

EXHIBIT A VERACODE TECHNICAL SUPPORT AND SERVICE LEVELS

Definitions

The following definitions apply to this Veracode Technical Support and Service Levels Exhibit only. Any term used as a defined term and not defined herein shall have the meaning ascribed to it in the Agreement.

“**Available**” or “**Availability**” is expressed as the number of minutes during a particular calendar month that the Solution Platform was available for Customer (or “End User”) to successfully transmit data to, and receive data from Veracode using the Solution Platform.

“**Availability Percentage**” is expressed as the percentage defined as (i) the Availability less any Unavailability during any particular calendar month, divided by (ii) the total number of minutes during such calendar month.

“**Business Day(s)**” means Monday through Friday in the eastern United States, excluding Veracode recognized holidays.

“**Business Hour(s)**” means the hours between 7 p.m. Sunday to 8 p.m. Friday in the eastern United States, excluding Veracode recognized holidays.

“**Initial Response Time(s)**” means the maximum amount of time that will elapse prior to receiving an initial response to a support case. For the avoidance of doubt, an Initial Response Time shall not be deemed to be a resolution time.

“**Support**” means the technical assistance described in the Veracode Technical Support Services and Service Levels section of this Service Level Exhibit.

“**Unavailable**” or “**Unavailability**” is expressed as the number of minutes during a particular calendar month that the Solution Platform was not Available to Customer, but expressly excludes any time the Solution Platform was not Available as a result of (i) any planned maintenance and support (which Veracode shall endeavor to post notice of on the Solution Platform at least two (2) Business Days in advance); (ii) unavailability of Customer network; (iii) use of any services, such as hardware or software not supplied by Veracode; (iv) Customer’s failure to use required configurations, follow acceptable use policies, breach of obligations under the Agreement; (v) Customer’s use in excess of license capacity or any suspension due to suspected abusive behavior; (vi) use after advised to modify its use of the services; or (vii) an event of Force Majeure as described in the Agreement.

Veracode Support Services and Service Levels

Veracode provides Support to assist customers in its use of its Solutions, to resolve technical problems, and to communicate information regarding the Solutions. Veracode’s Support offerings, packages and Initial Response Time Service Levels are as set forth below. Veracode shall provide 24 x 5 support, via Community, phone and email from 7 p.m. Sunday through 8 p.m. Friday United States Eastern time.

Community Support

Veracode customers have the option to self-serve 24 x 7 in the Veracode Community. Also, Veracode customers can engage Veracode’s Support team by creating a case in the Veracode [Community](#) (the support case option can be found in the login drop-down menu) via the Solution Platform.

Veracode Phone Support

Veracode’s Support line can be reached by dialing either (877-837-2203) or (+781-425-6040). Veracode’s Support team may be reached during non-Business Hours via phone, however, Veracode’s Support personnel will respond to non-Business Hour phone calls for Severity Level 1 issues only.

Email Support

Veracode customers can also engage Veracode’s support team by sending an email to support@veracode.com, however all requests for Support made via email will automatically be initially categorized as Severity Level 3.

Online Help and Documentation Support

The Solution Platform contains a reference section with an extensive library of online documentation, compilation requirements, upload instructions, and tutorials. This online self-service section is available to all provisioned Solution Platform users.

Administration Services

All Veracode customers have access to the following basic administration services:

- User maintenance (admin provisioning, password resets);
- Troubleshooting assistance; and
- Response to general inquiries.

Customers' users with the "Administrator" role can manage the customers' other users and teams, and eLearning curricula, in each case, if any.

Support Case Severities and Initial Response Times Service Levels

Solution Platform Availability Guarantee

Veracode shall maintain the Availability Percentage of the Solution Platform at or above ninety-nine percent (99.0%) during any calendar month of a subscription term as set out in an Order Form.

In the event that the Availability Percentage falls below 99% in the aggregate in any three consecutive given calendar months during the subscription term of an Order Form then the Customer shall be entitled to a Service Credit calculated as set forth below:

- 2% of the monthly license fees for access to the Solution Platform for each month the Availability Service Level falls below the 99% monthly Availability Guarantee

Service Level Credit Conditions

- All Service Level Credits are capped at 5% of the annual license fee paid by Customer for access to the Solution Platform for the subscription term.
- Veracode shall calculate and maintain records and upon Customer's request, provide reporting to Customer regarding (1) each Service Level and whether the Service Level is met, and (2) the Service Level Credit(s), if any, owed to Customer by Veracode.
- Service Level Credits shall be applied against the annual license fees owed by Customer on the next invoice submitted to Customer by Veracode following the date on which such Service Level Credits are incurred.
- Service Level Credits shall only be available to customers who have paid all invoices over the previous twelve months of the subscription term on or before their respective due dates and have placed an order with Veracode for a Veracode Solution on or prior to the subscription term start date.
- Service Level Credits shall be deemed to be Customer's sole and exclusive remedy for, and Veracode's sole and exclusive liability for, Veracode's breach of any Service Level stated herein.