

SERVICE AND SUPPORT LEVELS AGREEMENT (SLA)

This Service and Support Levels Agreement (“SLA”) supplements the Agreement and describes the support levels available to Customer under the Agreement. The free support plan is provided to Customer at no additional charge, and a higher level of support will be provided to Customer if purchased in an applicable Order. Capitalized terms not specifically defined in this SLA shall have the meanings defined in the Agreement.

1. Definitions

1.1 “24x5” means the period from 9PM Eastern Time Sunday through 9PM Eastern Time Friday.

1.2 “Business Days” means Monday through Friday.

1.3 “Business Hours” means 9:00 AM until 5:00 PM, during Business Days in Customer’s primary geographic region.

1.4 “Monthly Downtime” means the total number of minutes in a specific month during which Customer is unable to log in to the Platform using proper credentials, excluding Scheduled Downtime.

1.5 “Scheduled Available Time” means the total number of minutes in a specific month, less all Scheduled Downtime during that month.

1.6 “Scheduled Downtime” means the total number of minutes in a specific month during which Customer is unable to log in to the Platform using proper credentials due to scheduled upgrades and maintenance.

2. Service Levels

2.1 Scheduled Downtime Notice: Wiz will notify Customer of Scheduled Downtime at least 48 hours in advance, and it will be scheduled for Sunday whenever possible.

2.2 Monthly Uptime Percentage

The Monthly Uptime Percentage guaranteed to Customer is 99.9%, and it is calculated using the following formula:

$$\frac{\text{Scheduled Available Time} - \text{Monthly Downtime}}{\text{Scheduled Available Time}} \times 100$$

2.3 Service Credits

If Wiz fails to meet the monthly uptime percentage in any month during an Order’s subscription term and Customer submits a Service Credit request within 30 days following the end of that month, Customer will be entitled to a credit equal to the percentage identified in the table below of the Fees paid by Customer to Wiz pursuant to the applicable Order and attributable to that month, (a “Service Credit”). Wiz will apply Service Credits to Customer’s renewal invoice at the end of Customer’s then-current subscription term. Service Credits will not entitle the Customer to any refund or other payment from Wiz.

Monthly Uptime Percentage	Service Credit
<99.9%	5%

< 99.5%	10%
< 99%	25%

To the maximum extent permitted by law, Service Credits are Customer's sole and exclusive remedy for any Services performance or availability issues. Service credits in any billing month will not, under any circumstances, exceed 25% of the Fees attributable to that billing month.

2.4 Service Levels Exclusions

Wiz will have no liability for any failure to meet service levels to the extent such failure is related to: (a) Customer's use of the Services other than in accordance with the terms of the Agreement and/or the Documentation, (b) the unavailability, suspension, or termination of any cloud provider account, or any other cloud service provider performance issues, (c) issues with Customer's network connections or other infrastructure, or (d) circumstances beyond Wiz's reasonable control.

3. Support Levels

3.1 Issue Support:

Wiz will make commercially reasonable efforts to address any Issues or Requests submitted by Customer's Permitted Users. Such efforts may include helping with diagnosis, suggesting workarounds, or making a change to the Services. An **"Issue"** is a material and verifiable failure of the Services to conform to the Documentation. A **"Request"** is a general usability request or enhancement or a question concerning use of the Services that are not Issues.

3.2 Contacting Wiz Support

Wiz will provide English-speaking remote assistance to Customer's Permitted Users for questions or issues related to any error in the Services, including troubleshooting, diagnosis, and recommendations for potential workarounds. Customer's Permitted Users may report errors or abnormal behavior of the Services by submitting a support request in the Wiz help center, as described in the Documentation. Customer's Permitted Users should be reasonably proficient in the use and functionality of the Services and familiar with the Documentation and should use reasonable diligence to ensure a perceived error is not an issue with Customer's equipment, software, or internet connectivity.

3.3 Response Times

Wiz will use commercially reasonable efforts to respond to support Issues in accordance with the initial response times provided in Table 1 below and either validate Customer's priority level designation or notify Customer of a change in the priority level designation with justification for any change. Wiz does not guarantee resolution of issues, and a resolution may consist of a fix, workaround or other solution Wiz deems reasonable. Issues raised outside of the support portal are not subject to the service levels described in this support policy.

3.4 Submission of Support Cases

Each support case will: (1) designate the priority level of the error in accordance with the definitions in the table below; (2) identify the account that experienced the error; (3) provide the start time of the error; (4) provide a description of the steps required to reproduce the error; (5) provide the relevant log files or data; (6) provide the wording of any error message; and (7) provide accurate contact information for the Customer's Permitted User most familiar with the error. Customer's Permitted Users will carefully consider the data that Customer shares with Wiz and will only share the data that is strictly necessary for the provision of the applicable support. Customer will ensure that it will only share personal data to the extent necessary for these purposes.

3.5 Customer Responsibilities

Customer's Permitted Users will provide Wiz any other relevant information in a timely manner. Customer understands that support case submissions related to an enhancement or feature request will be closed once the request has been forwarded internally to the relevant team at which point Customer will be provided with a reference number for the feature request.

3.6 Shared Responsibility for Priority Level 1 Issues

Wiz will provide continuous efforts to resolve priority level 1 issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower priority. Following submission of a priority level 1 case, Customer must be responsive to Wiz's support team's communications and guidance. Failure to do so may result in Wiz downgrading the case priority level.

Table 1 Support Availability and Initial Response Objectives

Availability		24x5*	24x7	24x7
Priority	Description	Free	Enterprise/Enhanced	Elite
P1-Urgent	An error that makes Wiz generally unusable, resulting in critical impact on how Wiz operates, and there is no workaround available.	4 Hours*	2 Hours	30 Minutes
P2-High	An error that severely restricts how Wiz operates, and no workaround is available.	8 Hours*	4 Hours	2 Hours
P3-Normal	An error that limits Wiz performance or has a medium to low impact on the functionality of the Services, but a workaround is available.	Next Business Day*	8 Hours	8 Hours
P4-Low	An error that only slightly affects Wiz performance or functionality, and a workaround is easily available. All requests for assistance, comments, and feature requests are low priority.	Next Business Day*	Next Business Day	24 Hours

***Initial Response Objectives for the Free Support tier are measured during the defined 24x5 availability window. Objective attainment is paused outside of these hours and resumes at the beginning of the next availability window.**

3.7 Support Levels Exclusions

Wiz will have no obligation to provide Support to issues arising from: (a) misuse or unauthorized modifications to Wiz's Services; (b) third-party platforms or other third-party systems; (c) trials, betas or other free or evaluation use; or (d) previous versions of Wiz's Agent Services that are no longer supported.

3.8 Agent Services Support Policy

"Agent Service" means Wiz Runtime Sensor, Wiz Outpost, Wiz CLI, Wiz Admission Controller, Wiz Tunnel Broker, and any other agents provided by Wiz that run in Customer's operating environment.

With respect to any Wiz Agent Services included in a Customer's subscription, Customer will be responsible for the prompt installation of all updates to the Agent Services that are provided by Wiz. Customer acknowledges that as Wiz develops enhanced versions of the Agent Services, Wiz may cease to maintain and support older versions of these Agent Services. Wiz will use commercially reasonable efforts to provide support services with respect to older versions of the Agent Services, but will have no obligation to provide support for Agent Services outside of Wiz's stated support policy for the applicable Agent Service. Such policies are described in Wiz's Documentation and subject to change from time to time in Wiz's reasonable discretion, following advance notice of at least 90 days.