

Service Level Addendum

Effective Date: February 1, 2023

1. Service Availability Level. Asana will maintain a target Service Availability Level of 99.9% during each Asana Fiscal Quarter.

The following definitions apply to Asana's Service Availability Level obligations:

- a. "Asana Fiscal Quarter" means any one of the following three-month periods: (i) February 1 through April 30, (ii) May 1 through July 31, (iii) August 1 through October 31, and (iv) November 1 through January 31.
- b. "Downtime" means the time in minutes that the Service is not available to Customer. Downtime excludes beta, trial, proof of concept, and "sandbox" versions of the Service or periods when the Service may not be available due to: (i) Service Maintenance; (ii) a failure or defect arising out of Third Party Services; or (iii) Asana's failure to fulfill its obligations due to causes beyond its control. Asana measures Downtime based on server-side error rate.
- c. "Service Availability Level" means the percentage of total possible minutes the Service was available to Customer during an Asana Fiscal Quarter and is calculated according to the following formula:

$[(\text{total minutes in Asana Fiscal Quarter} - \text{Downtime}) / \text{total minutes in Asana Fiscal Quarter}]$

- d. "Service Maintenance" means the time (in minutes) that the Service is not accessible due to the maintenance, repairs, improvements, changes, and upgrading of the software and hardware used by Asana to provide the Service. Service Maintenance includes scheduled maintenance and unscheduled, emergency maintenance requiring prompt action to protect the integrity and/or security of Customer Data or the Service. Asana will use commercially reasonable efforts to provide Customer with at least three (3) days prior written notice of any scheduled maintenance and at least sixty (60) minutes' advance notice for any unscheduled, emergency maintenance. Service Maintenance will not exceed 360 minutes per Asana Fiscal Quarter and Asana will use commercially reasonable efforts to perform such Service Maintenance between the hours of 7:00 PM and 4:00 AM (Pacific Time).

2. Customer Support Response Time. Asana provides 24/7 English support and will respond to Customer support inquiries filed via <https://asana.com/support> within two (2) business hours of receipt of such inquiry (excluding US, Ireland, and Australia holidays). Asana's ability to provide support depends on Customer's provision of an email address affiliated with their Asana account in the support inquiry form when they submit their inquiry, Customer's compliance with the Agreement, Customer's provision of accurate and detailed information sufficient for Asana to reproduce the reported error, and Customer's response to Asana communications in a timely manner. Asana is not obligated to provide support for issues related to network unavailability due to reasons beyond its control such as emergency updates to address security, privacy, legal, regulatory, or third party hardware or software issues not reasonably foreseeable by Asana or within Asana's control. Asana is also not responsible for configuring or diagnosing problems in any other part of Customer's technical infrastructure. Asana reserves the right to update its support policies from time to time, provided that no such update will materially and adversely diminish Customer's rights to support as provided in this Addendum. Professional Services or other requests for assistance in deploying or enabling the Service are not included within the scope of Asana's support under the Agreement.