CUSTOMER SUPPORT ADDENDUM

All capitalized terms not defined in this Customer Support Addendum will have the meaning given to them in other parts of the Agreement.

1. CUSTOMER SUPPORT

1.0 SUPPORT SCOPE. Customer support is provided to resolve defects causing a nonconformity in the Subscription Service as compared to the then-current Documentation ("Customer Support"). A resolution to a defect may consist of a fix, workaround, or other relief, as ServiceNow deems reasonable. Customer Support does not include performing the following:

- implementation, configuration, integration or customization services;
- training or assistance with administrative functions;
- resolving immaterial defects;
- resolving defects due to modifications of the Subscription Service made by any person other than ServiceNow or a person acting at ServiceNow’s direction; or
- resolving defects on any instance of the Subscription Service not in conformance with Section 3 (Upgrades and Updates).

1.1 ADDITIONAL SUPPORT SERVICES. ServiceNow may, in its sole discretion, offer supplemental Customer Support service options for an additional fee. If Customer chooses to purchase such supplemental services, the applicable additional terms and conditions will be reflected in the applicable package description referenced in Customer’s associated ordering document.

1.2 CUSTOMER SUPPORT ACCESS. Customers can access ServiceNow's support portal https://hi.service-now.com/ ("Support Portal") to access self-help resources and open cases 24 hours a day, 7 days a week. Customer Support personnel will address cases per the target level of effort for the given Case Priority stated in the table below. Local Time, for the purposes of the Target Level of Effort in the table below means the regional time window of Monday through Friday, 7:00AM to 7:00PM, when Customer Support personnel are addressing Customer’s cases. ServiceNow will provide visibility to Customer’s regional Local Time window within the Support Portal.

1.3 CASE PRIORITY; TARGET RESPONSE TIME; TARGET LEVEL OF EFFORT

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Target Response Times</th>
<th>Target Level of Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>Any defect that causes an instance not to be accessible by authorized users.</td>
<td>60 minutes</td>
<td>Continuously, 24 hours per day, 7 days per week</td>
</tr>
<tr>
<td>P2</td>
<td>Any defect that causes a critical function to fail.</td>
<td>4 hours</td>
<td>As appropriate, Monday through Friday, 7AM to 7PM Local Time</td>
</tr>
<tr>
<td>P3</td>
<td>Any defect that significantly impedes work or progress.</td>
<td>3 business days</td>
<td>As appropriate, Monday through Friday, 7AM to 7PM Local Time</td>
</tr>
<tr>
<td>P4</td>
<td>Any defect that does not significantly impede work or progress.</td>
<td>4 business days</td>
<td>As appropriate, Monday through Friday, 7AM to 7PM Local Time</td>
</tr>
</tbody>
</table>
1.4 CUSTOMER RESPONSIBILITIES

1.4.1. Customer will receive from ServiceNow communications via email, phone, or through the Support Portal regarding the Subscription Service and acknowledges that access to the Support Portal may require multi-factor authentication by Customer.

1.4.2. Customer will appoint a reasonable number of contacts ("Customer Authorized Contacts") to engage Customer Support for questions and technical issues and Customer must maintain current contact information for the following authorized contacts in the Support Portal who have been trained to administer the Subscription Service:

- Primary Business Contact;
- Secondary Business Contact;
- Technical Contact;
- Support Contact;
- Primary Customer Administrator; and
- Security Contact.

1.5 EXCLUSIONS

1.5.0. Notwithstanding anything herein, the Target Response Times and Priority levels set forth above shall not modify security or privacy breach notification as set forth in the data security, data privacy and processing, or other applicable terms in Customer’s underlying Agreement.

1.5.1. Customer shall be responsible for making appropriate personnel, including Customer’s Security Contact, available continuously as needed in the event of a breach as set forth in the data security, data privacy and processing, or other applicable terms in Customer’s underlying Agreement.

2. AVAILABILITY SLA

If Customer’s production instance of the Subscription Service is Available less than 99.8% during a calendar month, Customer’s exclusive remedy is to request ServiceNow issue a service credit ("Service Credit") to Customer for the dollar value of the number of minutes the Subscription Service was not Available in the month. Service Credits are determined at the deemed per-minute rate ServiceNow charges to Customer for Customer’s use of the affected Subscription Service. Customer may request ServiceNow apply a Service Credit to the next invoice for subscription fees. Customer must request all Service Credits in writing to ServiceNow within 30 days of the end of the month in which the Availability SLA was not met. ServiceNow may delay issuing service credits until such amounts reach $1,000 USD or equivalent currency specified in the applicable Order Form.

“Available” means the production instance of the Subscription Service can be accessed by authorized users during a calendar month, excluding Excused Downtime.

“Excused Downtime” means: (a) Maintenance Time of up to two hours per month; and (b) any time the Subscription Service is not Available due to circumstances beyond ServiceNow’s control, including modifications of the Subscription Service by any person other than ServiceNow or a person acting at ServiceNow’s direction, a Force Majeure Event, general Internet outages, failure of Customer’s infrastructure or connectivity (including direct connectivity and virtual private network ("VPN") connectivity to the Subscription Service), computer and telecommunications failures and delays, and network intrusions or denial-of-service or other criminal attacks.

“Infrastructure Modification” means repairs, maintenance, improvements, or changes to the cloud infrastructure used by ServiceNow to operate and deliver the Subscription Service. ServiceNow will give Customer 10 days’ prior notice of an Infrastructure Modification if ServiceNow, in its reasonable judgment, believes that the Infrastructure Modification will impact Customer’s use of its production instances of the Subscription Service, unless, in the reasonable judgment of ServiceNow, the Infrastructure Modification is necessary to: (a) maintain the availability, security, or performance of the Subscription Service; (b) comply with Law; or (c) avoid infringement or misappropriation of third-party IPR.
“Maintenance Time” means the time the Subscription Service is not Available due to an Infrastructure Modification, Upgrade, or Update.

3. UPGRADES AND UPDATES

“Upgrades” are new Release Families applied by ServiceNow to Customer’s instances of the Subscription Service at no additional fee during the Subscription Term. A “Release Family” is a complete solution with new features or enhancements to the Subscription Service, including previously released Updates, if applicable. “Updates” are ServiceNow’s releases (including patches and hotfixes) of the Subscription Service applied by ServiceNow to Customer’s instances of the Subscription Service at no additional fee during the Subscription Term that provide problem fixes or other changes, but do not generally include new functionality. ServiceNow may provide new functionality either: (a) as an Upgrade, or (b) as different software or service for a separate fee. ServiceNow determines whether and when to develop, release, and apply any Upgrade or Update to Customer’s instances of the Subscription Service, pursuant to ServiceNow’s current Upgrade Policy, which can be found at (www.servicenow.com/upgrade-schedules.html) (or such successor site).

ServiceNow shall use reasonable efforts to give Customer 30 days’ prior notice of any Upgrade to the Subscription Service. ServiceNow shall use reasonable efforts to give Customer 10 days’ prior notice of any Update. Notwithstanding the foregoing, ServiceNow may provide Customer with a shorter or no notice period of an Upgrade or Update if, in the reasonable judgment of ServiceNow it is necessary to: (i) maintain the availability, security, or performance of the Subscription Service; (ii) comply with Law; or (iii) avoid infringement or misappropriation of any third-party IPR. ServiceNow is not responsible for defects on any instance of the Subscription Service not in conformance with this Section 3.