

PREMIUM SUPPORT SERVICE LEVEL TARGETS

1. Purpose & Scope

This document describes Pendo's Premium Technical Support service, including how quickly we will respond, how we define resolution, and what to do if you need to escalate.

This commitment covers the following Pendo product areas:

- Pendo SDK (data collection and guide deployment)
- Pendo App (the Pendo platform and application)

2. Definitions

Response	A Pendo support engineer has reviewed your ticket and provided an initial assessment or request for additional information. Automated acknowledgments do not constitute a Response.
Response Time	Duration between the Response Clock Start and the first human response from a Pendo support engineer.
Resolution	The issue has been addressed as follows: - For Sev 0 and Sev 1, this means a workaround or fix has been provided that restores functionality. - For Sev 2 and Sev 3, this means a fix has been deployed or the issue has been addressed to your reasonable satisfaction.
Resolution Time	Duration between the Response Clock Start and the Resolution.
Business Hours	07:00 to 19:00 Eastern Time, Monday through Friday.
Response Clock Start	The time that Pendo confirms it has received a ticket submitted in accordance with Section 5 (not an e-mail to an individual at Pendo).
Clock Pause	A pause in Pendo's resolution of the issue while it awaits your action or receipt of any requested information.
Maintenance Window	Planned maintenance periods announced at least 48 hours in advance. Issues arising solely during a maintenance window are excluded from SLA calculations.
Update Cadence	How frequently Pendo will proactively communicate on open issues.

3. Support Tiers & Response Targets

The table below shows Response and Resolution targets by severity level for Pendo's Premium Support services. Response times for Sev 0 and Sev 1 are in calendar hours; Sev 2 and Sev 3 are in business hours.

Sev	Customer Impact	Premium Response Time	Premium Resolution Time	Update Cadence
SEV 0	Active disruption to your users or harm to your application. - Pendo SDK is failing to collect data or deploy guides as configured - Guide deployment failing due to platform issues - Pendo is causing detrimental behavior in your application	1 hour	16 hrs	Every 2 hours until resolved
SEV 1	Core Pendo functionality is unavailable and no workaround exists. - Data not being collected (recoverable from Pendo platform) - Guide delivery is unavailable or severely malfunctioning - Pendo users cannot log in or the application is generally unavailable	2 hours	24 hrs	Every 4 hours until resolved
SEV 2	Pendo functionality is degraded; your team can continue operating. - Some data not being collected (recoverable) - Guides not displaying as intended for some users due to Agent behavior - Inability to edit or create guides - Data unavailable or inaccurate due to platform malfunction - Any Sev 0 or Sev 1 issue for which a reasonable workaround exists	4 bus. hrs	21 bus. days	Every 2 business days
SEV 3	An issue exists that does not materially affect your ability to use Pendo today. - Any issue not meeting Sev 0, 1, or 2 criteria - Any Sev 2 issue for which a reasonable workaround exists	4 bus. hrs	At Pendo's Discretion	Upon meaningful progress

The Response Time and Resolution Time targets in Section 3 apply only to tickets submitted through the channels described in Section 5. Requests made through other channels, including directly to Pendo employees, do not trigger SLA Response Time or Resolution Time targets. Pendo will make reasonable efforts to redirect such requests to the appropriate support channel.

4. How Severity is Assigned

When you submit a ticket, you will be asked to indicate urgency. For Sev 0 and Sev 1 issues, select "Urgent" so that the appropriate Response Time Target is applied immediately.

Pendo retains sole discretion to designate and update severity levels at any time.

Customer Cooperation. Resolving issues quickly often requires your active participation. For any open ticket, we may ask you to provide diagnostic information, system access, or availability for a troubleshooting session. For Sev 0 and Sev 1 issues, we ask that a designated contact remain reachable outside of business hours until the issue is resolved or downgraded. If we are unable to obtain the cooperation reasonably needed to continue troubleshooting, a Clock Pause will be applied until cooperation resumes. If cooperation is not resumed within a reasonable period, Pendo may reclassify the ticket to a lower severity level.

Pendo will not be liable for any failure to meet the Response Time or Resolution Time targets set out in Section 3 to the extent that such failure results from your unavailability or non-cooperation. Any time accrued during a Clock Pause resulting from your unavailability will be excluded from Response Time and Resolution Time calculations.

5. How to Reach Support

Scenario	How to Reach Us
You can access your Pendo account	Log in to Pendo → open the Resource Center via the Pendo badge → select Support
You cannot access your Pendo account	Submit a request by e-mailing support@pendo.io or at support.pendo.io/hc/requests/new
Sev 0 or Sev 1 emergency	Submit your ticket and select "Urgent" as the severity option. This ensures Sev 0/1 response targets are applied.

6. Escalation Path

If a Response Time target is missed, or if you believe your issue has been assigned the wrong severity level, here is how to escalate:

Situation	Step 1	Step 2	Step 3
Response Time target missed	Reply to your open ticket requesting an update	Contact your Pendo Account Manager	support@pendo.io
Severity disagreement	Reply to your ticket with a written explanation of business impact and request escalation to a Pendo Support Lead	Pendo Support Lead will review and respond within 4 business hours	Final determination by Pendo Support Leadership

7. What Is Not Covered

The following are excluded from this commitment:

- Issues caused by your modification of Pendo SDK code
- Issues caused by your misconfiguration or errors in customer-controlled systems
- Third-party integrations not directly maintained by Pendo
- Issues arising solely during a planned maintenance window (announced at least 48 hours in advance)
- Force majeure events outside Pendo's reasonable control
- Product areas not listed in Section 1

Where an exclusion applies, Pendo will still make reasonable efforts to assist and will communicate clearly about the nature of the issue.

8. Changes to This Document

Pendo may update this document at any time and will revise the "last updated" date at the bottom of this page accordingly. It is your responsibility to review this page periodically and take notice of any changes. The current version of this document is available at <https://www.pendo.io/solutions/services-support/technical-support/>.