

## GLEAN CUSTOMER SUPPORT SLA

This Glean Customer Support Service Level Agreement (“**Customer SLA**”) details the Support Levels available to Glean’s software-as-a-service customers, as identified in the applicable Order Form. This Customer SLA is governed by the Glean Terms of Service made available at <https://glean.com/legal> (or other written agreement covering the same subject matter executed by Glean) for the Service purchased by Customer (the “**Agreement**”). Capitalized terms not specifically defined in this Customer SLA shall have the meaning as defined in the Agreement.

**1. Incident Support.** During the Subscription Term, Glean will make available to Customer as part of the Service all generally available updates and bug fixes to the Service. For technical information and support regarding Customer’s use of the Service, Glean maintains a support portal which Customers may use to submit, view status, and update Support incident tickets submitted to Glean (“**Incidents**”). Only Incidents submitted through the Glean support portal will be eligible for the service level response times identified in this Customer SLA. While Glean may offer other communication channels for collaboration, including email, phone, or online chat, service level response times cannot be tracked accurately outside of the Glean support portal.

**2. Support Tiers; Initial Response Times.** As identified in an applicable Order Form, the Service includes Standard Support at no additional cost to Customer. Customer has the option to purchase Premium Support for an additional fee specified in an Order Form. For Standard Support and Premium Support (each, a “**Support Tier**”), the initial response times for each Incident and additional Support offerings are identified in the table below:

Initial Response Times	Standard	Premium
Urgent	1 business day	2 hours
High	2 business days	4 business hours
Normal	1 business week	1 business day
Low	1 business week	2 business days
Additional Support Offerings	Standard	Premium
Support Hours	24x5	24x7
Consulting	Paid SOW-based	Up to 10 hours annually*
Proactive Health Checks	Paid SOW-based	Semi-annually
Designated Support Contacts	1 – 4	1 – 10

\* Consulting beyond 10 hours annually requires Technical Services under an applicable SOW.

**3. Incident Classification.** Customer is required to properly assess the business impact and urgency of an Incident when selecting a requested priority level for any Incident submission. Priority levels are defined as follows:

<u>Priority Level</u>	<u>Description</u>
<b>Urgent</b>	<p>Critical Service functionality is completely unavailable, causing a material impact on Customer’s business or operations, or there is a security breach. Examples include:</p> <ul style="list-style-type: none"> <li>• The Service is unavailable to all Users;</li> <li>• The Service is impacting other critical business applications;</li> <li>• All Connected Applications are unavailable for search operations; or</li> <li>• A security incident is detected in the Glean or Customer infrastructure.</li> </ul>
<b>High</b>	<p>Critical Service functionality is interrupted, degraded or unusable, having a severe impact on Customer’s business or operations. Examples include:</p> <ul style="list-style-type: none"> <li>• The Service is unavailable to a subset of Users or intermittently available to all Users;</li> <li>• Some Connected Applications are unavailable for search operations; or</li> <li>• A new Service release caused a material negative impact on existing Connected Applications.</li> </ul>

<b>Normal</b>	Service functionality is interrupted, degraded or unusable, having a minor impact on Customer's business or operations. Examples include: <ul style="list-style-type: none"> <li>• The Service is intermittently available to some Users;</li> <li>• The Service results are incomplete or abnormally truncated from known Connected Application data sources; or</li> <li>• Customer is experiencing general interface issues, such as user interface or API.</li> </ul>
<b>Low</b>	Non-critical Service functionality, including general inquiries or issues not impacting Customer's business operations. Examples include: <ul style="list-style-type: none"> <li>• The Service quality is degraded;</li> <li>• The Service is missing known, Connected Application data sources in search results; or</li> <li>• Any other general Service issue not covered under the other Priority Levels.</li> </ul>

**4. Support Locations and Hours.** Glean provides Support to Customers from its support locations in California, United States and Bangalore, India. Glean's Standard Support business hours are Monday - Friday, 9am-6pm in Glean's global support locations, excluding Glean-observed holidays. Standard Support tier (24x5) response times are provided between 00:00 GMT Monday and 00:00 GMT Saturday. Premium Support tier (24x7) response times are limited to Urgent priority Incidents only.

## 5. Customer's Responsibilities.

- (a) **Obligations.** In addition to any other responsibilities identified in the Agreement, Customer will be responsible for: (i) the maintenance, management and accuracy of its customer account data, as well as all software, hardware and services it uses to access the Service including Customer's Cloud Service Provider Account and Connected Applications; (ii) utilizing Glean-approved generally available versions of the Service in Customer's Cloud Service Provider Account; and (iii) configuration and implementation of the Service in accordance with the Documentation.
- (b) **Designated Support Contacts.** To provide Support to Customer, Glean requires a level of support from Customer's personnel. Incidents may only be submitted by Customer's support contacts designated by Customer and provisioned as Users in the Glean support portal ("**Designated Support Contacts**"). Customer will use commercially reasonable efforts to ensure Customer's Designated Support Contacts:
- Are knowledgeable about Service deployment and configuration data (including for deployments in Customer's Cloud Service Provider Account);
  - Have administrator access to Connected Applications (or have access to Customer personnel with such access);
  - Provide timely and accurate information to Glean, accurately prioritize Incidents, and take prompt action as directed by Glean, to facilitate Glean's provision of Support; and
  - Leverage Glean-provided resources and Documentation for self-service resolution of Incidents .

**6. Exclusions.** Glean will have no liability for any failure to meet the Uptime Commitment (defined below) in this Customer SLA arising or resulting from: (i) factors outside of Glean's reasonable control, including any force majeure event, Customer's Internet access, or other problems beyond the scope of the Service; (ii) Customer's failure to promptly notify Glean of the alleged non-conformity to the extent Glean is materially prejudiced from resolving the same due to Customer's failure to promptly notify; (iii) misuse or unauthorized modification of the Service, or as a result of Customer or third party equipment, software, services, or technology not within Glean's direct control; (iv) any performance issues or unavailability of Connected Applications, LLM Providers, or Cloud Service Provider Accounts; (v) failure to meet Customer's Responsibilities in Section 5 above; (vi) scheduled maintenance with reasonable advanced notice to Customer; (vii) Trial use of the Service, including any pre-release or beta functionality not generally available for production use; or (viii) Glean's suspension or termination of Customer's right to use the Service in accordance with the Agreement or in the event a Cloud Service Provider or Glean reasonably believes Customer's use of the Service may pose a security risk to, or may adversely impact, the Service (collectively, the "**Uptime Exclusions**").

**7. Service Levels.** If Customer has purchased the Premium tier of Support under an applicable Order Form: (i) Glean will meet or exceed 99.9% uptime availability for every calendar month during the Subscription Term (the "**Uptime Commitment**"); and (ii) Customer shall be entitled to receive Service Credits (defined below) based on Glean's failure to meet the Service Levels, all in accordance with the Service Level table below. "**Service Levels**" means the uptime availability of the Service as identified in the Service Level table below for all Scheduled Availability Time, calculated on a monthly basis. "**Scheduled Availability Time**" means 24 hours a day, 7 days a week, exclusive of the Uptime Exclusions above.

Service Levels	Service Credits
<99.9% but greater than or equal to 99.0%	10%
<99.0%	20%

**8. Service Credits.** If Glean fails to meet the Service Levels in any month during the Term, Customer shall be entitled to a credit equal to the percentage of the Fees actually paid by Customer to Glean pursuant to the Order Form for the affected Service for such month, as identified in the Service Level Table above (each, a “**Service Credit**”). Service Credits, if applicable, shall be: (i) applied to Customer’s renewal invoice at the end of Customer’s then-current Subscription Term, or (ii) reimbursed by Glean within thirty (30) days after the end of Customer’s Subscription Term if Customer chooses not to renew the Service. Customer must request the applicable Service Credit within 30 days following the end of the calendar month in which the Service Level failure occurred. Except for remedies associated with any breach of warranty under the Agreement, the remedies set forth in this section shall be Glean’s sole obligation and Customer’s exclusive remedy with respect to any failure by Glean to meet the Service Levels.

**Last Updated: May 30, 2025**