



Service Level Agreement Communities

1. MAINTENANCE AND SUPPORT SERVICES

Sprinklr (formerly Get Satisfaction) personnel will be available as described below to answer questions and otherwise assist Customer in troubleshooting problems which may occur in the day-to-day operation of Sprinklr's Get Satisfaction Community Platform ("Community Platform").

1.1 Online Portal

The Get Satisfaction ticket and support portal is available 24 x 7 x 365, subject to circumstances beyond Sprinklr's reasonable control and reasonable maintenance. All questions, issues and requests can be logged via the [Get Satisfaction Help Center](#), or by sending an email to support@getsatisfaction.com.

1.2 Email Support

Email Support is provided Monday through Friday 9:00AM US PT through 5:00PM US PT, but excluding Sprinklr-recognized holidays (Sprinklr-recognized holidays available upon request).

1.3 Phone Support

Phone support is available Business Days 9:00AM US PT through 5:00PM US PT at 877-339-3997, subject to circumstances beyond Sprinklr's control.

1.4 Community Support

Questions and support issues regarding the Community Platform can also be posted in our online customer community which is supported by a community manager and other employees as needed. It is also a good place for seeking best practices and solutions from other community members.

2. SERVICE PERFORMANCE

2.1 Performance Metric and Service Commitment

Sprinklr shall use reasonable commercial efforts to: (i) monitor and maintain the Community Platform and to ensure connectivity, availability and operation of the Community Platform on the World Wide Web consistent with Sprinklr's Availability Targets set forth below; (ii) monitor hardware and systems software; and (iii) provide Sprinklr's standard activity and service level reporting.

Availability Target: Sprinklr shall use commercially reasonable efforts to maintain Availability of the Community Platform 99.5% of the time during each calendar monthly, excluding (i) Scheduled Maintenance Windows; (ii) Unavailability caused by acts or omissions of Customer or its agents; (iii) Unavailability caused by network unavailability or bandwidth limitations outside of the Sprinklr network; (iv) issues arising from bugs or other problems in the software, firmware or hardware of Sprinklr's suppliers; (v) hacks, malicious introduction of viruses, disabling devices, and other forms of attacks that disrupt access to the Community Platform; (vi) power outages or other telecommunications or Internet failures; and (vii) events outside of Sprinklr's control. In the case of subsections (iv) and (v), such events shall be included in the calculation of Unavailability if the outage could have been prevented by reasonable and customary precautions in the hosting industry, which precautions were not taken.

The Availability of the Community Platform for a given calendar month will be calculated according to the following formula (referred to herein as the "Availability"): Where: Total minutes in the month= TMM; Total minutes in month Unavailable = TMU; and: Availability = ((TMM-TMU) x 100)/TMM. Sprinklr's records and data will be the sole basis for all SLA calculations and determinations.

2.2 Problem Definition

A "Problem" means the inability to access the Community Platform or a component of the Community Platform which had previously performed as expected. Problems do not include issues caused by modification(s) by Customer or its agents.

Severity	Classification	Description
Level 1	Urgent	Community Platform is completely unavailable or performance is so poor as to render the Platform unusable. No work-around exists.
Level 2	High	A major functionality of the Community Platform is unusable which results in limited functionality or affects a large number of users.
Level 3	Medium	There is a loss of a function or resource that does not seriously affect the Community Platform's functionality.
Level 4	Low	Minor bugs and all other requests for service; such as general usage questions, tasks or enhancement requests.

2.3 Response Times

Response time is defined by the commencement of Problem analysis by Sprinklr Support. Diligent efforts will be made to promptly respond to the Problem.

Resolution is defined by the period of time in which Sprinklr Support will diagnose and resolve the Problem or provide a mitigation to the Problem. The Target Resolution time period begins at the end of the applicable Response Time period. Resolution is not applicable if there is a dependency on an external vendor, for example Gooddata.

Classification	Initial Response	Target Resolution or Mitigation
Urgent	3 hours	12 hours
High	6 hours	24 hours
Medium	8 hours	3 weeks, or specific release
Low	8 hours	Case by case basis, future releases

3. MAINTENANCE PROCESS

Sprinklr will notify Customer promptly regarding any major site outages or any unplanned maintenance procedures. Customer will provide a contact list of key personnel for this notification.

3.1 Scheduled Maintenance Window

Sprinklr has a scheduled maintenance window of 2:00AM US PT Saturday to 5:00AM US PT Saturday.

3.2 EMERGENCY MAINTENANCE

Sprinklr reserves the right to perform any required, emergency maintenance work outside of the Scheduled Maintenance Window. Sprinklr will use reasonable efforts to notify Customer before commencing any emergency maintenance outside of the Scheduled Maintenance Window and will use reasonable efforts to limit or avoid impact to Customer.

4. DEFINITIONS

"Availability" means Customer's ability to access the Community Platform and is calculated by the formula contained within this SLA.

"Scheduled Maintenance Window" means the designated time periods during which Sprinklr may limit or suspend access to the Community Platform or software so that planned maintenance may be performed.