

Appian Cloud Service Level Agreement

1. **GENERAL SERVICE OBLIGATIONS** - Appian’s obligations depend on the type of Success Plan for Maintenance Services that Subscriber purchases in a corresponding Order Form, as summarized in the following chart:

	COMMUNITY	FOUNDATION	PROFESSIONAL	SIGNATURE
EXPERT GUIDANCE				
Appian Community	✓	✓	✓	✓
Onboarding Session	✓	✓	✓	✓
Customer Success Manager		✓	✓	✓
On Demand Advisory Services		✓	✓	✓
Insights		✓	✓	✓
Innovation Briefing			✓	✓
TECHNICAL SUPPORT				
Priority 1 & 2 Issues	Business Hours	24x5	24x7x365	24x7x365
Priority 3 & 4 Issues	Business Hours	Business Hours	Business Hours	24x5
Designated Support Contacts	2	4	12	30
Case Management	Web	Web & Phone	Web & Phone	Web & Phone
Lead Engineer				✓
APPIAN CLOUD SERVICE LEVEL				
Service Level Availability	99.80%	99.80%	99.95%	99.99%
Pre-Release Testing Program *	✓	✓	✓	✓
Appian Cloud Administration *	✓	✓	✓	✓
Custom Domains *		✓	✓	✓
Custom Mail Server Configurations *		✓	✓	✓
High Availability for Production *			✓	✓
Enhanced Data Pipeline *			✓	✓
Log Streaming *			✓	✓
Additional Capacity for Non-Prod Instances				✓
Additional Storage				500 GB
Data Snapshot and Refresh *				✓
APPIAN PROTECT				
Data Loss Prevention *	✓	✓	✓	✓

*defined at docs.appian.com

Published Certification Reports and Certificates	✓	✓	✓	✓
Standardized Information Gathering (SIG)	✓	✓	✓	✓
Third-Party Security Questionnaires	✓	✓	✓	✓
Private Network Integrations*		✓	✓	✓
Bring Your Own Key*			✓	✓
Data At Rest Encryption*			✓	✓
Subscriber Security Questionnaire			✓	✓
Signature Security Package*				✓

*defined at docs.appian.com

2. RESPONSE MEASUREMENTS - Appian will use commercially reasonable efforts to respond to Issues within the response times listed below. A Priority 1 or 2 Issue shall be deemed reported, and Appian’s response time shall commence, once Subscriber reports the issue as a Priority 1 or 2 Issue using Appian’s authorized telephone support number (Foundation, Professional, and Signature) or through Appian’s online case management system (Community). A Priority 3 Issue or Priority 4 Issue shall be deemed reported, and Appian’s response period shall commence, once Subscriber reports the Priority 3 Issue or Priority 4 Issue using any authorized methods for requesting Technical Support. Appian will be deemed to have responded to an Issue once it responds that it has received the Issue (an automated email response shall not count as a response). If Subscriber’s principal office is in the United States, Canada or Latin America, business hours are 8:00 a.m. to 8:00 p.m. (USET), Monday through Friday, excluding Appian holidays; if Subscriber’s principal offices are in Europe, the Middle East, or Africa business hours are 8:00 a.m. to 8:00 p.m. (GMT), Monday through Friday, excluding UK holidays; and if Subscriber’s principal offices are in Australia, New Zealand, and East or Southeast Asia, business hours are 8:00 a.m. to 8:00 p.m. (Australian ET), excluding New South Wales holidays.

Case Severity	Technical Support Initial Response Time		
	Community	Foundation	Professional & Signature
Priority 1	<2 business hours	<1 business hour	<15 minutes (24x7x365)
Priority 2	<4 business hours	<2 business hours	<1 hour (24x7x365)
Priority 3	<2 business days	<8 business hours	<3 business hours
Priority 4	<3 business days	<12 business hours	<6 business hours

3. AVAILABILITY AND SERVICE CREDITS -

a. Service Credit Definition and Calculation. Subject to the exclusions noted below, if in any given month Subscriber reports a Priority 1 or 2 Issue, and it takes Appian longer than the percentage of time occurring in the applicable month noted below (“Aggregate Availability”) to provide a corresponding Correction in accordance with the applicable Technical Support Availability hours noted in the chart above, Appian will provide Subscriber with a credit of the percentage of the sum of the applicable monthly subscription fee and monthly Success Plan fees in effect during the applicable month in the amount described below (each such credit is referred to as a “Service Credit”). The Aggregate Availability for Priority 1 Issues is calculated as 100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 1 Issues reported in a month, divided by the total number of minutes occurring in that month. Likewise, the Aggregate Availability for Priority 2 Issues is calculated as +100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 2 Issues reported in a month divided by the total number of minutes occurring in that month. The Service Credits are Appian’s exclusive obligation, and Subscriber’s sole remedy associated with any Issues. A Priority 1 Issue may

not be reported both as a Priority 1 and a Priority 2 Issue.

Priority Level	Monthly Availability %			Service Credit*
	Community & Foundation	Professional	Signature	
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥ 99.0%	10%
	<99.0%	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	<99.0%	15%

*Credit percentages are as a percentage of the sum of monthly applicable subscription fee for Subscriber's subscription to use the Cloud Offering and the monthly Success Plan fees in the applicable Order Form. If the subscription fee for the Cloud Offering is paid other than monthly, the monthly subscription fee shall be calculated as the pro rata equivalent of one month of the subscription fee specified in the applicable Order Form.

b. **Requesting Service Credits** - Subscriber must request Service Credits, in writing, within 30 calendar days after Appian provides the corresponding Correction. Service Credits not requested within this time shall expire.

c. **Exclusions.** Issues caused by any of the following situations shall not trigger Appian's obligations under this Service Level Agreement:

- i. Any time the Cloud Offering is not available as a result of scheduled maintenance activities, Subscriber initiated maintenance or any other agreed-to scheduled downtime activity;
- ii. Unavailability of or errors in the Cloud Offering due to the following, to the extent developed by or incorporated by Subscriber or its agents: (I) modifications or plug-ins to the Cloud Offering, or (II) unsupported programming, unsupported integrations or malicious activities;
- iii. Unavailability of or errors in the Cloud Offering as a result of Subscriber using the Cloud Offering contrary to the then current Documentation;
- iv. Events outside Appian's reasonable control, not caused by Appian's fault or negligence, or Subscriber provided infrastructure or integration being unavailable;
- v. Any time the Cloud Offering is not available as a result of Subscriber exceeding the IT resources allocated under the applicable Order Form (memory, storage).

4. TERMINATION - Subscriber may terminate the Agreement for cause if Appian refunds to Subscriber the maximum amount of Service Credits to Subscriber for Priority 1 Issues in any two consecutive months, provided Subscriber notifies Appian of its intent to elect this remedy, in writing, within 30 calendar days after the second month.

5. AUTHORITY OF SUPPORT CONTACTS. Notwithstanding anything else to the contrary in any agreement between the parties, Subscriber agrees that Subscriber's Designated Support Contacts shall have the authority to enable or disable security and other features in Subscriber's instances of the Cloud Offering and consent to the maintenance, monitoring and analysis of Subscriber's instances.

6. DEFINITIONS - The terms defined in this Section 6 as well as terms defined in the Cloud Subscription Agreement (or similar master terms and conditions) agreed to between the parties (the "Agreement") are applicable to this Service Level Agreement. Terms that have an asterisk in the General Services Obligations table in Section 1 above are further explained in the Documentation at docs.appian.com

a. **Expert Guidance Definitions.**

i. **Onboarding Session** means that Appian will walk Subscriber through a number of items designed to accelerate Subscriber's use of the Cloud Offering. This includes a review of available online resources, Technical Support services, and best practices for working with Appian Technical Support. For Appian Cloud subscribers, this will also include a review of

Appian Cloud monitoring and procedures for instance maintenance and upgrades.

ii. **Customer Success Manager** means that an Appian customer success manager (CSM) is designated to assist Subscriber in their use of the Appian platform. Subscriber will provide a single platform owner to serve as the point of contact (POC) to coordinate with the CSM on mutually agreed activities, which may include:

- A. Establishing a mutually agreed success plan to assist Subscriber in effectively adopting the Appian platform, including a communication plan between the parties
- B. Conducting regular meetings with Subscriber's POC to discuss mutually agreed topics. These topics may include recommendations on how Subscriber may improve the effective adoption of the Appian platform, improve the technical health of their instance(s) using [Appian Health Check](#), or increase the maturity of their Appian program.
- C. Recommending On Advisory Demand Services based on the established success plan

iii. **On Demand Advisory Services** means that Subscriber can request a remote interactive session with an Appian expert, who will provide recommendations and best practices on a specific Appian-related topic. The available topics for these sessions can be found in the online On Demand Catalog. Subscriber's POC may request On Demand Advisory Services via Appian's Online Case Management system. The sessions are available in multiple formats including shared settings and 1:1 sessions between Subscriber and Appian. Appian and Subscriber will mutually agree on a time to conduct the session based on their availability. Subscriber may request one session at a time. Appian may add to or otherwise modify the online On Demand Catalog at its sole discretion.

iv. **Insights** means Subscriber will have access to Appian Insights, a series of best practice sessions, hosted by Appian experts, to answer questions from the Appian community in a shared setting. Experts from Appian will host each session focused on a specific best practice. The sessions can be accessed via on-demand videos or via live sessions scheduled from time to time by Appian. The live sessions will allow for Q&A by participants.

v. **Innovation Briefing** means Appian will coordinate a tailored presentation covering how the Subscriber can take advantage of Appian's latest feature advancements.

Unless otherwise agreed to by both parties, Expert Guidance shall be performed remotely in English between 9:00am and 5:00pm local standard time of the corresponding Appian office.

b. **Technical Support Definitions.**

i. **Core Functionality** means the ability to use the Cloud Offering to: (i) load a designer interface; (ii) publish a generic process; (iii) launch a generic process (including accepting a generic task and entering a generic form); (iv) access a generic dashboard; or (v) run a generic report.

ii. **Correction** means, without limitation, workarounds, support releases, component replacements, patches and/or documentation changes, as Appian deems reasonably appropriate.

iii. **Issue** means, collectively, a Priority 1, Priority 2, Priority 3 or Priority 4 Issue.

- A. **Priority 1 Issue** means a User is unable to access the login page on a production instance of the Cloud Offering using the User's then current username and password.
- B. **Priority 2 Issue** means a User is unable to operate the Core Functionality on a production instance of the Cloud Offering using the User's then current username and password.
- C. **Priority 3 Issue** means a functional feature of the Cloud Offering is impacted, but it is feasible to continue production/development, as the issue is not critical or a workaround is feasible.
- D. **Priority 4 Issue** means all other issues which are not Priority 1, 2 or 3.

iv. **Designated Support Contacts** means the Subscriber personnel designated to interact with Appian on technical support issues. Designated Support Contacts are able to create, view and update technical support cases on behalf of Subscriber's Appian projects. Designated Support Contacts will also receive communications from Appian Technical Support.

v. **Case Management** means that Subscriber's Designated Support Contacts may receive Technical Support assistance via the following methods:

- A. Web means access to Appian's Online Case Management system for reviewing, creating & updating support cases, managing support contact designations and maintenance notifications.
- B. Phone means access to meet with an Appian Technical Support Engineer to discuss support cases over the phone or through a virtual meeting (includes screen-sharing).

vi. **Lead Engineer** means that an Appian Support Lead Engineer is assigned to work with Subscriber's team to ensure proactive planning, optimal platform utilization, and tailored handling of any platform questions or issues encountered by Subscriber's team. The Lead Engineer maintains a regular cadence with Subscriber's team to understand application goals and priorities, and to support Subscriber's success with Appian. For any high priority incidents, the Lead Engineer serves as an escalation point of contact, responsible for engaging additional resources when needed, orchestrating Appian's response, and leading incident response communications with Subscriber.

c. Appian Cloud Service Level Definitions.

i. **Additional Capacity for Non-Prod Instances** means that Appian provides a Large default instance size for non-production environments. With the Signature Success Plan, non-production environments are provisioned on a xLarge instance size.

ii. **High Availability RTO & RPO.** As a part of the High Availability Offering, Appian will provide Subscriber with a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) based on Subscriber's level of Success Plan. RPO means that the Subscriber data restored to the High Availability Cloud Offering will be no older than the number of minutes set forth below prior to the event that led to the Cloud Offering no longer writing data to the High Availability database servers. RTO means that the High Availability Cloud Offering will be unavailable for no longer than the number of minutes set forth below in the event of unscheduled unavailability of the Cloud Offering for any reason within the control of Appian or Appian's service providers.

Level of Success Plan	RTO	RPO
Professional	21 Minutes	1 Minute
Signature	4 Minutes	1 Minute

Appian's exclusive obligation and Subscriber sole remedy for any failure by Appian to meet the RTO or RPO in a month will be Subscriber's right to a Service Credit against the sum of applicable license and Success Plan fees payable for that month in the percentage outlined in the table above in the section entitled "Availability and Service Credits."

d. Appian Protect Definitions.

i. **Published Security Certification Reports and Certificates** means that Subscriber will have On-Demand Access to Appian's published Security Certification Reports.

ii. **Standardized Information Gathering** means that, upon request, Appian will provide Subscriber with the Standardized Information Gathering (SIG) Questionnaire completed by Appian on an annual basis. The SIG is a comprehensive risk management tool for cybersecurity, IT, privacy, data security and business resilience in an information technology environment. The SIG collects information security information from 18 risk domains for Appian Cloud.

iii. **Third-Party Security Questionnaires** means that Subscribers have access to certain third-party security questionnaires pre-completed by Appian, subject to Subscriber's appropriate subscriptions to such third-party services.

iv. **Subscriber Security Questionnaire** means that once per year, Subscribers are entitled to Appian completing Subscriber's information security questionnaire.

