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 Auth0 Platform, in the form provided by Auth0, is capable of responding to incoming requests from Users to process and display compatible data, which requests have been properly transmitted over the Internet, and “Availability” has the corresponding meaning.

“Defect” means a failure of the Auth0 Platform, in the form provided 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 AWS to perform in accordance with their applicable documentation or specifications.

“Downtime” means any period of time in which the Auth0 Platform is not Available.

“Force Majeure Event” has the meaning ascribed to it in the Agreement.

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

2. Service Levels

2.1. Service Level Standards. During the Subscription Term, Auth0 will maintain the following service levels for the Auth0 Platform (collectively, the “Service Levels”), failing which it will pay the “Service Level Credits” described below:

2.1.1. Availability Service Level. The average Availability of the Auth0 Platform in each month will be at least 99.90% (or a higher percentage, if specified in the Sales Order), excluding any Force Majeure Events that result in Downtime, as measured and monitored from Auth0’s facilities (the “Availability Service Level”).

2.1.2. Determination of Availability. Availability will be calculated on a monthly basis using the following formula: (Actual Availability divided by Total Scheduled Availability) multiplied by 100. The following terms apply with respect to the calculation of Availability:

“Actual Availability” means Total Scheduled Availability minus Downtime, in minutes.

“Total Scheduled Availability” means 7 days per week, 24 hours per day.

2.2. Reporting. During the Subscription Term, Auth0 will publish monthly reports that address Auth0’s performance with respect to the Service Levels (see http://status.auth0.com/ and http://uptime.auth0.com/).

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

2.3.1. SLA Penalty for Service Availability Service Level Failure. If Auth0 fails to meet the Availability Service Level during any given month and Customer requests a Service Level Credit, 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 Auth0 Platform Availability Level specified in the “Availability 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, than 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.
### Auth0 Platform Availability Level

<table>
<thead>
<tr>
<th>Availability Level</th>
<th>Service Level Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 99.9% - &gt;= 99.0%</td>
<td>10.0% of the Monthly Subscription Fee applicable to month in which failure occurred</td>
</tr>
<tr>
<td>&lt; 99.0% - &gt;= 95.0%</td>
<td>20.0% of the Monthly Subscription Fee applicable to month in which failure occurred</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>50.0% of the Monthly Subscription Fee applicable to month in which failure occurred</td>
</tr>
</tbody>
</table>

Note 1: Unless a higher availability level is specified in the Sales Order.

#### 2.4. Termination Rights

If the Availability of the Auth0 Platform is less than 99.00% in any three months over any consecutive six 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.

#### 2.5. Limited Remedy

The rights to Service Level Credits and the termination rights specified in Section 2.4 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 Service Levels 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.

#### 2.6. Scope

The Service Level commitments apply only to production use of the Auth0 Platform, and do not apply to any non-production Tenants, such as staging and testing Tenants. 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 receive a Service Level Credit, Customer must contact its Auth0 account manager within ten (10) days of the occurrence of the event giving rise to the credit.

### 3. PSaaS Appliance

#### 3.1. Applicability

If Auth0 provides the Subscription Services via a PSaaS Appliance via a Private SaaS – Customer Cloud or a Private SaaS – Customer Premise, then:

1. References in this Service Level Description to the “Auth0 Platform” will be treated as references to the PSaaS Appliance;
2. References to “Available” (and “Availability”) means that the PSaaS Appliance is capable of responding to incoming requests from Users to process and display compatible data, which requests have been properly transmitted over the applicable environment to the PSaaS Appliance; and
3. Downtime does not include (i) any Downtime due to scheduled maintenance or emergency maintenance, or (ii) the period between the occurrence of a Defect and Auth0’s obtaining access to the PSaaS Appliance for purposes of resolving the Defect, or any interruption of such access by Customer or Customer’s infrastructure, data center or other service providers.