

## SUPPORT TERMS

Support: **STANDARD** according to Sprinklr Service Level Agreement (SLA), accessible at <a href="https://www.sprinklr.com/legal">www.sprinklr.com/legal</a>

Support: **PLATINUM** according to Sprinklr Service Level Agreement (SLA), accessible at <a href="https://www.sprinklr.com/legal">www.sprinklr.com/legal</a>

Support: **Platinum & Mission Critical** according to Sprinklr Service Level Agreement (SLA), accessible at <a href="https://www.sprinklr.com/legal">www.sprinklr.com/legal</a>