

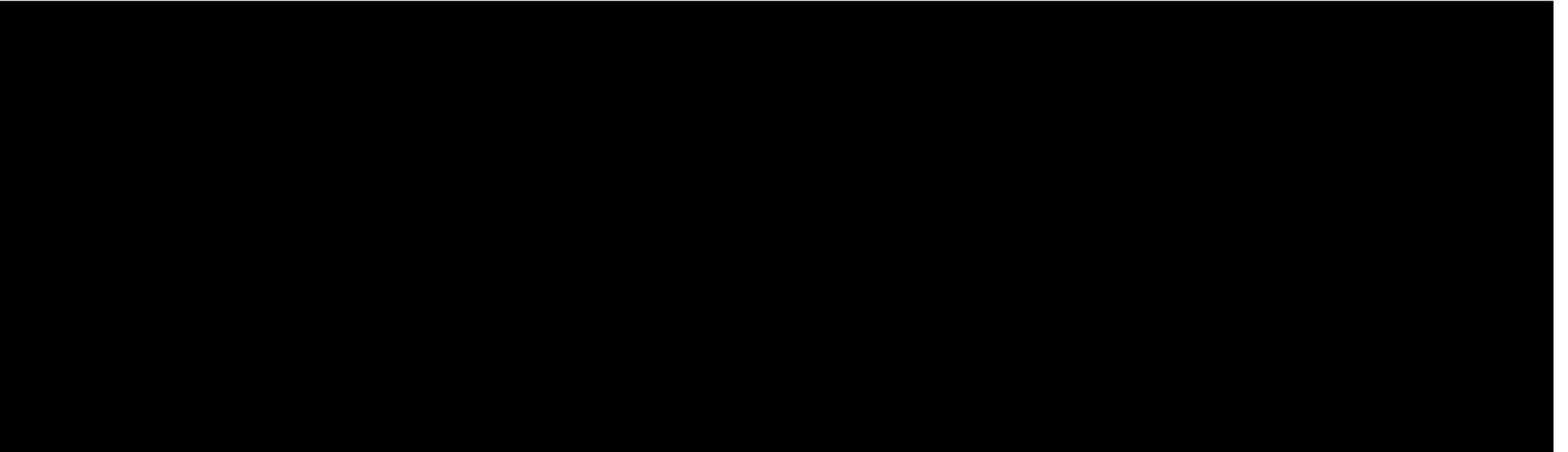
Service Level Commitment

1.0 Help Desk Operations: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2.0 Support Response Times: Workiva shall use commercially reasonable efforts to correct or provide a reasonable workaround to address all material errors that are identified in the Software pursuant to the chart below.

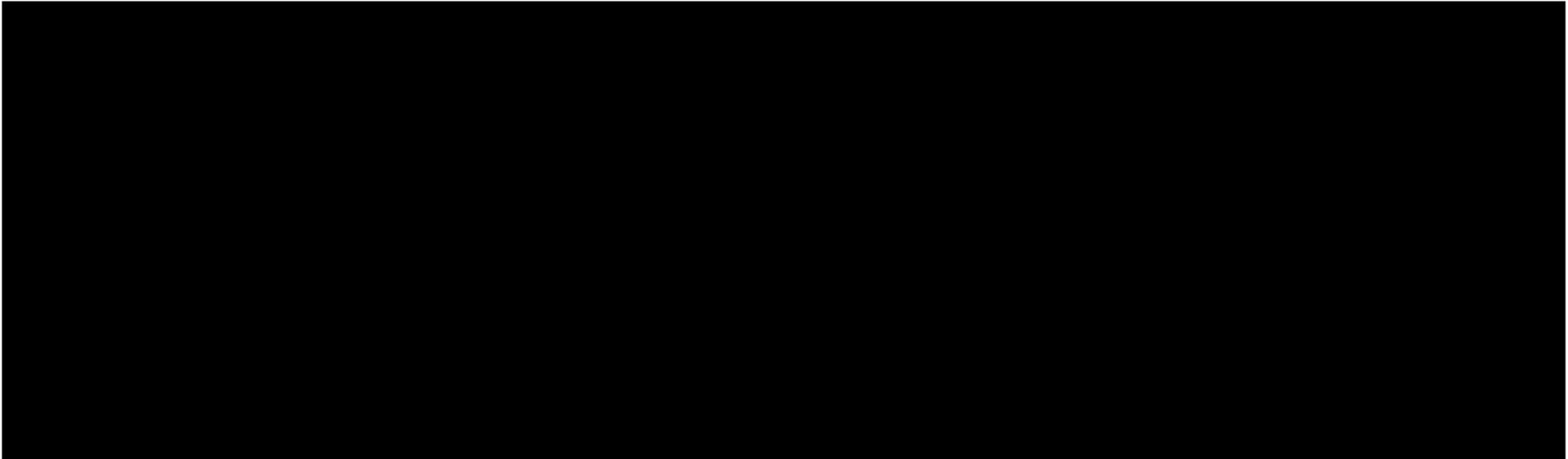


3.0 Service Availability Commitment: [REDACTED]
[REDACTED]
[REDACTED]



4.0 Scheduled Downtime: Workiva uses commercially reasonable efforts to perform all scheduled maintenance in a manner that does not typically require downtime. If downtime is required for maintenance, updates, or other fixes, it will occur during off-peak periods (usually 2am-5am Eastern Standard Time on Saturday or Sundays). With respect to scheduled downtime required by Workiva's service providers (e.g., Google, Amazon), [REDACTED]
[REDACTED]

5.0 Uptime Credits: [REDACTED]
[REDACTED]



6.0 Service Credits or Terminate for Refund. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

7.0 Customer Must Request Service Credit. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

8.0 Alternative Filing Process. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]