

Exhibit A
Statement of Work
for
Automation Technical Account Manager

As a part of the Professional Services offering purchased under the applicable Order Form , PagerDuty will provide a designated Automation Technical Account Manager (the “TAM”) available for up to 20 hours per month. The TAM is able to provide ongoing advanced consulting services related to installation, configuration, upgrades and adoption of either Runbook Automation or Workflow Automation (the “Supported Software”).

1. Scope of TAM Services: TAM services can include, but is not limited to, the following:

- Provide ongoing guidance and advice around the implementation, upgrades and operation of the Supported Software;
- Offer proactive best practice advice on architecture, procedures and plugins, engaging with the Supported Software’s subject matter experts for in-depth review;
- Oversee technical support escalations and coordinate with Supported Software’s subject matter experts to help address technical inquiries related to Supported Software;
- Supported Software upgrade and migration planning;
- Assess Customer objectives and business requirements to develop a strategy and implement a roadmap that is aligned with those goals;
- Provide a single view into all the projects related to the Customer’s Supported Software, acting as a primary focal point for technical questions, ideas, and issues;
- Identify appropriate milestones and KPIs to measure success, and to further refine the Customer’s strategy; and
- Provide documentation and usage clarification

At PagerDuty’s sole discretion, the PagerDuty Professional Services consultant may assist the Customer with troubleshooting or performance tuning of the Customer’s provided scripts, API’s, or command line invocations.

2. Work that is out-of-scope for this SOW: Configuration of any third-party services, software, or infrastructure, including but not limited to:

- Cloud infrastructure (AWS, Google Cloud, Azure, etc.)
- Network configuration
- Custom or third-party created software
- Non-PagerDuty SaaS services
- Monitoring tools or services
- Database Administration
- Building and maintaining customized containers
- Providing templates for infrastructure as code deployments such as Fargate, Cloudformation, and Terraform

3. TAM time allowance. Customer is entitled to twenty (20) hours of TAM Services per calendar

month during the subscription term. Any hours not utilized within the calendar month are lost, and cannot be transferred or carried over to another month. Customer may purchase additional consulting services at PagerDuty's then current list prices. Orders for additional consulting services must be made in advance of the delivery of services.

4. **Scheduling and Hours of Availability.** All TAM Services are delivered remotely unless otherwise agreed to in an Ordering Document and shall be available during standard business hours. There will be an additional charge for any TAM Services delivered on premises. Customer and PagerDuty will cooperate to find mutually agreeable times and dates for the requested TAM Services.
5. **No direct access to Customer network or computing infrastructure.** Under no circumstances will PagerDuty request or be provided direct login access to Customer's computing infrastructure or network under the terms of this Policy unless otherwise agreed to in an Order Form . Remote screen sharing is permitted, provided that authorized Customer personnel initiate and remain in control of the screen sharing tool at all times.
6. **No access to Customer's customer data or intellectual property.** Under no circumstances will PagerDuty request or be provided access to Customer's customer data, intellectual property, source code, Confidential Information or any other business sensitive information unless otherwise agreed to in an Ordering Document . It is Customer's responsibility to ensure that no Customer personnel, including the designated support contact, provide PagerDuty with any such information or access.
7. **Other Restrictions.** Customer may only use TAM Services for Customer's internal use and may not make any part of the services available for the use or benefit of any other party. Services are the Confidential Information of PagerDuty.
8. **Confidentiality.** Each Party's obligations regarding the protection of Confidential Information is stated in the PagerDuty Terms of Service. PagerDuty may maintain notes and data about Customer's environment, how Customer is using the Supported Software, and keep copies of Customer communications for PagerDuty internal use only. If requested, PagerDuty will use reasonable efforts to remove Customer Confidential Information from PagerDuty systems. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO NOT PROVIDE, SEND OR OTHERWISE DISCLOSE TO PAGERDUTY ANY PASSWORDS, DATA OF CUSTOMER'S CUSTOMERS, TRADE SECRETS, CLASSIFIED INFORMATION, OR ANY OTHER INFORMATION OF A SENSITIVE OR RESTRICTED NATURE.