



441 9th Avenue, 12th Floor
New York, NY 10001

SUCCESS TERMS

Support: **Mission Critical** according to Sprinklr Service Level Agreement (SLA), accessible at www.sprinklr.com/legal

TECHNICAL ACCOUNT MANAGER SERVICE: according to Success Packages descriptions, accessible at www.sprinklr.com/legal

PROGRAM MANAGER SERVICE: according to Success Packages descriptions, accessible at www.sprinklr.com/legal

Success Package: **PROFESSIONAL/PREMIER PLUS/PREMIER PLUS + TECHNICAL ACCOUNT MANAGER/PREMIER PLUS + PROGRAM MANAGER** according to Success Packages descriptions, accessible at www.sprinklr.com/legal