

WEBFLOW SERVICE LEVEL AGREEMENT

This Service Level Agreement (the “**SLA**”), which is incorporated into and forms part of the Master Subscription Agreement (or other agreement related to the Service) between Webflow and Customer (the “**MSA**”, and together with this SLA and any Order Form(s) between the parties, the “**Agreement**”), will apply to Customer’s access to and use of the Service during the applicable Subscription Term. Capitalized terms used but not defined herein shall have the meanings ascribed to such terms elsewhere in the Agreement.

1. UPTIME

- 1.1. Webflow will use commercially reasonable efforts to ensure that, excluding maintenance, the respective (1) Hosting and (2) Application Uptime Levels meet the thresholds for the Service Tier subscribed to by Customer on the applicable Order Form.
- 1.2. The respective Uptime Levels shall be calculated on a monthly basis. Webflow shall provide Customer with five (5) days’ advance notice of scheduled maintenance provided that Customer has signed up to receive such status updates at <https://status.webflow.com>. If Customer requests maintenance to any Website Content during these scheduled maintenance times, any downtime calculation shall exclude the period(s) affected by such maintenance. Notwithstanding, Customer agrees that the following instances shall be excluded from any downtime calculation: (i) outages of third-party applications, utilities, or connections integrated into the Service by Customer (e.g., plug-ins or APIs); (ii) any components, processes, or systems utilized by Customer that are not within Webflow’s exclusive control (e.g., downtime related to the stability, availability or configuration of Customer’s proxies or DNS resolvers); (iii) outages resulting from a third party’s denial of service or other similar intentionally malicious actions or attacks; and (iv) Force Majeure Events. Customer agrees that any blocking of data communications or other Service made by Webflow in accordance with its internal policies or as required under Applicable Law shall not be deemed a failure by Webflow to provide adequate service levels under the Agreement.
- 1.3. **Downtime Credits.** Customer’s sole and exclusive remedy, and Webflow’s entire liability, in connection with any issues related to Site Hosting Uptime Levels shall be as provided: subject to Section 1.2, for each period of downtime caused exclusively and directly by Webflow that is greater than thirty consecutive minutes in duration and exceeds the monthly downtime allowed under the applicable Uptime Level threshold (“**Qualifying Downtime**”), Webflow will issue Customer the following credit (each such credit, a “**Downtime Credit**”): 2% of the total Fees paid by Customer prorated for the month in which the Qualifying Downtime occurs (the “**Monthly Fees**”). Downtime Credits may not be redeemed for cash and may only be applied to the calendar month in which the incident occurred. Customer shall not accrue Downtime Credits exceeding 25% of the Monthly Fees per calendar month.
- 1.4. For the purposes of calculating Downtime Credits in these instances, downtime shall begin to accrue as soon as Customer recognizes that downtime is taking place (as confirmed by Webflow) and shall continue until the availability of the Service is restored. Customer shall promptly notify Webflow upon recognizing any such downtime. In order to receive Downtime Credits, Customer must request such Downtime Credits in writing within seven (7) calendar days from the initial time of

downtime, and failure to provide such notice will forfeit the right to receive Downtime Credits.

2. SUPPORT

- 2.1. Customer will be assigned a Customer Success Manager to assist Customer with onboarding and ongoing support as set forth on the applicable Order Form.
- 2.2. Email Support. Customer may request technical support via email from Webflow by initiating a Helpdesk ticket at <https://support.webflow.com/get-support>. Excluding federal holidays, Webflow will use commercially reasonable efforts to provide an initial response to all Helpdesk tickets within the allotted timeframes for the Service Tier subscribed to by Customer on the applicable Order Form (the “**Email Support Response Times**”); provided Customer's sole and exclusive remedy, and Webflow's entire liability, in connection therewith shall be as follows: if Webflow fails to meet the Email Support Response Times during any three (3) consecutive months during a Subscription Term, then during the thirty (30) day period following the end of the third month, Customer may terminate this Agreement upon written notice to Webflow.
- 2.3. Phone Support. If Customer has subscribed to the applicable Service Tier (as set forth on the applicable Order Form), Webflow shall provide Customer with the ability to choose between available callback slots via phone from 6 am pacific time until 6 pm pacific time, Monday through Friday (“**Phone Support Hours**”), and Webflow will reach out to Customer during the time Customer selects. For clarity, Customer may also initiate a Helpdesk ticket via email and Webflow will respond in accordance with Section 2.2.