# Abnormal AI Support and Service Level Agreement Policy

**Effective May 12, 2025**

## ABNORMAL AI, INC. SUPPORT AND SERVICE LEVEL AVAILABILITY POLICY

This Support and Service Level Availability Policy ("**Policy**") describes Abnormal AI Inc.'s ("**Abnormal**") support offering ("**Support**") in connection with Customer-reported bugs, defects, or errors in the Service ("**Error(s)**"). Support shall be provided in accordance with the written subscription agreement under which Abnormal provides its Service as entered into by and between you ("**Customer**") and Abnormal ("**Agreement**"). Customer shall receive the level of Support set forth in this Policy or as designated in the applicable Order ("**Support Level"**).

Abnormal may non-materially update this Policy from time to time, provided that any such update does not modify any provision of the Agreement except for this Policy. Any such updates will be posted to https://legal.abnormalsecurity.com/ or otherwise made available to Customer as set forth in the Agreement. Capitalized terms not defined in this Policy shall have the meanings given to them in the Agreement.

**I. Support**

1. **General Support Offering.** Abnormal shall provide English-speaking remote assistance to Customer Contacts (as defined below) for questions or issues arising from any Error, as further described in this Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer's subscription to the applicable Service.

2. **Customer Contacts.** Customer shall inform Abnormal as to its approved contacts for Support, one of which must be designated as an account administrator (each, a "**Customer Contact**"). Customer is solely responsible for maintaining an accurate list of Customer Contacts with Abnormal, including names and contact information. Abnormal assumes no responsibility for Support Cases that cannot be addressed due to a lack of updated Customer Contact information.

3. **Submitting Support. Cases.** Customer Contacts must use reasonable diligence to ensure a perceived Error is not an issue with Customer's own equipment, software, or internet connectivity prior to requesting Support. Customer Contacts may contact Support by submitting a Support request (each, a "**Support Case**") to: (a) the support portal located at https://sup port.abnormalsecurity.com (or such successor URL as may be designated by Abnormal) (such website, the "**Support Portal**") or (b) the web interface as described in the Documentation. If Customer Contacts cannot access the Support Portal they may open a Support Case by emailing sup port@abnormalsecurity.com or, in the event Customer Contacts cannot access the Support Portal or email, they may contact Abnormal Support by phone solely for purposes of having the Support Case submitted on their behalf. All Customer Contacts must be familiar with the Documentation and be reasonably trained in the use and functionality of the Service. Customer Contacts will assist Abnormal to resolve Support Cases by complying with the Customer obligations set forth in Table 1.

4. **Support Cases.** Each Support Case shall: (a) designate the Severity Level of the Error in accordance with the definitions in Table 1; (b) identify the Customer account that experienced the error; (c) include information sufficiently detailed to allow Abnormal to attempt to duplicate the Error (including any relevant error messages, but **not** export-controlled data, personal data (other than as required herein), sensitive data, other regulated data, or Customer Data); and (d) identify the Customer Contact most familiar with the issue. The Customer Contact shall also give Abnormal any other important Support Case information requested by Abnormal in a timely manner. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level 4. If Customer Contacts submit Support Cases related to enhancement or feature requests, Abnormal shall treat those tickets as closed once the request has been forwarded internally.

**Table 1: Error Severity Level Definitions and Initial Response Times**

| Error Severity Level | Description | Initial Response Time Target | Customer Responsibility |
|---|---|---|---|
| **Severity Level 1 (Urgent)** | An Error that causes a (a) service disruption or (b) degraded condition that renders the Service inoperable. | One (1) Hour | Commit appropriate resources to provide additional information as needed. Make reasonable efforts to apply solutions quickly. |
| **Severity Level 2 (High)** | An Error that (a) causes the Service to operate in a degraded condition with a high impact to key portions of the Service or (b) seriously impairs Customer's use of material function(s) of the Service and Customer cannot reasonably circumvent or avoid the Error without the expenditure of significant time or effort. | Two (2) Business Hours | Commit appropriate resources to provide additional information as needed. Make reasonable efforts to apply solutions upon receipt. |
| **Severity Level 3 (Normal)** | An Error that has a medium-to-low impact on the Service. The Service is (a) running with limited functionality in one or more areas or (b) experiencing intermittent issues. Customer can access and use the material functionality of the Service. | Eight (8) Business Hours | Monitor and respond as necessary. |
| **Severity Level 4 (Low)** | How-to questions and Service issues with no Service degradation. | One (1) Business Day | Monitor and respond as necessary. |
| **RFE** | Requests for enhancements to the Service. | Two (2) Business Days | N/A |

5. **Other Support; Automated; Training.** Abnormal also offers various support and training resources such as documentation, FAQs and user guides available on the Abnormal Community. Abnormal may also use automated systems, including but not limited to generative artificial intelligence, in connection with the provision of Support. The use of such systems is designed to assist in improving support quality and efficiency, will be in accordance with the standards for the usage and protection of Customer Data set out in the Agreement, and will not be used to train or improve the models of any third-party services.

6. **Error Response.** Abnormal Support will investigate Errors and assign the applicable Severity Level listed in Table 1. If Abnormal's Severity Level designation is different from that assigned by Customer, Abnormal will promptly notfy Customer of such designation. If Customer notifies Abnormal of a reasonable basis for disagreeing with Abnormal's designated Severity Level, the partes each will make a good faith effort to discuss, escalate internally, and mutually agree on the appropriate Severity Level. Abnormal shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during the Support hours set forth in Table 2 below (with the total Business Hours in an in-region support day each a "**Business Day**").

**Table 2: Support Hours**

| **Region** | Americas | EMEA | Asia Pacific |
|---|---|---|---|
| **Severity 1** | 24 x 7 x 365 | 24 x 7 x 365 | 24 x 7 x 365 |
| **Severity 2-4** | 6AM-6PM PT Mon-Fri | 8AM-5PM GMT Mon-Fri | 8AM-5PM AEDT Mon-Fri |
| **Exclusions (Severity 2-4)** | U.S. Federal Holidays | United Kingdom Public and Bank Holidays | Australian Natonal and Public Holidays |

**II. Service Level Agreement**

The Monthly Availability Percentage for the Service is ninety-nine and nine-tenths percent (99.9%) ("**Service Level**"). If the Service does not meet the Service Level in a given month ("**Service Level Failure**"), then as Customer's sole and exclusive remedy, Customer shall be eligible to receive the applicable number of Service level credits set forth in Table 3 below ("**Service Level Credits**"), credited towards extending Customer's Subscripton Term at no charge, provided that Customer requests Service Level Credits within thirty (30) days from the time Customer becomes eligible to receive Service Level Credits under this Policy by filing a Support Case. Failure to comply with this notificaton requirement will forfeit Customer's right to receive Service Level Credits. The aggregate maximum amount of Service Level Credits for a Service Level Failure will not exceed 15 days per month. Service Level Credits may not be exchanged for, or converted to, monetary amounts. Customer may request the Service Level attainment for the previous month by filing a Support Case.

**Table 3: Service Level Credits**

| Monthly Availability Percentage | Service Level Credit |
|---|---|
| < 99.9% - ≥ 98.0% | 3 Days |
| < 98.0% - ≥ 95.0% | 7 Days |
| < 95.0% | 15 Days |

**Policy Exclusions**

Abnormal will have no liability for any failure to meet the Service Level to the extent arising from: (a) Planned Maintenance or Emergency Maintenance; (b) third-party platforms and networks, Customer or User application, equipment, software or other third-party technology; (c) Customer or its User's use of the Service in violation of the Agreement or not in accordance with the Documentation; (d) force majeure events — i.e., any cause beyond such party's reasonable control, including but not limited to acts of God, labor disputes or other industrial disturbances, systemic electrical, telecommunications, or other utility failures, earthquake, storms or other elements of nature, blockages, embargoes, riots, public health emergencies (including pandemics and epidemics), acts or orders of government, acts of terrorism, or war; or (e) any access to the Service (or Service features) on a free, trial, beta or early access basis, or due to suspension, limitation, and/or termination of Customer's access or use of the Service in accordance with its Agreement.

**Definitions**:

"**Calendar Minutes**" is defined as the total number of minutes in a given calendar month.

"**Emergency Maintenance**" means circumstances where maintenance is necessary to prevent imminent harm to the Service, including critical security patching.

"**Monthly Availability Percentage**" is defined as the difference between Calendar Minutes and the Unavailable Minutes, divided by Calendar Minutes, and multiplied by one hundred (100).

"**Planned Maintenance**" means routine maintenance periods that continue for no more than four hours in any one instance, so long as Abnormal provides at least 48 hours prior notice (including by email) to Customer.

"**Unavailable**" means if Customer is unable to access the Service by means of a web browser and/or API as a result of failure(s) in the Service, as confirmed by Abnormal.

"**Unavailable Minutes**" is defined as the total accumulated minutes when the Service is Unavailable.