



SAILPOINT SUPPORT POLICY

This SailPoint Support Policy (“**Support Policy**”) describes SailPoint’s Support programs and policies available to any customer with an active subscription to SaaS Services or Software (each, a “**SailPoint Offering**”) or a combination of both, for use in accordance with the applicable SailPoint customer agreement in effect between SailPoint and the customer (the “**Agreement**”). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement and/or the applicable Order.

1. Definitions.

“**Business Hours**” or “**Local Business Hours**” means, for each customer, Monday-Friday, 8am-6pm (08:00-18:00 hours) in the local time zone chosen by the customer, excluding local holidays.

“**Fix**” or “**Bug Fix**” means SailPoint’s repair or replacement of a SailPoint Offering in the form of a patch or e-fix to remedy a Problem such that the functionality of the SailPoint Offering is substantially restored to conformity with the Documentation.

“**Problem**” means a defect in a SailPoint Offering such that it does not work in accordance with the applicable Documentation, and which significantly degrades one or more features or the functionality of the SailPoint Offering.

“**Respond**” means acknowledgement of SailPoint’s receipt of a customer’s notice of a Problem via an email to the customer’s designated support contact containing SailPoint’s assigned support engineer name, the date and time assigned, the Problem Priority Level (set forth herein) assigned to the Problem, and other information.

“**Updates and Enhancements**” means all extensions, enhancements, and other changes that SailPoint, at its sole discretion, makes or adds to a SailPoint Offering, and which SailPoint furnishes, without charge, to all customers who are entitled to Support for the same SailPoint Offering.

“**Workaround**” means a change to customer’s procedures, or to data supplied by a customer, suggested by SailPoint to help the customer avoid a Problem without substantially impairing the customer’s use of the affected SailPoint Offering.

2. Support Offerings.

PREMIUM SUPPORT: Customers who purchase SailPoint’s Offerings will receive Premium Support in accordance with this Support Policy for no additional fee during the applicable Order Term stated in the applicable Order.

SUPPLEMENTAL SUPPORT: Supplemental Support may be available for an additional fee as an add-on to the Premium Support otherwise included with a subscription to a SailPoint Offering. SailPoint provides any generally available Supplemental Support in accordance with the applicable Support Policy posted with Customer Agreements under Associated Documentation at www.sailpoint.com/legal/ (or otherwise upon request).

3. Premium Support Terms:

a. Premium Support

...for all SailPoint Offerings shall include the following:

- Support to customer during customer’s Local Business Hours.
- Telephone or electronic support to help a customer identify, locate and correct Problems.
- Bug Fixes.
- Updates and Enhancements.

... and for customers using Software shall also include:

- replacement of the Software at no charge if the media becomes destroyed or damaged so that the Software becomes unusable.

b. Premium Support Response and Resolution Goals

<i>*Problem Priority Level</i>	<i>Problem Priority</i>	<i>Target Response Times</i>	<i>Resolution Goal</i>
1	A SailPoint Offering is completely unavailable or seriously impacted by a Problem, and there is no reasonable workaround currently available for the Problem.	SailPoint will Respond within 30 minutes.	After SailPoint Responds, SailPoint will begin continuous work on the Problem provided that a customer resource is available at any time to assist SailPoint with Problem determination. SailPoint will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once SailPoint has identified the defect causing the Problem. SailPoint may incorporate a Fix for the Problem in a future release of the Software/SaaS Service.
2	A SailPoint Offering is seriously affected by a Problem. The Problem is not critical, and the Problem Priority does not rise to a Problem Priority Level 1. There is no workaround currently available for the Problem or the workaround is cumbersome to use.	SailPoint will Respond within 1 Business Hour.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 3 business days.
3	A SailPoint Offering is moderately affected by a Problem. The Problem is not critical, and the system has not failed. The Problem has been identified and does not hinder normal operation, or the Problem may be temporarily circumvented using an available workaround.	SailPoint will Respond within 4 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 7 business days.
4	Non-critical Problems, general questions, or situations involving a SailPoint Offering where functionality does not appear to match documented specifications but has no business impact.	SailPoint will Respond within 8 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide an answer within 10 business days. Resolution of a Problem may appear in a future release of the SailPoint Offering.

***Problem Priority Level.** Customer will select the priority for initial response when Customer submits the initial case. Once a SailPoint Customer Success Manager (“CSM”) has received the case, the CSM may change the priority in good faith if the issues do not conform to the criteria set forth above for the selected priority. The CSM assigned to the case will notify Customer of any such change of priority level.

4. **Accessing Premium Support.** SailPoint offers several ways to help customers resolve technical difficulties:
- a. There is online help available in each SailPoint Offering which can be accessed by clicking the “Help” tab when logged into the SailPoint Offering. Customers may also access function-specific help information within the SailPoint Offering using the ‘?’ option in the menu bar.
 - b. SailPoint’s Compass online community (<https://community.sailpoint.com>) is available 24x7 for self-service technical assistance including:
 - Downloading software updates and patches (by Software licensees)
 - Viewing updates to supported platforms and hardware (by Software licensees)
 - Accessing SailPoint’s knowledgebase, product documentation, technical articles, and FAQs
 - Viewing supported platforms and hardware
 - c. SailPoint and customers use SailPoint’s online support portal (<http://www.sailpoint.com/services/online-support>) to identify and manage customer support cases and includes:
 - Logging support cases and case communication
 - Submitting new product enhancements
 - Support Policy documentation
 - Reporting status of cases
 - d. SailPoint’s support-dedicated email address is support@sailpoint.com. Local and toll-free support phone numbers are listed in SailPoint’s Compass online community.
 - e. Access to Support is available to a maximum of 10 named contacts per customer, who are named on a list to be provided to SailPoint by customers and maintained by each customer.

5. **Software Additional Support Terms.**

- a. **Software Support – Term License Software.** SailPoint will provide Software Support at no additional cost during the License Term identified for Term License Software in the applicable Order.
- b. **Scope of Coverage.** A customer must purchase Software Support for all Software licensed at an installation site in order to receive maintenance updates for the Software. In accordance with the Agreement, a customer may not remove any software components or reduce the quantity of components from coverage under Software Support.
- c. **Additional Instances.** SailPoint provides Software Support for a single production instance of the Software. A customer may purchase Software Support for additional production instances of the Software (i.e., for Software installed at a different location or used concurrently in production with a different configuration) if the customer deploys additional production instances of the Software for an Affiliate, business unit, division or other group as allowed under the Agreement. For clarification, a customer’s establishment of a redundant or mirror site for backup, load share, or archive purposes does not count as a separate instance.
- d. **Software Supported Version Timelines.** SailPoint supports each version of the Software for a fixed period following its release. The support timelines for Software versions with an end of life support date, are detailed at <https://community.sailpoint.com/t5/Other-Documents/IdentityIQ-and-File-Access-Manager-End-of-Life-Policy/ta-p/77580>. Once a Software version is no longer supported, it is considered to be at End of Support. Software at End of Support is no longer eligible for Software Support, and any Software or associated Documentation that are not compatible with then-current supported Software will no longer be available to customers.

6. SaaS Services Additional Support Terms.

- a. SailPoint's Service Level Agreement ("SLA") for each production instance of the SaaS Services is at least 99.9% Service Availability during each calendar month of a customer's paid-up SaaS Term. System Availability for the SaaS Services is calculated for each calendar month of the applicable SaaS Term by dividing X by Y and multiplying the result by 100, with X and Y determined as follows:

$$X = \left\{ \left(\begin{array}{c} \text{total minutes during} \\ \text{which the user interface} \\ \text{of the SaaS Services in} \\ \text{a customer's production} \\ \text{instance are available in} \\ \text{the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

$$Y = \left\{ \left(\begin{array}{c} \text{total minutes} \\ \text{in the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

- For purposes of calculating System Availability, only the unavailability of the SaaS Services exceeding 30 seconds will apply. SailPoint reserves the right to take the SaaS Services offline for scheduled maintenance for which customers have been provided reasonable notice. SailPoint reserves the right to change its maintenance window upon prior notice to customers.
- b. If SailPoint fails to meet its obligations under the terms of this SLA for (i) three (3) consecutive months or (ii) five (5) months during a calendar year period, then Customer may, in its sole discretion, terminate the Agreement without penalty and SailPoint shall immediately refund to Customer a pro-rata portion of any prepaid fees paid by Customer to SailPoint that cover the remainder of the Term after the effective date of termination. If Customer desires to terminate the Agreement pursuant to this provision, Customer must provide written notice to SailPoint pursuant to the Agreement of such election within ten (10) calendar days of the last day of the three (3) consecutive month period in section (i) of the preceding sentence or the fifth (5th) month in section (ii) of the preceding sentence.
- c. **Exclusions.** A customer shall not have any remedies under the SLA to the extent any SLA Claim is due to unavailability of the SaaS Services resulting from: (a) a Force Majeure Event, (b) issues associated with the customer's computing devices, local area networks, or internet service provider connections, (c) use of the SaaS Services outside the scope described in the Agreement, or (d) SailPoint's inability to provide the SaaS Services due to acts or omissions of a customer or any of the customer's User.
- d. **SLA Claims.** A customer must notify SailPoint customer service via support ticket within five (5) business days from the occurrence of an SLA incident and provide the details of the incident (a "SLA Claim"). SailPoint will use log files, database records, audit logs and any other information available to validate an SLA Claim and make a good faith judgment on the applicability of this SLA to the SLA Claim. In the event an SLA Claim is denied, SailPoint shall make the information used to invalidate the SLA Claim available for auditing by Customer at Customer's request.
- e. **Service Credits.** If System Availability is less than 99.9% in an individual month, and if a customer has fulfilled all of its obligations under the Agreement, then upon the customer submitting – and SailPoint validating – an SLA Claim, SailPoint will issue a Service Credit in the customer's next invoice, calculated in accordance with the below chart. "Service Credit" represents a percentage of the monthly fee associated with the affected SaaS Services. In any given calendar month, Customer shall in no event be entitled to receive a Service Credit that exceeds 50% of its monthly fee for the affected SaaS Services.

% System Availability	Service Credit
< 99.9%	10%
< 99.0%	20%
< 98.0%	30%
< 97.0%	40%
< 96.0%	50%

f. Alternative Remedies.

- i. At a customer's election through written request, in lieu of the foregoing Service Credit, SailPoint shall provide a credit to the customer in the equivalent dollar amount as a Service Credit to be used to offset the costs of additional Identity Cubes, a SaaS Term extension, or future SaaS Services renewals.
- ii. The remedies stated in this SLA are a customer's sole remedies and SailPoint's exclusive liability for interruption of SaaS Services and SailPoint's failure to meet System Availability.

- 7. Miscellaneous.** Customers may inquire at any time as to SailPoint's compliance with the provisions of this SLA by way of accessing SailPoint's general status website, located currently at <https://status.identitynow.com>.