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 Base Support Plan is provided to Customer at no additional charge, and the Premium Support Plan 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 "**Business Days**" means Monday through Friday, excluding U.S. federal holidays.

1.2 "**Business Hours**" means 9:00 AM until 5:00 PM, US Eastern Time, during Business Days.

1.3 "**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.

1.4 "**Scheduled Available Time**" means the total number of minutes in a specific month, less all Scheduled Downtime during that month.

1.5 "**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 for upgrades and maintenance 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:

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

2.3 Service Credits

If Wiz fails to meet the Monthly Uptime Percentage in any month during the Subscription Term and Customer submits a request for Service Credit 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 for that month, (each, 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%

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 in 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 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.

3.2 Response Times

Wiz will use commercially reasonable efforts to respond to support issues in accordance with the Initial Response Times provided in the table 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.

3.3 Submission of Support Requests

Each support request 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 also provide Wiz any other relevant information in a timely manner. If a Customer's Permitted User submits a support request related to an enhancement or feature request, Wiz will deem the support request closed once the request has been forwarded internally to the relevant team and will provide Customer with a reference number for the feature request.

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 request, Customer must be responsive to Wiz's support team's communications and guidance. Failure to do so may result in Wiz downgrading the request Priority Level.

Response Times and Update Frequency					
		Base Support Plan		**Premium Support Plan**	
Priority	**Description**	**Initial**	**Response**	**Initial**	**Response**

Level		Response Time	Hours	Response Time	Hours
1 - Urgent	An error that makes Wiz unusable, resulting in critical impact on how Wiz operates, and there is no workaround available.	Within 2 Business Hours	24x5 (during business days)	Within 30 Minutes	24x7x365
2 - High	An error that severely restricts how Wiz operates, and no workaround is available.	Within 4 Business Hours	During Business Hours	Within 2 Hours	24x7x365
3 - Normal	An error that limits Wiz performance or removes a non-essential feature, but a workaround is available.	Within 24 Business Hours	During Business Hours	Within 8 Hours	24x7x365
4 - 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.	Within 24 Business Hours	During Business Hours	Within 24 Hours	24x7x365

*Unless agreed otherwise with Customer.

3.4 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.

3.5 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.