MARKETO BUSINESS SUPPORT

Marketo’s award winning Customer Support organization is committed to delivering the highest levels of success, satisfaction and business value. We’ve designed our Business Support package to address the support needs of fast-paced small to mid-sized organizations with time-sensitive campaigns and those who desire an extra level of support. With proactive case monitoring and personal oversight from a named Marketo Support Manager, Marketo Business Support is the ideal way to protect your productivity by assuring quick turn-around on your support requests.

SUPPORT FEATURES

Named Support Manager
A Marketo Support Manager is assigned to provide oversight of your support cases, monitoring them to ensure service levels are met and advocating for your support needs.

Proactive Case Monitoring
Your assigned Marketo Support Manager will actively monitor open cases and take proactive action to ensure timely resolution.

12x5 Regional Support Hours
Extended 12x5 support hours for case submissions across adjacent regional time zones.

Phone Case Submissions
Telephone access to Marketo Support to submit new cases via our support hotline.

Web Case Submissions
Support cases may be created directly through our world-class Support Portal at any time, and your request will be routed to a skilled Marketo Support Engineer.

Live Chat Support:
Start a live chat session with Marketo experts and we’ll answer your questions, point you to detailed support resources, or open a support case. To start a chat session, please visit the Marketo Support Portal and click on the Live Chat button.

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Priority Case Routing:
Expedited handling and priority routing to speed case resolution.

Personalized Support Dashboard:
A group of reports that provides information about your instance and your support service metrics to help you get the most from your Support Services.

24x7 Global Phone & Web Support for P1 Cases
Coverage by phone or online 24 hours/day, 7 days/week for response within one hour for P1 (production down) cases.

24x7 Availability Monitoring
Proactive system monitoring to ensure maximum availability and performance.

24x7 Support Portal Access
On-demand access to the online Marketo Support Portal (http://support.marketo.com) to submit support cases, review case status, and browse other resources like our Support Solutions knowledge base, News & Alerts, Featured Tips, and more.

24x7 Customer Community
Continuous online access to the Marketo Community where you can review product documentation and connect with the Marketo Nation of more than 50,000 marketers that share ideas, expertise and best practices.

Mentoring Sessions:
Access to one public mentoring session per quarter. Please visit the Support Portal (support.marketo.com) for session information and registration.

Authorized Support Contacts
Up to 6 designated contacts in your company who are authorized to submit cases and work directly with Marketo experts toward resolution. Your Support Admin can manage your Authorized Support Contacts on the Marketo Support Portal.

Marketo’s Customer Support organization has achieved “Rated Outstanding, Assisted & Self-Service, North America” certification from the Technology Services Industry Association (TSIA), the leading association for technology services. Additionally, Marketo has been recognized as a Certified Support Staff Excellence Center.
SERVICE LEVEL AGREEMENTS (SLA): INITIAL RESPONSE

<table>
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<tr>
<th>Priority</th>
<th>Online Support</th>
<th>Business Support</th>
<th>Premier Support</th>
<th>Elite Support</th>
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</thead>
<tbody>
<tr>
<td>P1</td>
<td>1 hour</td>
<td>1 hour</td>
<td>30 minutes</td>
<td>30 minutes</td>
</tr>
<tr>
<td>P2</td>
<td>4 hours</td>
<td>4 hours</td>
<td>2 hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>P3</td>
<td>6 hours</td>
<td>6 hours</td>
<td>4 hours</td>
<td>2 hours</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
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<tbody>
<tr>
<td>P1</td>
<td>Production down: Production system, application, or critical feature/function is down.</td>
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<tr>
<td>P2</td>
<td>Production impaired: A major feature or function is not working correctly and is blocking full use of the Marketo system, but existing production campaigns are working correctly and other features are operational.</td>
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<tr>
<td>P3</td>
<td>Minor issue: A minor issue is impacting usability of the system, but a workaround is available and major features / functions are working correctly.</td>
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SUPPORT CONTACT INFORMATION AND HOURS

Global Contacts

- **support@marketo.com**: Email for case submission.
- **supportescalations@marketo.com**: Contact Support Management regarding Support services.
- **supportfeedback@marketo.com**: Questions regarding Support or Community access.

Regional Hours of Operation, Contact Information, and Language Support

<table>
<thead>
<tr>
<th>Americas</th>
<th>Europe, Middle East, &amp; Africa</th>
<th>Australia &amp; New Zealand</th>
<th>Japan</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-F, 6am-6pm PST</td>
<td>M-F, 8am-5pm GMT</td>
<td>M-F, 9am-6pm Aus EST</td>
<td>M-F, 9am-6pm JST</td>
</tr>
<tr>
<td>Toll Free: +1.877.270.6586</td>
<td>EU: +353 (0)1 242 3030 UK: 0800 151 3030</td>
<td>ANZ: +61 2 8310 7646</td>
<td>+81 3 4520 9600</td>
</tr>
<tr>
<td>Direct: +1.650.376.2302</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English, Spanish</td>
<td>English, French, German, Portuguese</td>
<td>English, Japanese</td>
<td>English, Japanese</td>
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Observed Office Holidays

- New Years Day
- Independence Day
- Thanksgiving Day
- St. Stephen’s Day
- Christmas Day
- New Year’s Day
- Easter Monday
- Christmas Day
- Boxing Day
- New Year’s Day
- Good Friday
- Easter Monday
- ANZAC Day
- Christmas Day
- Respect for the Aged Day
- Coming of Age Day
- National Foundation Day
- Vernal Equinox Day
- Showa Day
- Constitution Memorial Day
- Greenery Day
- Children’s Day
- Substitute Holiday
- Marine Day
- Respect for the Aged Day
- National Holiday
- Autumnal Equinox Day
- Health-Sports Day
- Culture Day
- Labor Thanksgiving Day
- Emperor’s Birthday
- Winter Holiday

AFTER-HOURS SUPPORT FOR PRODUCTION DOWN ISSUES

Online: [http://support.marketo.com](http://support.marketo.com), enter a Support Case with Priority = P1
Phone: Call your regional Marketo Support Line and follow the P1 prompts.

ADDITIONAL INFORMATION

For more information about Marketo Support levels or to discuss other services, please contact us at [services@marketo.com](mailto:services@marketo.com).