendo, open the Resource Center via the Pendo badge, and select **Support** to submit a request.

If a Customer is unable to access their Pendo account, they may submit a support request through Pendo’s designated support request form at <https://support.pendo.io/hc/requests/new>.

While Pendo strives to respond to and resolve issues in a timely manner, certain unforeseen circumstances may affect response or resolution times. Unless expressly stated otherwise in an applicable Order Form, the timeframes described in this document are targets and not guaranteed commitments.