Support and SLA Policy

The Support and SLA Policy, including any attachments or additional terms referenced herein (together, the "Policy"), is part of and subject to the licensing agreement applicable to Software (the "Agreement"). The Policy may be regularly updated by UiPath. References to websites hereunder include references to successor websites.

1. Defined Terms. Capitalized terms have the meaning prescribed in the Agreement, unless otherwise defined hereunder.

24/7 means twenty-four hours a day, seven days a week, excluding January 1 in the relevant time zone where the UiPath support center is located.

Business Day means a daily 8-hour timeframe, from Monday to Friday and excluding public holidays, (i) for US Federal Customers: (a) between 12:30 PM and 9:30 PM GMT for US East Coast and (b) between 4:00 PM and 1:00 AM GMT for US West Coast, and (ii) between 9:00 AM and 6:00 PM for other Customers, in the time zone where the relevant UiPath support center is located.

Customer means an entity executing an Agreement with UiPath.

Documentation means the official documentation for Software published by UiPath on its website.

Hosted Software means Software hosted by UiPath (whether on its infrastructure or by using third-party cloud providers) and provided as a service to the Customer.

Incident means the failure of the Software function as set forth in the applicable Documentation.

Scheduled Downtime means the period of time reserved by UiPath to apply fixes and updates to its hosted services on a regular schedule.

Service Requests means a request from the Customer that does not meet the criteria for an Incident, and that is limited to information or advice on Software use instructions, activation and licensing.

Software means software products developed and released by UiPath for general availability and licensed to the Customer against payment of licensing fees pursuant to an Agreement, as identified on the purchasing orders accepted by UiPath.

Ticket means the formal vehicle used by UiPath to receive Incident claims and Service Requests, through the UiPath Online Ticketing Portal available at https://www.uipath.com/company/contact-us.

Uptime means the level of availability of a Hosted Software consisting of the number of minutes in a calendar month, when the hosted service is both reachable and actively serving requests, minus any Scheduled Downtime, divided by the total minutes in that calendar month.

2. First Line Support. Before submitting a Ticket, Customer will perform first line support for itself by investigating any connectivity, access permission, database provisioning or security issues related to its systems, networks or applications interacting with the Software.

3. UiPath Support

a. Support Plans. UiPath responds to Incidents in accordance with the Support plans described in Section 10 (Support Plans) below. UiPath provides Standard Support to all Customers purchasing licenses to Software components pursuant to an Agreement. Premium Care and Premium Plus support are available to Customers upon payment of the applicable Fees. In addition, UiPath may send Customer Software-related information, e-newsletters, documentation and notices.

b. Support Schedule and Centers. Except as otherwise provided in this Policy, UiPath will provide support solely on Business Days and through its support centers located in (i) New York, U.S.A.; (ii) Bellevue, U.S.A., (iii) Bangalore, India, (iv) Bucharest, Romania, (v) Shanghai, China, which may be changed at UiPath’s reasonable discretion. U.S. Federal Customers will receive support from the support centers located in the U.S.A.

c. Supported Software. UiPath will provide support for Software during the applicable License Term and subject to receiving the corresponding Fees, as applicable. Software features released under “production preview” or “limited availability” (or similar designation) will only receive Standard Support and only until a generally available version is released. UiPath will provide support for UiPath Activities available on the Local and Official feeds as listed in the applicable Documentation. At its discretion, UiPath may provide support for other products or software released by UiPath.

d. Fixes and Updates. If, in relation to an Incident, a permanent fix is not feasible, UiPath may provide a workaround as a temporary solution to restore the use of the Software. Software updates that require substantial development or quality assurance work will be applied or delivered by UiPath at its discretion, in accordance with the Product Lifecycle Policy available on UiPath’s website. UiPath updates its Hosted Software continuously and Customer must not restrict such updates.

e. Priority Level Incidents. Support first response times will depend on the priority level of the Incident, as assessed by the Customer and confirmed by UiPath. Priority levels (“Priority Levels”) are defined as follows:

(i) Priority Level 1 (Urgent): is a major production error within the Software that severely impacts the Customer’s use of the Software for production purposes, such as the loss of production data or where production systems are not functioning, and no workaround exists.

(ii) Priority Level 2 (High): is an error within the Software that renders the Software to function in a reduced capacity for production purposes, such as a problem that is causing significant impact to portions of the Customer’s business operations and productivity, or where the Software is exposed to potential loss or interruption of service.

(iii) Priority Level 3 (Normal): is a medium-to-low impact error within the Software that involves partial or non-critical loss in
functionality of the Software for production purposes.

(iv) Priority Level 4 (Low): is a low impact error within the Software that involves partial and/or non-critical loss of functionality of the Software for production, testing, training or development purposes.

4. Ticket Submission
a. Customer will submit Incidents and Service Requests to UiPath exclusively via Tickets. UiPath will be under no obligation to reply to claims or requests received in any other manner. UiPath may, at its discretion, choose the most optimal method of response to a Ticket, including by email, video conference or, with Customer’s prior consent, by remote connection.

b. Customer will assess the impact, urgency and the perceived Priority Level of an Incident and add these details in the relevant Ticket. UiPath will evaluate the Priority Level and confirm or recategorize it. UiPath will make commercially reasonable efforts to respond to Service Requests but is not bound by the response times prescribed in this Policy.

c. For Premium Support, Customer must designate at least one individual as primary liaison and communicate their contact information (name, email address, role and telephone number) to UiPath. Customer must notify UiPath in a timely manner in case of replacement of the contact person.

d. A Ticket is considered closed when a final solution to the relevant Incident is communicated by UiPath.

5. Support Cooperation. Customer agrees to: (i) perform first line support and ensure a problem exists before filing a Ticket, (ii) cooperate and communicate in a timely manner with UiPath, (iii) provide UiPath with sufficient and accurate information related to the incident, (iv) assign contact persons with the necessary technical and communication skills to collaborate with UiPath, (v) make reasonable attempts to replicate, or to assist UiPath in replicating the Incident under the circumstances in place at the moment of Ticket submission, including by conducting diagnostic or troubleshooting activities, and (vi) resolve the Incident as indicated by UiPath.

6. Ticket Complaint Management. If Customer believes, in good faith, that an Urgent or a High Incident was not addressed by UiPath in accordance with this Policy, Customer may send an email to complaint.support@uipath.com within 30 (thirty) days after receiving a final response to the relevant Ticket. The email must contain at least the following information: Ticket number, reason for complaint, proposed solution. All such complaints must be submitted and will be processed only in English. UiPath will do its best to respond to complaint emails in a reasonable timeframe but it will not be bound by the Response Times set out herein.

7. Support Exclusions. UiPath has no obligation to provide support for, and the Uptime does not apply for, Incidents caused by:

a. Software made available, as designated by UiPath, (i) for free, (ii) for trial, (iii) as part of the Community offering, or (ii) as “early access”, “private preview”, “public preview”, “beta”, “experimental” or under a similar designation;

b. Software configured or modified by anyone other than UiPath and without UiPath prior written and binding consent;

c. Software accessed or used in breach of the Agreement, this Policy, the Documentation, or the Licensing Models available on UiPath’s website;

d. Software that has not been updated in accordance with UiPath instructions or best practices;

e. Software used with other products or software that are not officially supported, are out of support or have been deprecated;

f. Customer’s negligence or willful misconduct, or Customer’s failure to comply cooperate for the resolution of a Ticket;

g. use of Software with hardware or software not developed by UiPath;

h. Customer’s failure to adhere to any required configurations, or to follow any security or acceptable use policies or practices;

i. Scheduled Downtime;

j. any customized deliverables created by UiPath, its partners or third-parties at Customer’s request;

k. factors outside UiPath’s reasonable control (e.g. natural disaster, war, acts of terrorism, riots, government action, network or device failure external to the data centers under UiPath’s control);

l. features excluded from Uptime, as designated in the applicable Documentation;

m. faulty input, instructions, or arguments (for example, requests to access files that do not exist) or Customer’s attempts to perform operations that exceed the Software’s prescribed functionalities.

8. Personal Data Processing

a. Only to the extent necessary for the purpose of providing support, UiPath and its sub-processors listed below under point d) may process certain Customer PII (personal identifiable information) such as employee name, surname, job title, company name, e-mail address, country, telephone number, voice and image recordings). Unless otherwise agreed with the Customer, UiPath does not require, and Customer agrees not to send, other types of PII or any type of Protected Health Information (PHI), as defined by the Health Insurance Portability and Accountability Act for purposes of Software support. Customer must provide UiPath only technical information and must anonymize or obfuscate any PII or PHI. Customer must promptly notify any disclosure which conflicts with this section at privacy@uipath.com.

b. UiPath will retain data, including PII, necessary for auditing purposes, such as data confirming that a Ticket has been submitted by the Customer, relevant timestamps and nature of the Incident. UiPath will delete all files and Customer data from the Ticket, whether in the form of audio, video or image recordings, within 6 months after the Ticket has been closed. Aggregated and anonymized data will be further processed and used by UiPath to improve its Software and Services.

c. During live remote support sessions, UiPath will not copy, record or otherwise collect any PII or PHI, without Customer’s consent.
To the extent possible, the Customer must minimize or close any desktop application containing PII or PHI. Live remote support will be guided by the Customer.

d. For managing your support ticket, UiPath uses the services of Hubspot, Salesforce and Atlassian, which are UiPath’s sub-processors and process data on behalf of UiPath. Your request for support is processed using Hubspot and advanced technical errors are processed by product teams using Atlassian. Technical data sent by Customer for support purposes are processed using Salesforce and are stored in the USA.

9. **Hosted Software SLA.** UiPath will make commercially reasonable efforts to provide Customer an Uptime of 99.5% for Hosted Software. Uptime is measured per Hosted Software per region. The availability of the Hosted Service will be communicated to the Customer on the https://status.uipath.com/ webpage or through other channels, as appropriate. UiPath may adjust the measure of availability to account for any exclusions applicable to such period, as listed in the Support Exclusions section.

10. **Support Plans**

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Standard Support</th>
<th>Support Plans</th>
<th>Premium Care</th>
<th>Premium Plus</th>
</tr>
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<tbody>
<tr>
<td><strong>First Response Time for Incident Tickets</strong></td>
<td>Urgent</td>
<td>2 hours</td>
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<td>1 hour</td>
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<tr>
<td></td>
<td>High</td>
<td>8 hours</td>
<td>4 hours</td>
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<tr>
<td></td>
<td>Normal</td>
<td>Reasonable efforts basis</td>
<td>8 hours</td>
<td>8 hours</td>
</tr>
<tr>
<td></td>
<td>Low</td>
<td>Reasonable efforts basis</td>
<td>2 Business Days</td>
<td>2 Business Days</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>English</td>
<td>English French, German, Russian, Spanish</td>
<td>English, French, German, Russian, Spanish</td>
<td></td>
</tr>
<tr>
<td><strong>Schedule</strong></td>
<td>Business Days 24h/7 for Urgent Incidents</td>
<td>Business Days 24/7 for Tickets received in English</td>
<td>Business Days 24/7 for Tickets received in English</td>
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</tr>
<tr>
<td><strong>Customer Support Portal</strong></td>
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<td>Yes</td>
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<td><strong>Mission Critical Support</strong></td>
<td>-</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td><strong>Phone in Support</strong></td>
<td>-</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td><strong>Named Support Advisor</strong></td>
<td>-</td>
<td>Technical Advisor</td>
<td>Technical Account Manager</td>
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</tbody>
</table>

**Additional Mentions**

a. **Language:** a Ticket received in a local language may be processed in English for escalation purposes, at UiPath’s discretion.

b. **Customer Support Portal:** this is a space made available by UiPath, where Customer can view and manage its Tickets history and receive information about the use of the Software, such as best practices or troubleshooting guides. Access to the Customer Support Portal is made with login credentials provided by UiPath. Customer bears all responsibility for securely storing the credentials.

c. **Mission Critical Support:** this is available for Urgent Tickets as a result of a system break down due to multiple component failure (e.g. infrastructure).

d. **Phone in support:** Phone-In Support is available only for Urgent and High Incidents. UiPath agents will answer to, and document, the Incident and then route it to the appropriate support team; the first response time starts running once the Incident is received by the appropriate support team and the Ticket is logged in the Customer Support Portal. Customers can use Phone-in support to follow up and escalate cases. Toll-free numbers are available on the Premium support page in the Customer Support Portal. Phone-In Support is only available to Premium Care and Premium Plus Customers after a Ticket is submitted by the Customer.

e. **Named Support Advisor:** this is a senior consultant available on Business Days, as follows:

   (i) **Technical Advisor:** offers remote assistance on technical issue resolution, support case resolution, proactive care delivery and quarterly review of the Tickets.

   (ii) **Technical Account Manager:** offers on-site assistance on development and execution of Customers automation program, UiPath best practices guidance and quarterly review of the program. Available only during Business Days of the country where the Customer is situated, following a schedule agreed with the Customer.