



## Support Terms and Conditions Policy

This Support Terms and Conditions Policy describes the specific service levels and support guidelines provided by the Planet Labs entity identified in an applicable Order Schedule (“**Planet**”) to the Licensee identified in such Order Schedule (“**Licensee**”). The support services provided here are in consideration of Licensee’s payment of the applicable fees associated with its Order Schedule and any fees applicable to the Premier Support Offering. Certain terms used, but not defined herein shall have the meaning assigned to them in the Master Content License Agreement (or similar agreement) (“**Agreement**”) between the Licensee and Planet.

### 1. Definitions

“**Content**” has the meaning specified in the Agreement.

“**Designated Customer Contact**” means the named users registered for access to Support Services.

“**Documentation**” means imagery product specifications located at <https://support.planet.com/hc/en-us/articles/360022233473-Planet-Imagery-Product-Specifications> and Platform Performance defined in Section 6.

“**Local Business Hour**” means 9:00 a.m. - 5:00 p.m. Monday-Friday of Licensee’s locale, excluding holidays.

“**Planet Product(s)**” means the Content, Platform, and any other products listed in an applicable Order Schedule.

“**Platform**” has the meaning as set forth in the Agreement.

“**Premier Support Offering**” is as defined in Section 2.

“**Priority**” means the measure of the relative impact a Support Issue has on the use of the Planet Product(s), as defined by Planet.

“**Support Issue**” means a failure of the Planet Product(s) to conform to the Documentation.

“**Support Offering Period**” means the period for which Licensee has purchased or is entitled to Support Services and any subsequent renewal periods as indicated by the Order Schedule.

“**Support Services**” means the services delivered as described in the Premier Support Offering.

“**Status Update Frequency**” means the time interval objective at which an assigned engineer will provide updates for a Support Issue reported by the Licensee.

“**Target First Response Time**” means the time period objective in which the assigned support resource shall provide Licensee with an initial technical response as a result of a Support Issue reported by Licensee.

“**Ticket Number**” means the tracking number created for any Support Issue reported by the Licensee and submitted via the defined communication channels defined in Section 3.

### 2. Support Terms

Provision of Support Services is subject to the terms of this Support Terms and Conditions Policy, and Planet will use commercially reasonable efforts to provide Licensee with Support Services during the Support Offering Period.



## Premier Support Offering

Support Offering	Premier	Offering Description	
<a href="#">Planet Help Center</a>	✓	Access to Planet white papers, guides, and FAQ's.	
<a href="#">Planet Community</a>	✓	Participate in the Planet online community to meet and communicate with other Planet customers and employees in order to share Licensee's thoughts with others or get assistance with common issues.	
<a href="#">Planet School</a>	✓	A collection of in-depth guides and self-guided tutorials with the information Licensee needs to get up to speed on tools and technology that will let Licensee get the most out of Planet's data.	
Maximum Number of Designated Customer Contacts	20	The maximum number of Licensee's named contacts that can register for access to Planet Support Services.	
Local Business Hour Access to Technical Support	✓	Monday-Friday (excluding holidays) local business hour access to Planet Technical Support.	
24/7/365 Phone Support for Urgent Issues	✓	24/7/365 access to Planet Technical Support for Urgent issues via dedicated toll-free support line.	
Target First Response Times ( <a href="#">Priorities</a> ) Urgent High Normal Low	2 Hours 4 Business Hours 8 Business Hours 2 Business Days	Urgent	Critical production issue that represents a complete loss of service or data availability. The situation halts Licensee's business operations and no workaround exists.
		High	Production Support Issue that is materially degrading to the ability to perform the required business functions or access in a timely fashion and no workaround for the Problem is available.
Status Update Frequency ( <a href="#">Priorities</a> ) Urgent High Normal Low	4 Hours 1 Business Day 5 Business Day 5 Business Days	Normal	Major functionality is impacted, or significant performance degradation is experienced. A workaround may be available.
		Low	General questions, requests for information, product enhancements, or administrative requests.
Designated Customer Success Manager ( <a href="#">CSM Deliverables</a> )	✓	See chart below	



### Designated Customer Success Manager (CSM)

Task	Description
CSM	Licensee will have the opportunity to meet the named CSM before contract close to agree on a plan for starting work with Planet from day one of the contract. The CSM will be Licensee's regular point of contact at Planet.
Onboarding Plan	The CSM will work with the Licensee to ensure that Licensee's technical team is provided with technical onboarding by the product experts at Planet.
Success Plans	As part of onboarding, Licensee's CSM will work with Licensee to create a success plan that will outline the steps needed for to achieve Licensee's desired outcomes.
Business Reviews	At regular intervals, Licensee and CSM will sit down with key stakeholders to review progress, get updates, and discuss overall strategy.
Critical Issue Management	The CSM will be available to provide regular updates on critical issues that have been reported to Planet.

### 3. Issue Submission

3.1. Licensee shall submit issues to Planet via the channels defined below based on the Support Offering under contract.

3.1.1. Submission Channels.

Online: <https://support.planet.com/hc/en-us/requests>.

Email: [support@planet.com](mailto:support@planet.com).

24/7 phone support for Support Issues with an Urgent Priority: +1 (877) 690-4426

3.1.2. Issue Details. Licensee shall provide to Planet: (a) Error messages and indications that Licensee received when the issue occurred; (b) Description of what the user was doing when the issue occurred; (c) Steps Licensee has taken to reproduce the Issue; (d) Steps Licensee took to solve the Issue; and (e) Any relevant log files.

### 4. Issue Resolution

4.1. Planet will take steps to verify the existence of any reported Support Issue, to confirm the Support Issue is reproducible, determine the conditions under which the Support Issue may recur, and verify the Priority of the Support Issue. After such verification and determination, Planet will use its commercially reasonable efforts to provide one of the following:

- (a) Fix for the issue;
- (b) Temporary workaround for the issue and a timeline for the permanent fix;
- (c) Statement that more information regarding the issue is required;
- (d) Statement that the Planet Product(s) are operating as designed; or
- (e) For issues first identified by Planet, Planet shall endeavor to provide information on such issues by including those at <https://status.planet.com/>.

### 5. Response Criteria

5.1. Issue Tracking. Upon receiving a request for support from Licensee, Planet will use commercially reasonable efforts to provide support. Each Support Issue reported by Licensee to Planet will be given a Ticket Number to allow it to be tracked throughout the period of resolution. In addition, any Support Issue will be assigned a Priority level in accordance with the criteria in Section 2 and the supporting information provided to Planet by Licensee.



Licensee will be able to view the status of Ticket Numbers online at <https://support.planet.com/hc/en-us/requests>.

5.2. Response Classification. Planet will classify any reported Support Issue with the applicable Priority and respond and provide status updates as defined in Section 2.1.

## 6. Platform Performance

Planet shall use commercially reasonable efforts to meet or exceed the following performance metrics:

### Platform

Criteria	Standard
Availability	95% Availability, which is the monthly availability percentage across the Platform, for a given monthly billing period, calculated as follows: $1 - (\text{total API Errors}) / (\text{total Valid API Requests})$ .
API Error	Includes (i) a HTTP 5xx server error response to a Valid API Request or (ii) no response to a Valid API Request because the API is down.
Valid API Request	Is a well-formed request that complies with the published API specification.

### Average Data API

Criteria	Standard
Average Data API Response Time	Not longer than 5 seconds for a search for imagery from the last 24 hours with a bounding box of 50,000 km <sup>2</sup>
Data API Response Time On Activated Imagery	5 seconds or less

## 7. Planned Downtime

Criteria	Standard
Notice	At least four (4) business days' advance notice on planned downtime for the Platform (planned downtime is for emergency preventative maintenance: commercially reasonable advance notice)
Duration	Not to exceed five (5) business days.
Metrics	Planned downtime shall not impact and shall be excluded from performance measurement. During planned downtime service levels shall not apply and Planet Product(s) will be "as available."



## 8. Licensee Responsibilities

Licensee shall:

- 8.1. Designate contacts who are sufficiently qualified and familiar with the Planet Product(s) and Licensee systems so as to provide Planet with reasonable assistance in diagnosing and addressing the Support Issue ("Designated Customer Contacts"), provide Planet with the names and telephone and email contact information for such Designated Customer Contacts, and only access technical support, whether by telephone or email, through Designated Customer Contacts.
- 8.2. Identify, document, and report each Support Issue for which access to Support Services are being requested using the submission channels defined in Section 3.
- 8.3. Supply Planet with such documentation and reasonable assistance necessary to demonstrate and allow Planet to diagnose any Support Issue and assist Planet in identifying and fixing Support Issue which may include without limitation, the provision by Licensee of representative samples of data files from a designated system or other related device(s) with which the Planet Product(s) is being used by Licensee.
- 8.4. Execute reasonable diagnostic routines in accordance with instructions provided by Planet and inform Planet of the results of such tests.
- 8.5. Provide Planet with free and reasonable access to the supported Planet Product(s) as requested by Planet for diagnostic and service purposes, including remote access to the system containing the applicable Planet Product(s); provide Planet all electronic files necessary for Planet to verify and diagnose the Support Issue, redacted to protect Licensee's confidential information not necessary for Planet to deliver defined Support Services.
- 8.6. Promptly implement the requirements recommended by Planet to resolve the Support Issue.

## 9. Non-Planet Product(s)

If Licensee requests support for an issue that is not related to the Planet Product(s), or if Licensee's request originates from Licensee personnel other than Designated Customer Contacts, Planet may in its sole discretion agree to provide Support Services to Licensee at its then-current time and material rates.

## 10. Support Service Exclusions

Planet will have no obligation to provide Support Services for:

- 10.1. Planet Product(s) which have been altered or modified by Licensee or any third party other than according to Planet's written instructions and specifications.
- 10.2. Planet Product(s) that have been used outside the scope of the license grant or associated documentation, or otherwise misused, abused, mishandled, neglected, or damaged by Licensee or by causes not reasonably under the control of Planet including handling by unauthorized parties or where Licensee has failed to follow Planet's installation, operation, and maintenance instructions and specifications.
- 10.3. Environments in which the Planet Product(s) are used but are no longer supported by the applicable vendor.
- 10.4. Instances where Licensee's employees are uncooperative with or otherwise adverse to Planet in its efforts to provide such support or maintenance services.
- 10.5. Instances where Planet cannot reproduce a Support Issue and the Licensee has not provided access to the relevant data files or system.
- 10.6. Periods of scheduled or emergency preventative maintenance for which Planet has provided notice.
- 10.7. Support Issues caused by factors outside of our reasonable control, including any force majeure event or, internet access failure or related problems beyond the demarcation point of the Platform.
- 10.8. Support Issue that results from any actions or inactions of Licensee or any third party.
- 10.9. Support Issue that results from Licensee's or any third-party equipment, software or other technology, other than third party equipment within Planet's direct management and control.