

Appendix 1 - Episerver Service Level Agreement (“SLA”) Amendment for “Optimizely Geofenced Support” Feature

BY ACCEPTING, SIGNING (DIGITALLY OR OTHERWISE), OR IN ANY WAY AFFIRMING THIS MODIFICATION TO YOUR AGREEMENT AND/OR ORDER(S) (“ORDER(S)”), OR BY INTERACTING WITH OR IN ANY OTHER WAY USING THE SOFTWARE SERVICE(S) AND/OR MANAGED SERVICE(S), CUSTOMER ACCEPTS THE TERMS AND CONDITIONS OF THE SLA AS AMENDED HEREIN. ALL CAPITALIZED TERMS NOT DEFINED HEREIN HAVE THE MEANING(S) ATTRIBUTED TO WITHIN THE AGREEMENT, SLA AND/OR ORDER(S). Terms defined in the Agreement, including the EUSA, which are capitalized terms, shall apply within this Amendment.

1. Service Level Availability; Metric

Section 5.4 of the SLA shall be deleted in its entirety and replaced with the following section new 5.4:

5.4 Service(s) Monitoring – With the activation of “Optimizely Geofenced Support” from and including the Launch of the feature, Company monitors the Availability of all CCDXP Service(s) supported under Episerver’s Service Level Agreement eight (8) hours per business day, except for during any Scheduled Downtime as outlined in original Episerver Service Level Agreement. If the Service(s) are unavailable, an alert will be sent to the Service Desk and shall be addressed between the Parties in accordance with this update to the SLA during available hours.

2. IT Service Continuity Management

Section 7.1 of the SLA shall be deleted in its entirety and replaced with the following new sections 7.1.A and 7.1.B:

7.1.A Data Backup – Backup copies of data files and databases included in the Service(s) are made on a daily basis and saved by Company for thirty-five (35) days (“Backup Period”). Company is not responsible for any backup copies of data outside of the Backup Period. For clarification, Company is not responsible for creating backup copies of any data that is not included in the Service(s), unless otherwise agreed in writing by the Parties

7.1.B Data Backup - Backup copies of data files and databases included in the Service(s) will be handled by regionally assigned resources of Optimizely only. Backup data will be stored in regional storage and will never be transferred outside of the agreed region.

3. Service Desk & Support Level Details

Section 8 – Service Desk & Support Level Details of the SLA shall be deleted in its entirety and replaced with the following new section 8:

8.1 Service Desk Contact Details - Customer will have regional support contact details aligned with service region of Service(s). See details below to find relevant regional details:

Service Desk Contact Information	
Electronic / Online	Phone
Email: support@optimizely.com	AUS: +61 2 9248 7215
Web: https://support.optimizely.com	DACH: +49 30 76 80 780
	SWE: +46 (0)8 555 827 50
	UK: +44 (0)800 066 4784 (Toll free)

8.2 Support Level Details – Company offers two (2) levels of support which are described below. For clarification, Customer’s support level for the Service(s) may be defined in the Agreement and/or Order(s), as applicable.

Support Level	Support Hours of Operation	How to Contact Company	Applicable Region Zone	Incident & Problem Handling	Request Handling
Standard Support	12/5 Business Days (8am to 5pm AEST)	→ Web → Email → Phone	Time zone in the Region where Customer’s Service is hosted (Weekends and holidays are excluded)	If initial target response time falls within the applicable support hours, target resolution time applies per Sections 9.2 and	If initial target response time falls within the applicable support hours, target resolution time applies per Section 9.

				9.3 If initial target response time falls outside of agreed support hours, target resolution is postponed until upcoming Business Days. This does not apply to P1 Incidents and Problems. They will always be handled 24/7/365.	
Enhanced Support (Formerly Extended Support)	24/5 Business Days	→ Web → Email → Phone	The time zone in region where Master Application is hosted applies. Weekends and holidays are excluded from support.	If initial target response time falls within the agreed support hours, target resolution time applies per Sections 9.2 and 9.3. If initial target response time falls outside of agreed support hours, target resolution is postponed until upcoming Business Days. This does not apply to P1 Incidents and Problems. They will always be handled 24/7/365.	If initial target response time falls within the agreed support hours, target resolution time applies per Section 9.

“Note: Security Incidents are handled 24/7/365 regardless of Customer’s contracted support level.”)

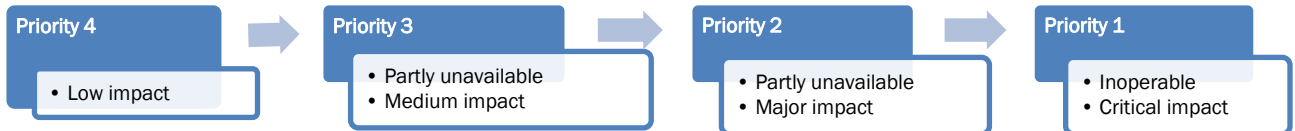
4. Service Level Objectives (SLOs)

Sections 9 of the SLA shall be deleted in their entirety and replaced with the following new sections 9.:

9.1 Company’s Service Desk works with Service Level Objectives. These SLOs define Company objective targets and based on industry standards and best practices.

9.1 Incident Management - When an Incident is reported to the Service Desk, it is always categorized and prioritized (“Incident Management”). The Service Desk uses the following four (4) levels of prioritization

- When reporting an Incident, Customer or its Authorized Designee will have the option to categorize the Incident as P1, P2, P3, or P4 (as further described below), however, Company reserves the right to re-categorize such Incident as appropriate if Customer and/or its Authorized Designee’s initial categorization is inconsistent with industry standards.



9.1.1 Priority 1 Incident (P1) –

Priority 1 Incident (P1)				
Description	Target Initial Response Time	Target Resolution Time	Reason for Outage Time	Customer Requirements
Critical production issue that severely impacts Customer’s use of the Service and/or halts Customer’s business operations and no procedural workaround exists: <ul style="list-style-type: none"> • Service is inoperable, • Security Incident that requires site blockage or stoppage to contain a potential or suspected threat 	Within 30 minutes during Business Hours	Within 2 hours during Business Hours	Within 5 Business Days	Customer and/or its Authorized Designee must have dedicated resources available to work on the issue on an ongoing basis with Company.

Note: RFO Report will only be supplied (upon request) if the defined SLA level is expected to be breached or has already been breached.

9.1.2 Priority 2 Incident (P2) –

Priority 2 Incident (P2)				
Description	Target Initial Response Time	Target Resolution Time	Reason for Outage Time	Customer Requirements
Major functionality of the Service is severely impaired and/or significant performance degradation is experienced, and no reasonable workaround exists: <ul style="list-style-type: none"> • High impact to business operations, • Service can continue in a restricted fashion, although long-term productivity might be adversely affected, • Important features of the Service(s) are unavailable; however, business operations can continue in a restricted fashion, • A major milestone is at risk: <ul style="list-style-type: none"> ○ Ongoing and incremental installations are affected. 	Within 1 hour during Business Hours	Within 4 hours during Business Hours	Not available	Not applicable

9.1.3 Priority 3 Incident (P3) –

Priority 3 Incident (P3)				
Description	Target Initial Response Time	Target Resolution Time	Reason for Outage Time	Customer Requirements
Partial, non-critical loss of functionality of the Service(s), and a short-term workaround is available, but is not scalable: <ul style="list-style-type: none"> • Impaired operations of some components of the Service(s); however, Customer and/or its Authorized Users can continue using the Service(s), • Initial installation milestones are at minimal risk, • Partial, non-critical loss of use of the Service(s) with a medium-to-low impact on business 	Within same business day during Business Hours	By the next Business Day	Not available	Not applicable

operations; and business operations can continue to function.				
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9.1.4 Priority 4 Incident (P4) –

Priority 4 Incident (P4)				
Description	Target Initial Response Time	Target Resolution Time	Reason for Outage Time	Customer Requirements
General technical inquiries about the Service. Cosmetic issues, including errors in the documentation: <ul style="list-style-type: none"> Customer Inquiry regarding a routine technical issue information requested on application capabilities, navigation, installation or configuration bug affecting a small number of users 	Within 24 hours	Within 5 Business Days	Not available	Not applicable

9.2 Problem Management - If recurring Incidents indicate a Problem and the Problem is related to the Service provided by Company, the Service Desk will engage in Problem management to find the root cause (“Problem Management”). In case the root cause is unknown, the Service Desk will work together with Customer and/or its Authorized Designee to find the root cause. The severity and urgency levels are connected to its counterparts in Incident Management described above.

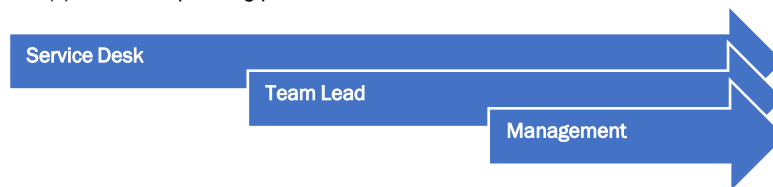
9.3 Service Request - Customer has Service questions or has an operational request (e.g. password reset or new deployment).

Support Hours of Operation	Target Initial Response Time	Target Resolution Time	Reason for Outage (RFO) Time
Business Days	By the next Business Day	Within 2 Business Days or as otherwise agreed by the Parties	Not available

5. Escalation Process

Section 11 of the SLA shall be deleted in its entirety and replaced with the below new section 11:

11.1 Company uses a standardized escalation procedure, as shown below. Company shall have an objective that all Incidents and/or Problems are handled by Company support operations local to customer’s region but shall make further escalation available. Escalation is always based on Customer’s perception of the state of Customer’s Service(s). All escalations must follow Company Service(s) standard operating procedures.



11.2 Escalation Contacts –

Escalation Contact Information			
Team Lead		Management	
Email	MSTeamLead@episerver.com	Email	MSManagement@episerver.com
Phone	AUS: +61 (0)2 8014 8484 DACH: +49 30 76 80 780 SWE: +46 (0)8 555 827 50 UK: +44 (0)800 066 4784 (Toll free) US: +1 323 988 1071 (Toll free)	Phone	AUS: +61 (0)2 8014 8484 DACH: +49 30 76 80 780 SWE: +46 (0)8 555 827 50 UK: +44 (0)800 066 4784 (Toll free) US: +1 323 988 1071 (Toll free)