

## Celonis Support Services

Celonis has 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 team 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, at no additional charge, all generally available releases of the Celonis Software which You have licensed. Releases may address security fixes, critical patches, general maintenance functionality, and documentation.

#### **1.1 Cloud Services**

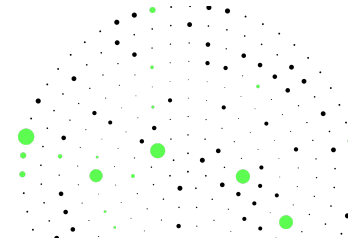
As You are a subscriber to the Celonis SaaS offering, we will upload the release automatically, so You do not have to worry about this. The Support Services will then be rendered to the updated software version only.

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 relating to on any of such updates or enhancements, please contact our Support Services team using the Celonis Customer Support Portal.

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

You can download each 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

In order 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.

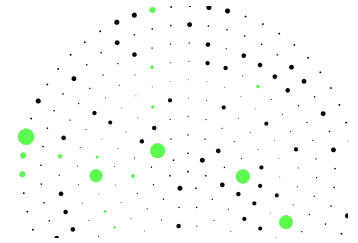
## 2 Service Desk, Global Phone and Email Support

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://www.celopeers.com/s/>

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 questions regarding product-related issues you are facing.





## 2.1 Overview Global Phone and Email Support

	EMEA	AMERICAS
SERVICE TIMES	Mon – Fri Business hours only 9 am – 5 pm (CET)	Mon – Fri Business hours only 9 am (EST) – 8 pm (EST)
LANGUAGES	English, German	English
PHONE	+ 49 (0) 89 4161596 – 77	+ 1 917 – 830 – 6806
EMAIL	<a href="mailto:servicedesk@celonis.com">servicedesk@celonis.com</a>	<a href="mailto:servicedesk@celonis.com">servicedesk@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 is available only for Celonis EMS and 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 for 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.

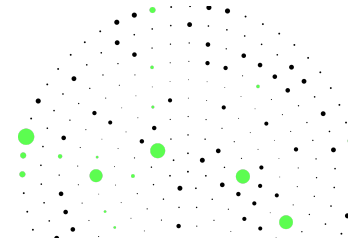


The Celonis Academy provides extensive training courses, starting from the very basics and extending to expert level mastery of the Celonis technology. Please refer to your Celonis sales representative for more information.

## 4 Incident Reporting and Response Times

### 4.1 Ticket Reporting





When raising a Support Inquiry via the Celonis Portal at [www.celopeers.com](http://www.celopeers.com), You have the opportunity to select the Type of your Support Inquiry, as further defined in 4.2 below.

When requesting Celonis Customer Support Services via email, we will open a Support Ticket for You and determine – to the best of our knowledge – the Type and Severity. We will then notify You of the created ticket number, which enables the accurate placement of subsequent queries within the Support Ticket Management System.

## 4.2 Ticket Types

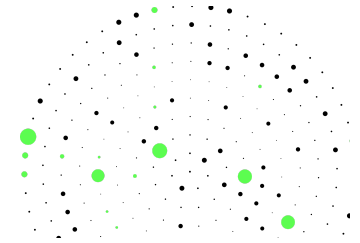
TICKET TYPE	DEFINITION
INCIDENT	An Incident is affecting Your ability to use the Celonis Software. Something, which worked in the past, is not working as expected and resolution is required from Celonis for this. Additionally, only for this type of Incident, the severity can be selected based on the criteria described in 4.3.
SERVICE REQUEST	A request for a Service from Celonis. For instance, to have some feature or function of the Celonis Software enabled for You; or You require help with access rights for a specific person or a specific area is needed.
QUESTION	A technical Question on how a specific Celonis Software feature, function, or product works. Or You require help with a specific code snippet or insights on how the code is working.
FEATURE REQUEST	Suggestion for a new feature or enhancement of an existing feature of the Celonis Software. However, we are under no obligation to develop any future functionality, programs, services, or enhancements.

## 4.3 Incident Severity definitions

If You selected the Type of Your Support Inquiry as an Incident, following Incident Severity Types can be assigned to your Inquiry.

INCIDENT SEVERITY	DEFINITION	EXAMPLES
1, CRITICAL	Use of the Celonis Software is not possible or practically not possible due to the impairment and your business is totally affected.	<ul style="list-style-type: none"> <li>• Single Service (e.g. Data Integration, Action Engine, Machine Learning) is unreachable</li> <li>• The entire realm is unreachable</li> <li>• DNS not resolving</li> </ul>
2, SEVERE	Work with the Celonis Software is seriously affected, and necessary business tasks cannot be performed.	<ul style="list-style-type: none"> <li>• Increased latency (long load times, timeouts)</li> </ul>





3, MEDIUM	A feature or function of the Celonis Software is affected, and does not perform as desired, with medium business impact.	<ul style="list-style-type: none"> <li>• Increased error rate (request intermittently fail)</li> <li>• Data Model cannot be queried</li> <li>• Data Jobs not executing</li> <li>• ML Apps not starting/opening</li> <li>• DB jobs not executed in the first time</li> <li>• Pods of new deployments in</li> </ul>
4, MINOR	A feature of function of the Celonis Software is affected, and does not perform as desired, with minor business impact.	<ul style="list-style-type: none"> <li>• Issues around usability and layout</li> </ul>

Celonis Customer Support will review the Severity of each Incident and will make reasonable adjustments to the Severity Type in line with the above definitions, where the originally selected Severity Type does not align with the table above.

#### 4.4 Incident Severity Definitions

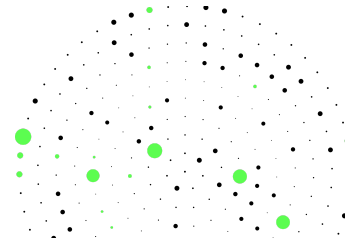
After the assignment of a ticket number and a Severity (in accordance with table 4.2), we will use commercially reasonable efforts to respond to the Incident within the Target Initial Response Times (see below). The Initial Response Time shall be measured by the time between a complete ticket being correctly submitted and the time we acknowledge receipt of the ticket. You understand and agree that full resolution of an issue is not guaranteed and that the actual time required to resolve any issue may be longer than the Initial Response Time.

SEVERITY	DEFINITION
SEVERITY 1, CRITICAL	2 hours
SEVERITY 2, SEVERE	24 hours
SEVERITY 3, MEDIUM	48 hours
SEVERITY 4, MINOR	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 severity, we may change the priority of an Incident to best reflect its actual severity.

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 (For example, such incidents 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.

