



OKTA, INC.

**CUSTOMER SUPPORT SERVICES**

**("Support Services")**

Support Services are a subscription support offering that includes access to program resources that help all customers use and maximize their Okta investment. Okta's current support policy consists of the Okta Premier Success Plans (as described below). These Okta Customer Support Services terms ("Support Services Terms") govern your subscription to the Support Services and are subject to the terms of the Okta Master Subscription Agreement ("Agreement"). For clarity, Support Services are limited to the Okta Service. Capitalized terms not defined herein will have the meaning specified (if applicable) in the Agreement. For avoidance of doubt, Support Services exclude Okta's Self Service Plans and Free Trials. Self Service Support is provided in accordance with Okta's Self Service Support terms.

Okta Premier Success Plans:

- Basic
- Silver
- Gold

**Priority Levels**

In the event that a Service-affecting issue is detected by Okta or reported by Customer, Okta shall, in its reasonable discretion, categorize the Priority Level pursuant to the criteria below.

Priority Level	Description	Examples
1	A Service failure or severe degradation. Customer is unable to access any business resources.	Service is down and not accessible by Users; Service is slowed to such a degree that multiple Users cannot log in, resulting in consistent "page not found errors" or similar.
2	A partial Service failure or mild degradation. Customer is able to access some but not all business resources.	Customer lacks write-access to the administrative feature of the Service (excluding regularly scheduled Service upgrades); Users can access the Service, but access is slow, sometimes resulting in "page not found" messages or similar, with access functioning as expected upon page refresh.
3	Minor Service impact. Customer is able to access almost all business resources.	Non-critical individual third party applications such as "personal email" are not accessible by all Users; one User is not able to access a business application; Customer is unable to successfully integrate a new business application with the Service.
4	Customer is able to access all business resources. Service feature enhancement request or how-to/product-functionality questions.	How-to questions and Service feature enhancement requests.

Because the Okta Access Gateway product is on-premise software, unique descriptions and examples apply to that product's priority levels, as follows.

Priority Level	Description	Examples
1	A failure or degradation of the Okta Access Gateway server resulting in the inability to access critical business resources. No immediate mitigation options available.	Okta Access Gateway server is down and/or not accessible by multiple Users; application or configuration defects or errors prevent access to critical business systems or similar.
2	A partial failure or mild degradation of the Okta Access Gateway. Customer is able to access some but not all business resources.	Users can access some business resources. "High Availability" configuration allows application access, but at a reduced capacity/fault-tolerance. Customer is unable to perform administrative/configuration changes or updates.
3	Minor degradation of the Okta Access Gateway. Customer is able to access almost all business resources, or is experiencing non-critical errors.	A single User is not able to access a business application; non-critical errors are encountered while authenticating via or configuring Okta Access Gateway. Customer-initiated upgrade requests.
4	Customer is able to access all business resources. Feature request or how-to/product-functionality questions.	How-to and training questions. Pre-production setup/configuration questions. Feature requests.

### Response Times and Support Hours

Okta will use reasonable efforts to adhere to the following response times pursuant to the Okta Premier Success Plan indicated on the Order Form. Okta may reduce case priority to a lower Priority Level at its discretion. For clarity, Response Time refers to the period of time from when a support case has been submitted by Customer and Okta's initial response to Customer.

If Customer selects a Priority Level 1 case priority, Customer shall remain accessible (continuous 24x7 availability) for engagement and troubleshooting with Okta support from the time the case is submitted until the issue is mitigated.

	Basic	Silver	Gold
Support Hours	24x5*	24x7	24x7
Priority Level 1 Response Time	2 hours	1 hour	30 minutes
Priority Level 2 Response Time	12 hours	2 hours	1 hour
Priority Level 3 Response Time	24 hours	8 hours	4 hours
Priority Level 4 Response Time	24 hours	24 hours	24 hours

\*Okta shall endeavor to meet 24x5 Support Hours (12:01am Monday until 11:59pm Friday local time) for Basic, but reserves the right to reduce Support Hours at its discretion.

## Silver

The Silver Premier Success Plan provides the following benefits to the Customer:

Benefit	Details
Training	<ul style="list-style-type: none"><li>• 10% discount on Premier Learning Pass</li><li>• 10% discount on Public Instructor-Led-Training</li></ul> <p>Okta provides training in accordance with Okta's then-current Training Services terms. Courses, content, and language availability are limited and are subject to change without notice at Okta's sole discretion. Online content may be accessed only via websites designated by Okta. Discounts are based on then-current pricing in effect at time of purchase.</p>
Support	<ul style="list-style-type: none"><li>• Customer may submit cases online or via a telephone number provided by Okta to Customer.</li><li>• Support cases are responded to within the timeframes defined in the Response Times above.</li></ul>
Customer Success Services	Customer will have access to self-guided digital resources designed to assist customer with their configuration, use, and adoption of Okta. Such topics may include, onboarding, configuration best practices, end user adoption, and opportunities to maximize value of Okta.
Technical Resources	Customer will have access to self-guided digital resources designed to assist customers with technical best practices.

## Gold

The Gold Premier Success Plan provides the following benefits to the Customer:

Benefit	Details
<b>Training</b>	<ul style="list-style-type: none"><li>• 20% discount on Premier Learning Pass</li><li>• 20% discount on Public Instructor-Led-Training</li></ul> <p>Okta provides training in accordance with Okta's then-current Training Services terms. Courses, content, and language availability are limited and subject to change without notice at Okta's sole discretion. Online content may be accessed only via websites designated by Okta. Discounts are based on then-current pricing in effect at time of purchase.</p>
Support	<ul style="list-style-type: none"><li>• Customer may submit cases online or via a telephone number provided by Okta to Customer.</li><li>• Support cases are responded to within the timeframes defined in the Response Times above.</li></ul>
Customer Success Services	<p>Customer will have access to self-guided digital resources designed to assist customer with their configuration, use, and adoption of Okta. Such topics may include, onboarding, configuration best practices, end user adoption, and opportunities to maximize value of Okta.</p> <p>Customer will have access to a Customer Success Manager ("CSM"). The CSM will be available during standard business hours to address questions and requests for information. The CSM will provide the following:</p> <ul style="list-style-type: none"><li>• <b>Insight:</b> review of Customer's adoption and usage metrics to aid Customer in obtaining ongoing business value from its investment in Okta.</li><li>• <b>Planning:</b> coordinate ongoing and upcoming activities between Okta and Customer, engage in strategic planning to map Okta's capabilities to Customer's business objectives, and provide notice of software releases or material changes that may impact the Customer.</li><li>• <b>Best Practices:</b> guide Customer through best practices and</li></ul>

Benefit	Details
	<p>recommend training to help Customer derive business value from their current or planned use of Okta.</p> <ul style="list-style-type: none"> <li>Special Access Programs: advise Customer of opportunities to participate in early access to Okta features and invite Customer to Gold customer- only programs planned by Okta.</li> </ul>
Technical Resources	<p>Customer will have access to self-guided digital resources designed to assist customers with technical best practices.</p> <p>Customer will have access to Technical Account Managers (“TAMs”). TAMs will be available during standard business hours to address technical questions and requests for technical information. Upon request, TAMs may assist the Customer with the following:</p> <ul style="list-style-type: none"> <li>Technical Best Practices: guide customers through technical best practices of implementation, configuration, security, or migration efforts relevant to its current or planned use of Okta.</li> <li>Product Roadmap Reviews: advise Customer of Okta Product Roadmap updates and/or provide recommendations mapping these capabilities to the Customer’s roadmap.</li> </ul>

**Dedicated Gold Add-On Resources (“Add-On Resources”)**

**A. Dedicated Customer Success Executive**

The Dedicated Customer Success Executive Service (“Dedicated CSE Service”) subscription term begins on the applicable Order Form’s start date and ends on the Order Form’s end date. The Dedicated CSE Service is a service which assists the Customer on topics including but not limited to best practices, change management, and strategic planning specific to the Customer’s current or planned use of Okta and provides access to a Dedicated Customer Success Executive (“Dedicated CSE”) who is assigned and dedicated to the Customer and serves in an advisory role and as a customer advocate. The Dedicated CSE is available ninety (90) days after the initial subscription term start date (“CSE Mobilization Period”). During the CSE Mobilization Period, Okta shall provide a Customer Success Manager, who will provide regular communication and may also assist the Customer on topics including but not limited to onboarding, go-live activities, and usage metrics. The Customer may engage the CSM via email or phone as needed with questions, requests for information, or for other assistance. The Dedicated CSE will be available Monday through Friday, during standard business hours, subject to Okta’s reasonable discretion. The Dedicated CSE will not be available to the Customer on Non-Attendance Days. “Non-Attendance Days” means seven (7) Administrative Days during a 12-month term (or the pro-rated number of days for the applicable subscription term), plus the regional provision for public holidays recognized by Okta and paid time off (for example, vacation, sick time). “Administrative Days” mean internal training days, volunteer time off, and employer-required attendance at company events. The fees for the Dedicated CSE Service may be applied only to the Dedicated CSE Service activities and not toward the purchase of any other Okta product or service (including, without limitation, Service subscriptions, other or additional Support Services, or Professional Services). For clarity, the Dedicated CSE Service does not include delivery of implementation services (such as configurations or creation of any code destined for production use) but can provide input as set forth herein. Any code or Service configurations made available to the customer by Okta in connection with the Dedicated CSE Service are for illustrative and demonstrative purposes only and are not for use in production.

The Dedicated CSE Service will be provided remotely unless otherwise approved by Okta in its sole discretion.

**B. Mission Critical Support**

The Mission Critical Support Services (“Mission Critical Support”) subscription term begins on the applicable Order Form’s start date and ends on the Order Form’s end date. Mission Critical Support is a support service which advises Customer on topics including but not limited to trouble-shooting and reported service-affecting issues and provides access to a Mission Critical Support Engineer (“MCSE”) who shall serve as the Customer’s primary technical point of contact. For the avoidance of doubt, such MCSE is a named resource who may support more than one Okta customer during the subscription term.

The MCSE shall participate in business and case review meetings with the Customer as mutually agreed to by Okta and Customer. Response times and priority levels shall be as set forth in the Support Services tables above. The MCSE will be assigned all cases properly submitted by the Customer, unless Okta in its sole discretion determines that a response time and/or priority level deadline requires re-assignment of any such case to another resource. The MCSE is available ninety (90) days after the initial subscription term start date (“MCSE Mobilization Period”). During the MCSE Mobilization Period, Okta shall provide online support and a telephone number with call routing to an Okta Support Engineer, 24 hours a day, 7 days a week. Mission Critical Support is a regional-based offering and will be available only to the named Customer contacts Monday through Friday, during standard business hours, subject to Okta’s reasonable discretion. Mission Critical Support

will not be available to the Customer on Non-Attendance Days. The fees for Mission Critical Support may be applied only to Mission Critical Support activities and not toward the purchase of any other Okta product or service (including, without limitation, product subscriptions, support, or professional services). For clarity, the Mission Critical Support does not include delivery of implementation services (such as configurations or creation of any code destined for production use).

Mission Critical Support will be provided remotely to the Customer unless otherwise approved by Okta in its sole discretion.

	50% Dedicated MCSE	100% Dedicated MCSE
<b>Number of Named Customer Contacts</b>	<ul style="list-style-type: none"> <li>5 within the region where the Okta support representative is located</li> </ul>	<ul style="list-style-type: none"> <li>10 within the region where the Okta support representative is located</li> </ul>
<b>Geography</b>	<ul style="list-style-type: none"> <li>Regionally based and supports customers in the same region</li> </ul>	<ul style="list-style-type: none"> <li>Regionally based and supports customers in the same region</li> </ul>
<b>Scope</b>	<ul style="list-style-type: none"> <li>Single point of contact for all technical issues, in-depth troubleshooting</li> <li>Familiarity with customer architecture</li> <li>Rapid resolution of technical issues</li> </ul>	<ul style="list-style-type: none"> <li>Single point of contact for all technical issues, in-depth troubleshooting</li> <li>Familiarity with customer architecture</li> <li>Rapid resolution of technical issues</li> </ul>

- References to regions relate to geographic areas Okta has mapped Support Services resources to.
- The purchase of Add-On Resources is non-cancelable, non-transferable, and fees paid are nonrefundable. If the Customer does not use the Add-On Resources purchased during the applicable subscription term, fees paid by the Customer may not be refunded, extended, rolled over to another subscription period, or applied to another account or Okta product, Service or Professional Services.
- Travel-related expenses incurred by Okta in performing Support Services requested by Customer will be separately invoiced to, and reimbursed by, the Customer in accordance with the Okta Travel and Expense policy.
- Services provided by Add-On Resources shall not result in a transfer of intellectual property rights between the parties. Any code or Service configurations made available to the Customer by Okta in connection with the Add-On Resources are for illustrative and demonstrative purposes only and are not for use in production.
- Customer may request to have the same Add-On Resource assigned for an additional term by submitting such request at least forty-five (45) days prior to the Order Form subscription end date.

**Real-Time Information Via Okta’s Trust Page**

Customer may access real-time information on security and Okta system performance at <https://trust.okta.com/>.