

Appian Cloud Service Level Agreement

1. **GENERAL SERVICE OBLIGATIONS** - Appian's obligations depend on the type of Maintenance Services that Subscriber purchases in a corresponding Order Form, as set forth in the following chart:

	STANDARD	ADVANCED	ENTERPRISE
TECHNICAL SUPPORT SERVICES			
	Technical Support Availability		
Priority 1 & 2 Issues	Local Business Hours	24x7x365	24x7x365
Priority 3 & 4 Issues	Local Business Hours	Local Business Hours	24x5
Designated Support Contacts	4	12	24
Onboarding Session	✓	✓	✓
Online Case Management	✓	✓	✓
Appian Community	✓	✓	✓
Lead Engineer Assigned			✓
Monthly Health Check Reviews			✓
Annual Corporate Visit			✓
APPIAN CLOUD CAPABILITIES			
Availability Minimum	99.80%	99.95%	99.99%
Pre-Release Testing Program *	✓	✓	✓
Appian Cloud Insights *	✓	✓	✓
Default Instance Size (Non-Prod)	Large	Large	xLarge
High Availability for Production		✓	✓
Enhanced Data Pipeline *		✓	✓
Log Streaming *		✓	✓
Data At Rest Encryption *		✓	✓
Bring Your Own Key *		✓	✓
Dedicated Virtual Private Cloud (VPC)			✓
Additional Storage			500 GB
Monthly Data Snapshot			✓
Monthly Data Refresh			✓
COMPLIANCE & AUDIT			
Standardized Information Gathering (SIG)	✓	✓	✓
SOC 2 Report	✓	✓	✓
Annual Customer Audit			✓
Site Data Audit Requests			✓

Annual Security Questionnaire			✓
Data Loss Prevention*			✓

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. 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	Standard Support Initial Response Time	Advanced & Enterprise Support Initial Response Time
Priority 1	<1 business hour	<15 minutes (24x7x365)
Priority 2	<2 business hours	<1 hour (24x7x365)
Priority 3	<8 business hours	<3 business hours
Priority 4	<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 Support 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*
	Standard	Advanced	Enterprise	
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 Support 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, RAM).

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. **General 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.

b. **Technical Support Services Definitions.**

i. **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 Support.

ii. **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 Support. For Appian Cloud customers, this will also include a review of Appian Cloud monitoring and procedures for site maintenance and upgrades.

iii. **Online Case Management** means that Subscriber's Designated Support Contacts may access Appian's Online Case Management system for reviewing, creating & updating support cases, managing support contact designations and maintenance notifications.

iv. **Lead Engineer Assigned** means that an Appian support engineer is designated to assist in the timely resolution of Subscriber's support cases and works with Subscriber's Designated Support Contacts in the following capacity:

- A. Configures additional Appian Cloud capabilities (High Availability, Enhanced Data Pipeline, Log Streaming, Bring Your Own Key)
- B. Conducts regular meetings with Subscriber's Designated Support Contacts to share updates from Appian, review and prioritize support cases, coordinate site upgrade plans, review Subscriber's upcoming project initiatives and gain visibility into Subscriber's key dates and milestones
- C. Acts as an escalation point of contact for any Subscriber support cases
- D. Provides Monthly Health Check analysis

v. **Monthly Health Check Reviews** means that Appian will provide Subscriber with monthly reports on the application design patterns and performance risks in Subscriber's environment associated with Subscriber's Appian applications using [Appian Health Check](#). On a monthly basis, Subscriber's Lead Engineer Assigned will review the results from one production environment with Subscriber's Designated Support Contacts, help prioritize items that require action and provide details on any items identified for assistance by Appian Support.

vi. **Annual Corporate Visit** means that the Lead Engineer Assigned to Subscriber will partner with Subscriber's account team to coordinate an annual visit to Appian HQ, where Subscriber's representatives will meet with cross-departmental Appian leadership. The agenda for the visit will focus on reviewing, and getting Subscriber feedback on, Appian products and services and providing Subscriber's representatives with insight into Appian's future development plans.

c. **Compliance & Audit Definitions.**

i. **Standardized Information Gathering** means that, upon request, Appian will provide Subscriber with a copy of 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 within the Appian Cloud environment.

ii. **Annual Customer Audit** means that, on an annual basis, Subscriber's representatives may visit Appian HQ once at a mutually agreed upon time to perform a detailed security audit on-site.

iii. **Site Data Audit Requests** means that Appian Support will work with Subscriber to satisfy any reasonable custom site data audit requests, which can be run on up to a monthly basis. Examples include access logs, login audit files or mail server logs.

iv. **Annual Security Questionnaire** means that Appian will complete Subscriber's custom information security questionnaire on an annual basis.

v. **Data Loss Prevention** is a capability of the Appian Cloud Offering that monitors the access by Appian's Cloud support personnel to Subscriber's instances of the Cloud Offering for the purposes of detecting abnormal user behavior that could lead to inappropriate data disclosure, and as further described in the Documentation. The monitoring and analysis of such

information for Data Loss Prevention purposes is conducted in the United States on servers located in the United States. Data Loss Prevention must be enabled by Subscriber's Designated Support Contacts.

d. Appian Cloud Capabilities Definitions.

i. **Default Instance Size (Non-Prod)** means that Appian provides a Large default instance size (2 vCPUs, 15GB RAM) for non-production environments. With Enterprise Support, non-production environments are provisioned on a xLarge instance size (4 vCPUs, 30GB RAM).

ii. **High Availability for Production** - High Availability for Production means that Subscriber's production instance of the Cloud Offering will be provided simultaneously through three Availability Zones without a single point of failure. (Appian's standard Cloud Offering provides service through a single Availability Zone only.) Each Availability Zone will be located in the Subscriber's selected region. Appian will maintain such servers and storages necessary to keep up to date with Subscriber's applications and data in order to operate Subscriber's Cloud Offering in such three Availability Zones.

RTO & RPO For High Availability. 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 Support. 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 Support	RTO	RPO
Advanced	21 Minutes	1 Minute
Enterprise	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 Support fees payable for that month in the percentage outlined in the table above in the section entitled "Availability and Service Credits."

iii. **Dedicated Virtual Private Cloud (VPC)** means that, at the option of Subscribers with Enterprise support, Appian will host Subscriber's Cloud Offering instances in a dedicated Virtual Private Cloud (VPC) with the ability to integrate with existing business databases hosted in a customer-managed VPC.

iv. **Monthly Data Snapshots** means that Subscribers with Enterprise support are entitled to one Planned Snapshot per month at no charge. A Planned Snapshot is a backup for a single Appian Cloud instance (data and configurations) that is taken on-demand at a mutually agreed time, typically during normal business hours. The Planned Snapshot is retained for 90 calendar days.

v. **Monthly Data Refresh** means that Subscribers with Enterprise support are entitled to one Data Refresh per month at no charge. A Data Refresh is the copying of all of the data and configurations residing on one Appian Cloud instance to replace the data and configurations residing on another Appian Cloud instance in its entirety. Note that the source and target instance resource allocation must be equal in order for Appian to perform a Data Refresh.