

Customer Service Level Agreement

At Pendo, one of our values is maniacal focus on you, our customers! Of course, this includes being responsive to your requests for support and resolving bug reports. To demonstrate our focus on our customers, we have outlined how we endeavor to respond to and resolve any reports of service related issues. We evaluate each issue reported leveraging the same criteria to gauge impact and action accordingly.

In addition, Pendo offers Premium Support offerings that may accelerate response times for lower severity issues.

Severity Level	Descriptions	Response Time - By Support Offering		Anticipated Resolution Time
		Online	Premium	
SEV 0	<p><u>Agent Functionality</u></p> <ul style="list-style-type: none"> Failing to collect data as configured by the customers, or guides failing to deploy as configured by the customer Guides failing to deploy for platform related reasons Detrimental behavior to the customer's application Pendo is NOT responsible for Sev0 behavior that is caused by customer modification of Agent code. <p><u>Pendo App</u></p> <ul style="list-style-type: none"> Not Applicable 	1 hour	1 hour	16 hours
SEV 1	<p><u>Agent Functionality</u></p> <ul style="list-style-type: none"> Data not being collected, but recoverable from the Pendo platform Functionality of Guide delivery is unavailable or malfunctioning <p><u>Pendo App</u></p> <ul style="list-style-type: none"> Pendo users cannot login or the application is generally unavailable 	4 hours	2 hours	24 hours



SEV 2	<p><u>Agent Functionality</u></p> <ul style="list-style-type: none">• Some data not being collected with the ability to recover any data not collected.• Guides not displaying as intended for some intended end user, caused specifically by Agent behavior. <p><u>Pendo App</u></p> <ul style="list-style-type: none">• Inability to edit or create guides• Data not available or inaccurate due to platform malfunction• Any <u>SEV 0</u> or <u>SEV 1</u> issue for which there is a reasonable, temporary work-around.	16 Business Hours	4 Business Hours	21 Business Days
SEV 3	<ul style="list-style-type: none">• Any issue reported by Customer that does not merit a <u>SEV 0</u>, <u>SEV 1</u> or <u>SEV 2</u> classification.• Any <u>SEV 2</u> for which there is a reasonable, temporary work-around.	16 Business Hours	4 Business Hours	At Pendo's discretion

- 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 can leverage Pendo Technical Success via the Support Portal in the Pendo Resource Center or by contacting Support@pendo.io.

While we value addressing customer issues in a timely manner, unanticipated events may cause a delay in responding to or resolving your issues. As a result, this article is not intended to be a commitment to specific response or resolution times, but it should help you understand our priorities and approach.