

Zoom Premier Support Terms of Service

These Zoom Premier Support Terms of Service (“Premier Support Terms”) set forth the additional terms and conditions that apply to Customer’s purchase of Premier Support Services under an Order Form. These Premier Support Terms are intended to supplement the terms and conditions contained in the Service Agreement or Order Form. Capitalized terms used but not defined herein shall have the meanings ascribed to them in the Service Agreement or Order Form.

1. Definitions.

- a. “Administrator(s)” means the Customer’s account administrator who has a Zoom license assigned to them for the purposes of administering account profiles, platform settings, and the overall Customer account group. Administrators may have a paid or unpaid Zoom license assigned to them, which will impact support levels as further described herein.

- b. “Confidential Information” means all information disclosed by or on behalf of a Party (the “Disclosing Party”) to the other Party (the “Receiving Party”) in tangible or intangible form and labeled or otherwise indicated to be “confidential” (or with a similar legend), or which a reasonable person would understand to be confidential given the nature of the information or the circumstances under which it was disclosed. Confidential Information may include, without limitation, proprietary information, technical data, trade secrets, know-how, source code, binary executables, documentation, research, technique, process, sales and marketing plans, customer information, product plans, the Deliverables, and other business or financial information. Notwithstanding the foregoing, Confidential Information shall not include information that (i) was already known to the Receiving Party at the time of disclosure by or on behalf of the Disclosing Party without an obligation of confidentiality; (ii) was or is obtained by the Receiving Party from a third party not known by the Receiving Party to be under an obligation of confidentiality with respect to such information; (iii) is or becomes generally available to the public other than by violation of these Premier

Support Terms or the Service Agreement; or (iv) was or is independently developed by the Receiving Party without use of the Disclosing Party's Confidential Information.

- c. "Deliverables" is defined in Section 8(a).
- d. "Down" means the Services were not available to the Internet due to causes within the reasonable control of Zoom, excluding Scheduled Maintenance or other activities with advance notice. Down does NOT include any failure of Customer to access the Services due to third parties outside of the control of Zoom (such as internet service providers, network service providers or telecommunications service providers), due to Customer hardware, software, systems or networks, or if Customer is able to access the Services using a reasonable workaround provided by Zoom (e.g., unable to access the Services via a web browser, but can access the Services via the client application).
- e. "Intellectual Property Rights" means all right, title, and interest to any patents, inventions, copyrights, trademarks, domain names, trade secrets, know-how, and any other intellectual property and/or proprietary rights anywhere in the world.
- f. "Monthly Support Fees" means the average monthly total amount paid or payable by Customer to Zoom for the applicable Premier Support Services throughout the subscription term reflected in the Order Form for any such month.
- g. "NBD" means Zoom's next business day. Zoom's business days exclude weekends and Zoom-recognized holidays
- h. "Normal Business Hours" means Zoom's normal hours of operation between 8am Monday through 5pm Friday. Normal Business Hours excludes weekends and Zoom-recognized holidays.

- i. “Premier Support Fees” means the subscription fees for the Premier Support Services as set forth in the Order Form and any incremental fees applied thereto, exclusive of taxes and fees.
- j. “Premier Support Services” is defined in Section 2.
- k. “Pooled TAM” means the collective resource pool of Zoom Technical Account Managers available under the Premier Assurance Support Services.
- l. “Premier Support Program” means the optional technical support offers available for purchase from Zoom and delivered remotely. The Premier Support Program includes the Premier Support Services, the Premier Assurance Support Services, and the Premier+ Support Services, as further described herein.
- m. “Services” has the definition assigned to it in the Service Agreement. For clarity, Services do not include any beta services, test environments, or services offered to customers during a free trial period.
- n. “Scheduled Maintenance” means any scheduled outages or downtime for maintenance, upgrades, enhancements or changes to the website or Services accessible on the website. Zoom will post notices of Scheduled Maintenance at <https://status.zoom.us/>.
- o. “Service Agreement” means the Zoom Terms of Service (www.zoom.us/terms) or a Master Subscription Agreement (or equivalent service agreement) in the case where Customer and Zoom have entered into a separate mutually executed written service agreement. As used in these Premier Support Terms, “Customer” means the party purchasing the Premier Support Services and referred to as “You” in the Zoom Terms of Service or “Customer” in a Master Subscription Agreement, or such other name as reflected in the agreement (each as applicable). The applicable Service Agreement is incorporated into these Premier Support Terms by this reference.

- p. “Support Credit” means the credits set forth in Table 3 of the applicable appendix for Customer’s Premier Support Program plan as applied to Customer’s Monthly Support Fees.
 - q. “Service Interruptions” means Customer’s inability to access the Services for more than fifteen (15) minutes, or any other problem relating to Customer’s End Users’ inability to access the Services to the extent caused by the performance of the Services, or other Services listed in the Order Form, provided such inaccessibility is not a result of any actions or inactions of Customer, its End Users, or any third parties other than Zoom’s data center provider (if any). Service Interruptions shall not include Scheduled Maintenance.
 - r. “Support Ticket” means a unique number generated by Zoom to identify a Customer-specific reported issue. Each issue requires a separate Support Ticket, and Support Tickets must be submitted in accordance with these Premier Support Terms
 - s. “TAM” means the Zoom Technical Account Manager assigned by Zoom to Customer under the Premier+ Support Services.
 - t. “Zoom Personnel” means Zoom employees providing the Premier Support Services.
2. **Premier Support Services Overview.** Zoom offers subscriptions to paid, remotely delivered technical support services to supplement the Services. These Premier Support Terms contain: (1) a description of the Premier Support Services in Appendix A; (2) a description of the Premier Assurance Support Services in Appendix B; and (3) a description of the Premier+ Support Services in Appendix C (collectively, the “Premier Support Services”). The purpose of Premier Support Services is to provide answers or resolve defects that cause a nonconformity to the Services. A resolution to a question or defect may consist of a response, link, fix, workaround, or other relief, as Zoom deems reasonable. Subject to Customer’s compliance with these Premier Support Terms, Zoom will provide the Premier Support Services to Customer as described in these Premier Support Terms and

Customer's Order Form for the applicable plan in the Premier Support Program subscribed to by Customer. Any and all Services must be purchased separately from Premier Support Services and at additional cost.

3. Premier Support Services Exclusions. (applies to the full Premier Support Program).

- a. The following are not included in the Premier Support Services:
 - i. Customer network infrastructure issues
 - ii. Changes to Customer's network infrastructure
 - iii. Customer's building, electrical or data infrastructure
 - iv. Other issues not within the reasonable control of Zoom
- b. Third party components such as hardware and software not procured by Zoom
- c. Implementation services*
- d. Configuration or administrative services*
- e. Integration services
- f. Customization services or other custom software development
- g. Customized training*

h. Onsite services**

*Professional Services are available separately via [Zoom Professional Services](#).

**Onsite Services and Onsite activities may be available for additional fees, if requested and agreed by the Parties in writing.

4. Customer Responsibilities (applies to the full Premier Support Program).

a. All Premier Support Services require Customer to maintain an active subscription to the Zoom Meeting Service as defined in the Service Agreement. In the event that Customer's Zoom Meeting Service subscription is terminated, Customer's applicable Premier Support Services subscription and these Premier Support Terms will automatically terminate.

b. Additionally, Customer shall:

- i. Designate one representative to act as the primary interface with Zoom.
- ii. Attend regularly scheduled conference calls for open case reviews.
- iii. Accurately report and represent the Priority of issues submitted to business impact.
- iv. Report Priority 1 incidents directly (e.g., by telephone) using the telephone number provided by Zoom.
- v. Advise Zoom of its standard operating procedures related to its business practices, its internal operational nomenclature and IT environment to allow Zoom to effectively communicate and discuss cases with Customer personnel in the context of the Customer's

business environment.

- vi. Provide reasonable electronic access to Customer's IT environment to assist Zoom in providing support.
- vii. Appoint no more than fifteen (15) designated and licensed Administrators for Direct Tier 2 access for questions and technical issues.
- viii. Train all designated and licensed Administrators on the use and administration of the Services, as applicable.
- ix. Provide reasonable cooperation to Zoom to enable delivery of the applicable Premier Support Services.
- x. Be solely responsible for the use of the Premier Support Services by Customer's End Users.

5. Term and Termination.

- a. Term. These Premier Support Terms shall remain in effect for as long as the Service Agreement is in effect, unless terminated in accordance with this Section (the "Term").
- b. Termination. A party may terminate these Premier Support Terms by: (a) providing written notice of termination without cause to the other party, provided that all outstanding Order Forms have expired or been terminated, or (b) providing written notice of termination for cause if the other party has materially breached these Premier Support Terms or an Order Form and has not cured such breach within thirty (30) days of written notice of the breach. Any termination of these Premier Support Terms will automatically lead to the termination of any active Order Form in place only with respect to the Premier Support Services subscription contained therein.

- c. Effect of Termination. In the event that these Premier Support Terms or an Order Form is terminated, Customer shall be obligated to pay Zoom for:
 - i. The full amount of Premier Support Fees set forth in the terminated Order Forms, as indicated per the Service Agreement. At such time, Customer will be billed for any Premier Support Fees, and will not be credited for any pre-paid amounts toward the Premier Support plan subscribed to.
 - ii. In the event Customer terminates these Premier Support Terms or an Order Form due to Zoom's uncured material breach in accordance with these Premier Support Terms, Customer shall be liable for Premier Support Fees for Premier Support Services rendered up until the effective date of the termination.

6. Warranty and Limitation of Liability.

- a. With respect to the Premier Support Services, Zoom warrants that: (i) it and each of its employees, consultants and subcontractors, if any, that it uses to provide and perform Premier Support Services has the necessary knowledge, skills, experience, qualifications, and resources to provide and perform the Premier Support Services in accordance with these Premier Support Terms; and (ii) the Premier Support Services will be performed for and delivered to Customer in a reasonable, diligent, workmanlike manner in accordance with industry standards (together, the "Premier Support Warranty").
- b. Exclusive Sole Remedy for Breach of the Premier Support Warranty. If through no fault or delay of Customer or breach by Customer of these Premier Support Terms or Order Form, the Premier Support Services do not conform to the foregoing Premier Support Warranty, and Customer notifies Zoom within thirty (30) days of such nonconformity, then Customer may require Zoom to re-perform the non-conforming portions of the Premier Support Services. The foregoing remedy is Customer's sole and exclusive

remedy for a breach of this Premier Support Warranty.

- c. No other warranties. Customer understands and agrees that except for the limited Premier Support Warranty provided in Section 6(a), the Premier Support Services are otherwise provided “as is” and Zoom, its affiliates, suppliers and resellers expressly disclaim all warranties of any kind, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement. Zoom, its affiliates, suppliers and resellers make no warranty or representation regarding the results that may be obtained from the use of the Premier Support Services, regarding the accuracy or reliability of any information obtained through the Premier Support Services or that the Premier Support Services will meet any user’s requirements, or be uninterrupted, timely, secure or error free. Use of the Premier Support Services, including without limitation any material and/or data downloaded or otherwise obtained through use of the Premier Support Services, is at Customer’s sole risk. Zoom cannot guarantee and does not promise any specific results from the provision of the Premier Support Services.
- 7. Confidentiality and Non-Disclosure.** This Section applies only to the extent the same subject matter is not addressed in the Service Agreement. The Receiving Party shall at all times keep in trust and confidence all Confidential Information of the Disclosing Party and shall not use such Confidential Information other than as expressly authorized by the Disclosing Party, nor shall the Receiving Party disclose any such Confidential Information to third parties without the Disclosing Party’s prior written consent. The Receiving Party agrees that it will protect Confidential Information from unauthorized use, access, or disclosure in the same manner that the Receiving Party would use to protect its own confidential and proprietary information of a similar nature, but in no event less than a reasonable degree of care. Notwithstanding the foregoing limitation, Zoom is authorized to disclose (a) Customer’s Confidential Information to its subcontractors, contractors or employees who have a legitimate business need to have access to such Confidential Information in order to provide the Premier Support Services; or (b) to the extent not otherwise prohibited by the Service Agreement, Customer’s name and status as a Zoom Customer. The Receiving Party shall immediately return to the Disclosing Party all Confidential Information (including copies thereof) in the Receiving Party’s possession, custody, or control upon termination or expiration of

these Premier Support Terms. The Receiving Party will be authorized to disclose Confidential Information pursuant to a valid order issued by a court, government agency or relevant regulatory authority, provided that the Receiving Party provides where practicable: (i) prior written notice to the Disclosing Party of such obligation and (ii) the opportunity to oppose such disclosure. In the event Customer must disclose Confidential Information after complying with this Section, Customer shall disclose such information only to the extent legally required. Neither Party may disclose, advertise, or publish the terms and conditions of an Order Form.

8. Intellectual Property.

- a. Zoom Intellectual Property Rights. Zoom owns and will continue to own all Intellectual Property Rights in and to the Services, Premier Support Services, products, features, deliverables, data tools, reports, scripts, sketches, diagrams, text, know-how, concepts, proofs of concepts, artwork, software, algorithms, methods, processes, identifier codes, materials, documentation, instructions, or other technology provided or developed by Zoom (or a third party acting on Zoom's behalf) under these Premier Support Terms or an Order Form (the "Deliverables"), including modifications, enhancements, improvements or derivative works of any of the foregoing, regardless of who first conceives or reduces to practice such Deliverables. Nothing in these Premier Support Terms or an Order Form transfers or assigns Zoom's Intellectual Property Rights associated with the Deliverables or the Premier Support Services provided by Zoom and/or licenses provided with respect to any other Services. All rights not expressly granted herein are reserved and retained by Zoom and its licensors.
- b. Limited License. To the extent any Deliverable is provided by Zoom to Customer in the course of provision of Premier Support Services, Zoom hereby grants Customer, for the sole purpose of Customer's internal use of such Deliverable, a limited, royalty-free, non-exclusive, non-transferable, revocable, and non-sublicensable license to use such Deliverable to the extent reasonably required for Customer to avail itself of the benefits of the Premier Support Services provided by Zoom under this Premier Support

Terms, only for the duration of these Premier Support Terms.

- c. Feedback. This Section applies only to the extent the same subject matter is not addressed in the Service Agreement. By submitting ideas, improvements, suggestions, documents, and/or proposals, whether in writing, oral, or electronic, regarding Zoom's services, products, deliverables, or features ("Feedback") to Zoom, Customer acknowledges and agrees that: (a) Customer's Feedback does not contain confidential or proprietary information; (b) Zoom is under no obligation of confidentiality, express or implied, with respect to the Feedback; (c) Zoom may already be developing a solution related to the Feedback; and (d) Customer grants Zoom a non-exclusive, worldwide, royalty-free, irrevocable, sub-licensable, perpetual license to use, commercialize, create derivative works of, incorporate into its products and services, and publish the Feedback for any purpose, without compensation to Customer. Customer acknowledges that it has no rights in or to anything of Zoom's (Intellectual Property or otherwise) as a result of Zoom's use of any such Feedback.

9. **Miscellaneous.**

- a. Non-Solicitation. Customer shall not hire or solicit the employment of any Zoom Personnel while the Zoom Personnel are providing the Premier Support Services and for a period of one (1) year from the date that the Zoom Personnel last provided Premier Support Services to Customer.
- b. Updates. Zoom may elect to change or supplement these Premier Support Terms from time to time at its sole discretion. Zoom will exercise commercially reasonable efforts to provide notice to Customer of any material changes to these Premier Support Terms. Within ten (10) business days of posting changes to these Premier Support Terms (or ten (10) business days from the date of notice, if such is provided), they will be binding on Customer. If Customer continues receiving Premier Support Services after such ten-business-day period, Customer will be deemed to have accepted the changes to these Premier Support Terms.

- c. Order of Precedence. In the event of a conflict or inconsistency between these Premier Support Terms and any terms contained in the Order Form or Service Agreement, the conflict or inconsistency shall be resolved by giving precedence in the following order (1) the Order Form; (2) these Premier Support Terms; and (3) the Service Agreement. For clarity, to the extent Customer's existing Service Agreement or Order Form contains any support-related terms or service level objectives, including but not limited to any Zoom obligations related to response times, resolution/restoration times, or a technical account manager or other dedicated resources (collectively, "Support-Related Terms"), Customer acknowledges and agrees that such Support-Related Terms do not apply for the duration of Customer's subscription to the Premier Support Services and are explicitly replaced by the Premier Support Services described herein.

- d. Survival. All sections of these Premier Support Terms which by their nature should survive termination will survive termination, including, without limitation, accrued rights to payment, confidentiality obligations, and warranty disclaimers.

- e. Relationship of the Parties. Zoom and Customer are independent contractors, and these Premier Support Terms will not establish any relationship of partnership, joint venture, employment, franchise or agency between Zoom and Customer.

- f. Assignment. This Section applies only to the extent the same subject matter is not addressed in the Service Agreement. Neither Party may assign these Premier Support Terms, an Order, or any portion thereof without the other Party's prior written consent; provided however that Zoom may assign these Premier Support Terms, an Order Form, or any portion thereof, and all of Zoom's rights and obligations thereunder without consent (a) to an Affiliate; (b) to Zoom's successor or surviving entity in connection with a merger, acquisition, consolidation, sale of all or substantially all of its assets used in connection with the provision of Premier Support Services under these Premier Support Terms; or (c) as part of the transfer or disposition of more than fifty percent (50%) of Zoom's voting control or assets.

- g. Force Majeure. This Section applies only to the extent the same subject matter is not addressed in the Service Agreement. Except for the obligation to pay monies due and owing, neither Party will be liable for any delay or failure in performance due to events outside the defaulting Party's reasonable control, including without limitation: natural disasters, pandemics, contagions, viruses, shelter-in-place orders (whether lawful or not), earthquakes, fires, floods, labor disputes, extreme weather events, industry wide shortages of supplies, actions of governmental entities, riots, war, terrorism, epidemics, or delays of common carriers, or other circumstances beyond its reasonable control. The obligations and rights of the defaulting Party will be extended for a period equal to the period during which such Force Majeure event prevented such Party's performance.

Appendix A

Premier Support Services

Premier Support Services Description

Zoom's Premier Support Services provide 24x7 help center access; self-service and chatbot to help answer questions or resolve issues quickly; paid licensed Hosts have access to frontline Tier 1 agent support via chat and ticket creation; and paid licensed Administrators have access to direct Tier 2 agent support via chat, ticket, and phone as detailed in the Premier Scope of Services below.

Scope of Services

The Premier Support Services includes Customer access to the following:

1. For all Hosts and Administrators:
 - a. 24x7 help center access
 - b. Self-service to search knowledge base, FAQ, and technical support articles

- c. Chat Bot to help guide Customer through technical issues, billing, and product information
2. For paid licensed Hosts and paid licensed Administrators:
 - a. Access to Item 1 above
 - b. Access to frontline Tier 1 agent support via chat and web ticket submission
3. For paid licensed Administrators:
 - a. Access to Item 1 and 2 above
 - b. Access to direct Tier 2 support team during Normal Business Hours via chat, web ticket, or phone
 - c. Access to functionality within the Zoom support web portal to customize the support options available to individuals within Customer's organization
4. Premier Support Service Level Agreement, as described below in Appendix A-1.

Appendix A-1

Premier Support Services – Service Level Agreement (“SLA”)

With Zoom's Premier Support Services Program, Zoom agrees to use commercially reasonable efforts to meet the SLA set forth below. If Zoom does not meet the Premier Support Services SLA, and if Customer meets its obligations under these Premier Support Terms, Customer will be eligible to receive the Support Credits described below.

Table 1: Priority Levels

When Customer initiates a Support Ticket with Zoom’s technical support team, the Support Ticket will be classified according to the following Priority levels:

Priority	Definition	Resources
Priority 1 (Urgent)	The Service is Down, operation of the Service is severely degraded, or there is a critical impact to the Service due to a fault with the network or other software issue. No workarounds. Examples include failures of Zoom’s transmission services or software functions.	Zoom will provide necessary resources around the clock to resolve this situation.
Priority 2 (High)	Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds.	Zoom will provide resources during Zoom’s Normal Business Hours to resolve the situation and additional resources outside of Zoom’s Normal Business Hours as reasonably necessary.
Priority 3 (Medium)	General issues related to a feature or a set of features. Operational performance of the Service is not impaired.	Zoom will provide reasonable resources during Zoom’s Normal Business Hours to assist in resolving the issue or providing a workaround.
Priority 4 (Low)	Customer requires information or assistance with the Services’ capabilities, installation or configuration and there is little to no effect on its business operations. Included are requests for information and assistance with respect to general release features and other similar requests.	Such requests will be handled within Zoom’s Normal Business Hours.

Table 2: Priority Response Classifications*

Priority	First Response Time	Restore Time
P1	1 hour	4 hours
P2	4 hours	8 hours
P3	24 hours/NBD	n/a
P4	24 hours/NBD	n/a

*The priority response and restoration/workaround times above in Table 2 only apply to Support Tickets created by paid licensed Administrators.

Table 3: Premier Support Services Credit*

Service Level Name	Measurement Definition	Calculation Formula	Measurement Window	Service Level Target	Support Credit (as a percentage of Premier Support Services Monthly Support Fees)
First Response Time	Percentage of Support Tickets that were responded to by Zoom according	(Total number of Support Tickets that were	Calendar Quarters	80%	1%

	to the Priority Response Classifications as defined in Table 2.	responded to by Zoom within standards) * 100 / (Total number of Support Tickets)			
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*Restore time is a service level objective and is not eligible for Support Credits.

Maximum Support Credits

The maximum aggregate Support Credit in any given month will not exceed 10% of Customer’s Premier Support Services Monthly Support Fees in the calendar month wherein the Support Ticket arises.

Service Interruption Management

Zoom is responsible for managing Service Interruptions that are within Zoom’s control, that are discovered either by Customer, Customer’s End Users or by Zoom. Customer will notify Zoom of a Service Interruption by opening a Support Ticket and obtaining a Support Ticket number through any method permitted by these Premier Support Terms. Once Zoom becomes aware of a Service Interruption, Zoom will use commercially reasonable efforts to resolve the Service Interruption within the restoration time indicated for its priority level and to provide status reports, as reasonably requested by Customer, regarding Service Interruption restoration. Customer will assign an individual to be a point of contact for Zoom for all communication during the Service Interruption. Customer will support all reasonable requests from Zoom for information that may be required for investigation and restoration of the Service Interruption.

Customer Must Request Credit

In order to receive any of the Support Credits described above, Customer must notify Zoom within thirty (30) days from the time Customer becomes eligible to receive a Support Credit, otherwise the Support Credit is waived.

Response Times

Response Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when Customer receives notification or communication from Zoom or a Zoom service representative.

Restoration Time

Restoration Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when the issue or problem affecting the Service described in a specific Support Ticket has been successfully returned to a functional state or operation, including any (full or partial) workarounds provided, and Customer receives notification that the Support Ticket has been updated to solution provided, customer-pending, or a closed state.

Restore Time Exceptions

Zoom may request an extension to the timeframe for any issue in Table 1 in this Zoom Premier Support Services SLA by submitting a Restoration plan for Customer's review and approval, which will not be unreasonably withheld. Zoom's Restoration plan must be submitted within the original Restoration Time applicable to the issue and include a date and time by which Zoom will complete Restoration of the issue. As agreed with Customer, Zoom's Restoration Time will be extended to the date and time set forth in Zoom's Restoration plan. Zoom has no obligation to restore the Services when the issue/problem or Service Interruption affecting the Services is outside of Zoom's control.

Appendix B

Premier Assurance Support Services

Premier Assurance Support Services Description

Zoom's Premier Assurance Support provides all the support in the Premier Support Services Program in Appendix A in addition to access to a resource within the Pooled TAM for existing Support Tickets, and the Premier Assurance Support Service Level Agreement set forth below.

Scope of Services

The Premier Assurance Support Services includes Customer access to the following:

1. For all Hosts and Administrators:

- a. 24x7 help center access
- b. Self-service to search knowledge base, FAQ, and technical support articles
- c. Chat Bot to help guide Customer through technical issues, billing, and product information

2. For paid licensed Hosts:

- a. Access to Item 1 above
- b. Access to frontline Tier 1 agent support via chat and web ticket submission

3. For paid licensed Administrators:

- a. Access to Item 1 and 2 above
- b. Access to direct Tier 2 support team during Normal Business Hours via chat, web ticket, or phone
- c. Access to functionality within the Zoom web portal to customize the support options available to individuals within Customer's organization.
- d. Zoom will respond to support requests from paid licensed Administrators as further described herein
- e. For P1 and P2 support requests, Zoom will automatically notify the escalation engineering team who oversee ticket escalation support, critical

issue meetings, multiple issues resolution, and technical review. The automated notification process directs P1 and P2 support requests from paid licensed Administrators to the escalation team, duty manager, support management, and/or executives as outlined herein, according to Zoom's established policies and processes.

- f. Customer may inquire about or escalate a Support Ticket to the Pooled TAM team if Customer determines that Zoom's response is not sufficient for an existing Support Ticket. A resource from the Pooled TAM team will then act as the primary interface with Customer for support request management and assist in mutual resolution of the specific Support Ticket. A resource from the Pooled TAM team will facilitate ticket management and prioritization, including updates, technical engagement, reassignment, engineering updates and status, root cause determination, appropriate documentation and problem resolution.

- g. A Pooled TAM is available on an as needed basis, but will not conduct ongoing or regularly scheduled calls beyond what is necessary for resolution of the specific Support Ticket. Customer does not receive a dedicated or named Pooled TAM resource, and the Pooled TAM component of the Premier Assurance Support Services does not include ongoing or periodic activities such as:
 - Single point of contact via chat, email, or phone

 - Escalation oversight for other or future tickets

 - Performance and service level management

 - Cross-functional coordination

 - Cadence or critical meetings

- Technical readiness guidance
 - Operational reporting
 - Comprehensive product planning
- h. Zoom reserves the right to conduct a good faith evaluation of Customer’s usage of the Pooled TAM to compare Pooled TAM bandwidth against Customer consumption. In the event Customer requires Pooled TAM bandwidth above and beyond the reasonable intended usage of the Pooled TAM, Zoom may require the Customer to enter into a good faith renegotiation of Customer’s Order Form to reflect increased usage by Customer.
4. Premier Assurance Support Service Level Agreement, as described below in Appendix B-1.

Appendix B-1

Premier Assurance Support Services – Service Level Agreement (“SLA”)

With Zoom’s Premier Assurance Support Services Program, Zoom agrees to use commercially reasonable efforts to meet the SLAs set forth below. If Zoom does not meet the Premier Assurance Support Services SLA, and if Customer meets its obligations under these Premier Support Terms, Customer will be eligible to receive the Support Credits described below.

Table 1: Priority Levels

When Customer initiates a Support Ticket with Zoom’s technical support team, the Support Ticket will be classified according to the following Priority levels:

Priority	Definition	Resources
Priority 1 (Urgent)	The Service is Down, operation of the Service is severely degraded, or there is a critical impact to the Service due to a fault	Zoom will provide necessary resources around the clock to

	with the network or other software issue. No workarounds. Examples include failures of Zoom’s transmission services or software functions.	resolve this situation.
Priority 2 (High)	Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds.	Zoom will provide resources during Zoom’s Normal Business Hours to resolve the situation and additional resources outside of Zoom’s Normal Business Hours as reasonably necessary.
Priority 3 (Medium)	General issues related to a feature or a set of features. Operational performance of the Service is not impaired.	Zoom will provide reasonable resources during Zoom’s Normal Business Hours to assist in resolving the issue or providing a workaround.
Priority 4 (Low)	Customer requires information or assistance with the Services’ capabilities, installation or configuration and there is little to no effect on its business operations. Included are requests for information and assistance with respect to general release features and other similar requests.	Such requests will be handled within Zoom's Normal Business Hours.

Table 2: Priority Response Classifications*

Priority	First Response Time	Restore Time
P1	1 hour	4 hours

P2	4 hours	8 hours
P3	24 hours/NBD	n/a
P4	24 hours/NBD	n/a

*The priority response and restoration/workaround times above in Table 2 only apply to Support Tickets created by paid licensed Administrators.

Table 3: Premier Assurance Support Services Credit

Service Level Name	Measurement Definition	Calculation Formula	Measurement Window	Service Level Target	Support Credit (as a percentage of Premier Assurance Support Services Monthly Support Fees)
First Response Time	Percentage of Support Tickets that were responded to by Zoom according to the Priority Response Classifications as defined in Table 2.	(Total number of Support Tickets that were responded to by Zoom within standards) * 100 / (Total number of Support Tickets)	Calendar Quarters	90%	1%

Support Ticket Restoration/ Workaround	Percentage of Support Tickets that were resolved by Zoom according to the Priority Response Classifications as defined in Table 2.	(Total number of Support Tickets that were resolved by Zoom within standards) * 100 / (Total number of Support Tickets)	Calendar Quarters	90%	1%
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Maximum Support Credits

The maximum aggregate Support Credit in any given month will not exceed 10% of Customer’s Premier Assurance Support Services Monthly Support Fees in the calendar month wherein the Support Ticket arises.

Service Interruption Management

Zoom is responsible for managing Service Interruptions that are within Zoom’s control, that are discovered either by Customer, Customer’s End Users or by Zoom. Customer will notify Zoom of a Service Interruption by opening a Support Ticket and obtaining a Support Ticket number through any method permitted by these Premier Support Terms. Once Zoom becomes aware of a Service Interruption, Zoom will use commercially reasonable efforts to resolve the Service Interruption within the restoration time indicated for its priority level and to provide status reports, as reasonably requested by Customer, regarding Service Interruption restoration. Customer will assign an individual to be a point of contact for Zoom for all communication during the Service Interruption. Customer will support all reasonable requests from Zoom for information that may be required for investigation and restoration of the Service Interruption.

Customer Must Request Credit

In order to receive any of the Support Credits described above, Customer must notify Zoom

within thirty (30) days from the time Customer becomes eligible to receive a Support Credit, otherwise the Support Credit is waived.

Termination Right

In the event that Zoom fails to achieve the required SLAs outlined in Table 3 herein (“SLA Failure”) for three (3) consecutive months in any 12-month period, Customer may terminate its then-current Order Form only with respect to the Premier Assurance Support Services subscription contained therein on written notice to Zoom provided within thirty (30) days from the time Customer first becomes eligible to exercise the termination right, otherwise the termination right is waived. SLA Failures arising from the same Service Interruption will be counted only in the month that the Service Interruption first arises.

Response Times

Response Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when Customer receives notification or communication from Zoom or a Zoom service representative.

Restoration Time

Restoration Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when the issue or problem affecting the Service described in a specific Support Ticket has been successfully returned to a functional state or operation, including any (full or partial) workarounds provided, and Customer receives notification that the Support Ticket has been updated to solution provided, customer-pending, or a closed state.

Restore Time Exceptions

Zoom may request an extension to the timeframe for any issue in Table 1 in this Zoom Premier Assurance Support Services SLA by submitting a Restoration plan for Customer’s review and approval, which will not be unreasonably withheld. Zoom’s Restoration plan must be submitted within the original Restoration Time applicable to the issue and include a date and time by which Zoom will complete Restoration of the issue. As agreed with Customer, Zoom’s Restoration Time will be extended to the date and time set forth in Zoom’s Restoration plan. Zoom has no obligation to restore the Services when the issue/problem or Service Interruption affecting the Services is outside of Zoom’s control.

Appendix C

Premier+ Support Services

Premier Plus (“Premier +”) Support Services Description

Zoom’s Premier+ Support provides all the support in the Premier Support Services Program in Appendix A in addition to proactive engagement with an assigned TAM, automated escalation process, and the Premier+ Support Service Level Agreement set forth below.

Scope of Services

The Premier+ Support Services include Customer access to the following:

1. For all Hosts and Administrators:
 - a. 24×7 help center access
 - b. Self-service to search knowledge base, FAQ, and technical support articles
 - c. Chat Bot to help guide Customer through technical issues, billing, and product information
2. For paid licensed Hosts and paid licensed Administrators:
 - a. Access to Item 1 above
 - b. Access to frontline Tier 1 agent support via chat and web ticket submission
3. For paid licensed Administrators:

- a. Access to Items 1 and 2 above
- b. Access to direct Tier 2 support team during Normal Business Hours via chat, web ticket or phone
- c. Access to functionality within the Zoom support web portal to customize the support options available to individuals within Customer's organization
- d. Zoom will respond to support requests from paid licensed Administrators as further described herein
- e. For P1 and P2 support requests, Zoom will automatically notify the escalation engineering team who oversee ticket escalation support, critical issue meetings, multiple issues resolution, and technical review. The automated notification process directs P1 and P2 support requests from paid licensed Administrators to the escalation team, duty manager, support management, and/or executives as outlined herein, according to Zoom's established policies and processes.
- f. Zoom will assign a TAM as the primary interface with Customer for support request management. The TAM will facilitate problem resolution, case management for technical issues reported to Zoom via chat, web ticket, or phone, and will help to determine the cross-functional resources needed to resolve the issue. Additionally, the TAM will conduct regularly scheduled calls, as requested by Customer, to discuss progress on resolution of open cases as well as critical meetings to address impactful issues.
- g. The TAM's role includes ongoing or periodic activities (during Zoom's Normal Business Hours in the single regional time zone of the Customer's selection) such as:
 - Single point of contact via chat, email, or phone

- Escalation oversight
 - Performance and service level management
 - Cross-functional coordination
 - Cadence or critical meetings
 - Technical readiness guidance
 - Operational reporting
 - Comprehensive product planning
- h. Zoom agrees to assign and introduce the TAM resource within 14 days of the order being processed in Zoom’s order management system. If Customer’s circumstances require a TAM resource prior to the assignment, Customer may notify Zoom and Zoom will immediately work to assign the TAM.
- i. Zoom reserves the right to conduct a good faith evaluation of Customer’s usage of the TAM to compare TAM bandwidth against Customer consumption. In the event Customer requires TAM bandwidth above and beyond the reasonable intended usage of the TAM, Zoom may require the Customer to enter into a good faith renegotiation of Customer’s Order Form to reflect increased usage by Customer.

4. Premier+ Support Service Level Agreement, as described below in Appendix C-1.

Appendix C-1

Premier+ Support Services – Service Level Agreement (“SLA”)

With Zoom’s Premier+ Support Services Program, Zoom agrees to use commercially reasonable efforts to meet the SLAs set forth below. If Zoom does not meet the Premier+

Support Services SLA, and if Customer meets its obligations under these Premier Support Terms, Customer will be eligible to receive the Support Credits described below.

Table 1: Priority Levels

When Customer initiates a Support Ticket with Zoom’s technical support team, the Support Ticket will be classified according to the following Priority levels:

Priority	Definition	Resources
Priority 1 (Urgent)	The Service is Down, operation of the Service is severely degraded, or there is a critical impact to the Service due to a fault with the network or other software issue. No workarounds. Examples include failures of Zoom’s transmission services or software functions.	Zoom will provide necessary resources around the clock to resolve this situation.
Priority 2 (High)	Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds.	Zoom will provide resources during Zoom’s Normal Business Hours to resolve the situation and additional resources outside of Zoom’s Normal Business Hours as reasonably necessary.
Priority 3 (Medium)	General issues related to a feature or a set of features. Operational performance of the Service is not impaired.	Zoom will provide reasonable resources during Zoom’s Normal Business Hours to assist in resolving the issue or providing a workaround.
Priority 4 (Low)	Customer requires information or assistance with the Services’ capabilities, installation or configuration and there is little to no effect on its business	Such requests will be handled within Zoom's Normal Business Hours.

	operations. Included are requests for information and assistance with respect to general release features and other similar requests.	
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Table 2: Priority Response Classifications*

Priority	First Response Time	Restore Time
P1	1 hour	4 hours
P2	4 hours	8 hours
P3	24 hours/NBD	n/a
P4	24 hours/NBD	n/a

*The priority response and restoration/workaround times above in Table 2 only apply to Support Tickets created by paid licensed Administrators.

Table 3: Premier+ Support Services Credit

Service Level Name	Measurement Definition	Calculation Formula	Measurement Window	Service Level Target	Support Credit (as a percentage of Premier+ Support Services Monthly Support Fees)
First	Percentage of	(Total	Calendar	90%	1%

Response Time	Support Tickets that were responded to by Zoom according to the Priority Response Classifications as defined in Table 2.	number of Support Tickets that were responded to by Zoom within standards) * 100 / (Total number of Support Tickets)	Quarters		
Support Ticket Restoration/ Workaround	Percentage of Support Tickets that were resolved by Zoom according to the Priority Response Classifications as defined in Table 2.	(Total number of Support Tickets that were resolved by Zoom within standards) * 100 / (Total number of Support Tickets)	Calendar Quarters	90%	1%

Maximum Support Credits

The maximum aggregate Support Credit in any given month will not exceed 10% of Customer’s Premier+ Support Services Monthly Support Fees in the calendar month wherein the Support Ticket arises.

Service Interruption Management

Zoom is responsible for managing Service Interruptions that are within Zoom’s control, that are discovered either by Customer, Customer’s End Users or by Zoom. Customer will notify Zoom of a Service Interruption by opening a Support Ticket and obtaining a Support Ticket

number through any method permitted by these Premier Support Terms. Once Zoom becomes aware of a Service Interruption, Zoom will use commercially reasonable efforts to resolve the Service Interruption within the restoration time indicated for its priority level and to provide status reports, as reasonably requested by Customer, regarding Service Interruption restoration. Customer will assign an individual to be a point of contact for Zoom for all communication during the Service Interruption. Customer will support all reasonable requests from Zoom for information that may be required for investigation and restoration of the Service Interruption.

Customer Must Request Credit

In order to receive any of the Support Credits described above, Customer must notify Zoom within thirty (30) days from the time Customer becomes eligible to receive a Support Credit, otherwise the Support Credit is waived.

Termination Right

In the event that Zoom fails to achieve the required SLAs outlined in Table 3 herein (“SLA Failure”) for three (3) consecutive months in any 12-month period, Customer may terminate its then-current Order Form only with respect to the Premier+ Support Services subscription contained therein on written notice to Zoom provided within thirty (30) days from the time Customer first becomes eligible to exercise the termination right, otherwise the termination right is waived. SLA Failures arising from the same Service Interruption will be counted only in the month that the Service Interruption first arises.

Response Times

Response Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when Customer receives notification or communication from Zoom or a Zoom service representative.

Restoration Time

Restoration Time for a Support Ticket shall be the time (a) commencing when Customer receives a Support Ticket number from Zoom and (b) ending when the issue or problem affecting the Service described in a specific Support Ticket has been successfully returned to a functional state or operation, including any (full or partial) workarounds provided, and Customer receives notification that the Support Ticket has been updated to solution provided, customer-pending, or a closed state.

Restore Time Exceptions

Zoom may request an extension to the timeframe for any issue in Table 1 in this Zoom Premier+ Support Services SLA by submitting a Restoration plan for Customer's review and approval, which will not be unreasonably withheld. Zoom's Restoration plan must be submitted within the original Restoration Time applicable to the issue and include a date and time by which Zoom will complete Restoration of the issue. As agreed with Customer, Zoom's Restoration Time will be extended to the date and time set forth in Zoom's Restoration plan. Zoom has no obligation to restore the Services when the issue/problem or Service Interruption affecting the Services is outside of Zoom's control.