okta

AUTH0 PLATFORM PRIVATE CLOUD TERMS

The Auth0 Platform Private Cloud Terms ("**Private Cloud Terms**") apply to Customer's use of Private Cloud on the Auth0 Platform as provided under the applicable Order Form. "Private Cloud" means a version of the Auth0 Platform deployed as a private instance for Customer, in a private cloud environment, sourced, operated and managed by Okta, and dedicated for Customer's use. Private Cloud may also be referred to as "Private SaaS." These Private Cloud Terms are incorporated into the applicable Order Form and are subject to the Agreement found in the Order Form. In the event of any conflict or inconsistency between these Private Cloud Terms and the Agreement, these Private Cloud Terms will control.

Additional Private Cloud Terms are as follows:

1. <u>Deployment</u>: Private Cloud deployment terms are provided at auth0.com/docs/deploy-monitor. Okta will install and manage the Private Cloud on infrastructure provided by Okta.

2. <u>Root Access; Modification by Customer</u>: Customer may not utilize root access to the Private Cloud. Customer may not modify or maintain, nor attempt to modify or maintain the Private Cloud, except in accordance with Okta's instructions.

3. <u>Planning and Administration</u>: Customer must comply with the Private Cloud requirements specified in the Documentation (https://auth0.com/docs/private-cloud).

4. <u>Backup</u>: Backup cycles for Private Cloud subscriptions will be at least the same as for the Auth0 Platform public cloud service offering (currently every 6 hours).

5. <u>Updates and Patches</u>:
   (i) <u>Private Cloud Basic</u>: Okta will install updates and patches and access the Private Cloud at times determined by Okta.
   (ii) <u>Private Cloud – Performance</u>: Okta will install updates and patches at times determined by Customer. Installation will occur on a regular, periodic basis.