

BY ACCEPTING THIS GEOFENCED SUPPORT SUPPLEMENT, WHETHER AS AN EXHIBIT TO AN ORDER FOR SOFTWARE SERVICE OR THROUGH A CHANGE ORDER FORM OR AS AMENDMENT TO THE AGREEMENT FOR THE SUBSCRIBED SOFTWARE SERVICE, THIS SUPPLEMENT MY ALSO BE ACCEPTED ONLINE, ELECTRONICALLY – IN WHICH CASE, UPON ACCEPTANCE, IS DEEMED PART OF THE CUSTOMER’S SOFTWARE SERVICE SUBSCRIPTION AGREEMENT. CUSTOMER AGREES TO THE TERMS OF THIS GEOFENCED SUPPORT SUPPLEMENT. CAPITALIZED TERMS NOT DEFINED IN THIS SUPPLEMENT HAVE THE MEANING DEFINED IN THE AGREEMENT UNLESS DEFINED IN THIS SUPPLEMENT.

1. Service Level Availability; Metric

1.1 Section 3.2 of the [SLA](#) shall be deleted in its entirety and replaced with the following section new 3.2:

- **Service Monitoring.** – With the activation of “Optimizely Geofenced Support” from and including the Launch of the Service, Optimizely monitors the Availability of all Software Service(s) supported under Optimizely’s Service Level Agreement eight (8) hours per business day, except for during any Scheduled Downtime as outlined in original Optimizely’s Service Level Agreement. If the Service(s) are unavailable, an alert will be sent to the Service Desk and shall be addressed between the Parties in accordance with this update to the SLA during available hours.

2. IT Service Continuity Management

2.1 Section 1 in [Service Continuity Policy](#) shall be deleted in its entirety and replaced with the following new sections 1.A and 1.B:

1.A Data Backup Period – Backup copies of data files and databases included in the Service(s) are made on a daily basis and saved by Optimizely for thirty-five (35) days (“Backup Period”). Optimizely is not responsible for any backup copies of data outside of the Backup Period. For clarification, Optimizely is not responsible for creating backup copies of any data that is not included in the Service(s), unless otherwise agreed in writing by the Parties.

1.B Data Backup Region – Backup copies of data files and databases included in the Service(s) will be handled by regionally assigned resources of Optimizely only. Backup data will be stored in regional storage and will never be transferred outside of the agreed region.

3. Support Level Details

3.1 Support will be available from the hours of 8:00 to 17:00 in the geofenced region (“Business Hours”). As such, the Support offering that allows for 24/7 or 24/7/365 support is modified to these Business Hours only.

3.2. For clarification, if Customer is purchasing Premium Support, the following will be limited to Business Hours only: Designated Technical Support Engineer, Designated Team Routing, Premium Support Health Check Review, Technical Account Manager engagement, and Premium Support Service Level Objectives.

4. Service Level Objectives (SLOs)

4.1. The Support Service Level Objectives table in Section 3 will be deleted and replaced with the following:

Severity	Target Initial Response Times – Standard Support	Target Initial Response Times – Premium Support	Target Continuous Reply Times – Premium Support
Severity 1	30 min (during Business Hours)	15 min (during Business Hours)	1 hour (during Business Hours)
Severity 2	1 hour (during Business Hours)	1 hour (during Business Hours)	By next Business Day
Severity 3	4 hours (during Business Hours)	4 hours (during Business Hours)	By next Business Day
Severity 4	24 hours (during Business Hours)	24 hours (during Business Hours)	3 Business Days

(Business Hours are 8:00 to 17:00 Monday through Friday (excluding public holidays) in the geofenced region.)