C3.ai

C3 AI Support Services Description

This C3 AI Support Services Description is a policy governing C3 AI Support Services for the C3 AI Software. In the event of a conflict between the terms of this C3 AI Support Services Description and the terms of the C3 AI End User License Agreement or other agreement with Us governing Your use of C3 AI Software (the "**Agreement**"), the terms and conditions of this C3 AI Support Services Description apply, but only to the extent of such conflict. Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement. Provided that You remain current in Your payment obligations to Us, We will provide C3 AI Support Services relating to the access and operation of the C3 AI Software as set forth herein.

1. Logging a Ticket. To receive such support, You must report technical issues in sufficient detail and in a timely manner to Our designated support contact(s) by logging a ticket in Our designated support system ("**Report**") and assist Us in diagnosing and resolving such issues.

2. Conditions for Support. Our obligations to provide support are subject to Your implementation within no more than 90 days of all updates and upgrades of C3 AI Software that We make available to You or generally. C3 AI Support Services do not include support for Customer Applications or Customer Extensions.

3. Support Categories and Details.

Support Category	**Provision**
Case Limit	No Limit
Response Time	Response Time is measured from receipt of the Report. See Response Time Matrix below.
On-line Self-Service Portal	Included

4. Response Time Matrix

Severity Level	Severity Definition	Examples	Response Time
P1	Severe Business Impact	• Production system down or not accessible • Data loss/corruption • Repeated service interruptions • Severe performance degradation impacting business	60 minutes
P2	Significant Loss of Functionality	• Critical previously available functionality missing without workarounds, but system is otherwise up • Intermittent service interruptions • Noticeable but tolerable performance degradation	8 hours
P3	Minor Impact	• Some functionality not working as expected but there are workarounds available • How-to or usage questions	1 business day
P4	No Operational Impact	• Enhancement requests • General questions	3 business days

5. Support Hours. Support hours for P1 issues are 24/7 (excluding holidays). Support hours for other issues are from 9 a.m. to 6 p.m. Pacific Time excluding weekends and company holidays. We will use reasonable efforts to meet the "response time" goals set forth in the table above, based upon the support hours listed above.