



## SALESFORCE TAGGING STATEMENT OF WORK

This Statement of Work (this “**Statement of Work**” or “**SOW**”) is hereby incorporated into the Pendo Professional Services Addendum, effective as of the effective date of the Order Form to which this SOW is attached or into which it is incorporated, is entered into by the Customer that is a party to the Order Form (“**Customer**” or “**you**”) and Pendo.io, Inc. (“**Pendo**”). Capitalized terms used but not defined herein will have the respective meanings given to those terms in the Order Form and the Agreement. Customer and Pendo agree as follows:

### 1. Professional Services

(a) *Scope.* Pendo will assign an Authorized Subcontractor as a consultant(s) (“**Consultant**”) who will provide certain services to assist Customer with its implementation and use of Pendo’s Subscription Services (the “Professional Services”). Pendo will provide Professional Services via the Authorized Subcontractor, named below, to assist with the following tasks, subject to the applicable Consumption Rules:

- Technology, human resources, and expertise to tag the Salesforce Document Object Model (“DOM”) and offer maintenance and support to facilitate effective data collection and deliver in-application guidance.
- This service aims to expedite the implementation of Pendo tagging within a Salesforce environment to develop a Pendo for Employees product offering by enhancing data collection on workflows, increasing onboarding efficiency, and driving customer time-to-value.

For purposes of clarity, there are no deliverables or acceptance criteria in connection with the Professional Services.

(b) *Authorized Subcontractor.* Customer consents to the use of Concretio Holistic Software Services Pvt Ltd d/b/a “Concret.io”, located at A-697 Hari Marg, Dev Path, Malviya Nagar, Jaipur, Rajasthan, 302017, India as a subcontractor for delivery of the Professional Services.

(c) *Schedule and Term.* Customer and Pendo will agree on scheduling of the Professional Services during the implementation period, prior to the commencement of any work under this SOW (but subject to the remainder of this subsection). Professional Services will be scheduled and consumed within forty-five (45) days of the date of this SOW, with the possibility of 30-day extensions, subject to mutual written agreement (the “**Professional Services Term**”).

Unless otherwise agreed by the parties in writing, Professional Services will be performed Monday through Friday, between the hours of 9:00 a.m. – 5:00 p.m. U.S. Eastern Time. Consultants will work no more than a forty (40) hour work week, unless otherwise agreed by the parties in writing. Work outside of the hours above, work on weekends, or work on Pendo company holidays must be pre-approved in writing by Pendo, and is subject to the applicable Consumption Rules.

(c) *Location.* Professional Services will be performed remotely.

(d) *Customer Obligations.* Customer must provide Pendo with a Salesforce Developer Sandbox (refreshed from the Production Org weekly) and access credentials for tagging specific workflows. Customer is also responsible for screen-capturing various areas of their Salesforce environment they would like the Authorized Subcontractor to tag. Customer is responsible for ensuring that the aforementioned screen grabs do not include any visible personally identifiable information or Customer lists or profiles.

(e) *Pendo Obligations.* Pendo is responsible for ensuring that the Authorized Subcontractor processes tagging requests promptly and delivers tagged workflows back to Customer within a 36-hour timeframe, Monday through Friday, between the hours of 9:00 a.m - 5:00 p.m. U.S. Eastern Time.

2. **Fees.** Not applicable.

3. **Feedback and Reporting.** Customer and Pendo will meet bi-weekly to review service performance and satisfaction levels. Customer may also be required to provide detailed information to the Permitted Subcontractor via video calls as necessary.