

## Celonis Support Services

Celonis Support Services offer several key components, all designed to help you resolve issues you are facing. We have implemented a set of support services to make sure you experience a high level of service. We will be happy to provide the following support services to you as part of your purchase or subscription of the Celonis software. You can contact the Celonis support via a broad set of channels, according to your specific needs and whichever best suits your inquiry

### **1. Releases (Maintenance)**

As part of the Celonis support services, you will receive all generally available releases of the Celonis software which you have licensed free of charge. Releases may address security fixes, critical patches, general maintenance functionality, and documentation.

#### **1.1 Cloud Services**

As a subscriber to the Celonis SaaS offering, we will upload the release automatically, so you do not have to worry about this. The support services will then be rendered to the updated software version only.

We may enhance the features of our Cloud offering, for example to reflect technical advances or to comply with laws; however, we are under no obligation to develop any future functionality, programs, services or enhancements. If we do make updates or enhancements, we will notify you about them and the date they are to take effect by email, through the Celonis Service Desk Portal, Release Notes or within the Cloud offering.

If you have any queries on any of such updates or enhancements, please contact our support services team using the Celonis Service Desk Portal.

#### **1.2 On Premise Edition**

You can download the respective release from the my.celonis portal. However, the service of downloading and installing the release to your on-premise server is not included in the support services.

### 1.3 Security Updates

Whenever we provide a release, a patch or a fix with relevance to security incidents or other security-related issues, we offer to notify you via email. In order to receive such emails, you are required to provide us with the contact details (email address and telephone number) of the contact person best suited for this matter. To provide the contact details you can send an email with the information to the following email address:

[security-incident@celonis.com](mailto:security-incident@celonis.com)

### 1.4 Usage Information

To provide you with improved transparency on the utilization of your Cloud Service, we may collect and analyze information derived from your use of the Cloud Service (e.g. how many processes are used, which online trainings were performed). Neither information related to individual users nor any Customer Data is used for these purposes.

## 2. Service Desk, Global Phone and Email Support

As part of the Celonis support services, you will benefit from free access to the Celonis Service Desk Portal. This is often the most efficient way to get answers to common questions as it allows you to submit and track support requests.

<https://servicedesk.celonis.de>



Celonis support services include a highly trained team of Celonis experts located in our Celonis Support Centers. Our system engineers are familiar with the common challenges organizations face when deploying Celonis software and can quickly diagnose and support the questions regarding product-related issues you are facing.

## 2.1 Overview Global Phone and Email Support

	EMEA	Americas
<b>Service times</b>	9 am – 5 pm (CET)	9 am (EST) – 5 pm (PST)
<b>Languages</b>	English, German	English
<b>Phone</b>	+49 (0) 89 4161596 – 77	+1 212 847 0692
<b>Email</b>	<a href="mailto:servicedesk-emea@celonis.com">servicedesk-emea@celonis.com</a>	<a href="mailto:servicedesk-americas@celonis.com">servicedesk-americas@celonis.com</a>

If you are located outside of EMEA and the Americas, please refer to whichever support center best suits your business hours.

## 2.2 Premium Support

Celonis Premium Support includes unlimited phone and email access to the support team on a twenty-four hour, seven days a week basis. You can elect Celonis Premium Support at an additional fee. For more information please contact your Celonis sales representative.

## 3. Manual & Training Material

In addition, you will have free access to the my.celonis portal. The my.celonis portal provides a comprehensive knowledge base containing answers to many common product questions and a manual that covers common product topics. Here, you will find training material covering the basics of how to work with the Celonis software.



<https://my.celonis.de>

The Celonis Academy provides extensive training courses, starting with the very basics to expert level mastery of the Celonis technology. Please refer to your Celonis sales representative for more information.

## 4. Incident Reporting and Response Times

When requesting support services, we will open an incident and determine – to the best of our knowledge – the priority of the incident. We will then notify you of the incident priority and ticket number, which enables an accurate placement of subsequent queries within the incident management system.

## 4.1 Priority Definitions

- Priority 1, Critical: An incident is classified as Priority 1, if the use of the Celonis software is not possible or practically not possible to the impairment and your business is seriously affected.
- Priority 2; Major: An incident is classified as Priority 2, if work with the Celonis software is seriously affected and necessary tasks cannot be performed.
- Priority 3; Minor: An incident is classified as Priority 3, if a minor feature or an insignificant function of the Celonis software is affected and does not perform as desired.
- Priority 4; Service: Service requests referring to general questions and/or cannot be identified as an incident.

## 4.2 Target Initial Response Times

After the assignment of a ticket number and a priority, we will use commercially reasonable efforts to respond to the incident within the Target Initial Response Times (see below) and to subsequently acknowledge the incident and provide a resolution. An incident resolution may consist of a fix, workaround, service availability or any other solution we deem reasonable.

Target Initial Response Time	
<b>Priority 1, Critical</b>	2 hours
<b>Priority 2, Major</b>	24 hours
<b>Priority 3, Minor</b>	48 hours
<b>Priority 4, Service</b>	96 hours

The response times are calculated during the local service times. If during the course of the support process the incident no longer warrants the currently assigned priority, we may change the priority of an incident to best reflect its actual priority.

We may consider an incident as dropped and subsequently close the incident if you have not responded within five business days to our attempt to collect additional information required to resolve the incident.



Whenever we determine an incident is not due to any error or deficiency in the Celonis software we will have no obligation to provide any Celonis support services regarding the incident (these may be caused without limitation by issues or problems caused by the internet or other communications, or your network or browser matters, or login issues).

## 5. Changes to the Support Services Description

During the subscription term, we will have the right to update this support services description in accordance with the applicable Terms & Conditions of your Celonis product.