

Please note that these updated Service-Specific Supplemental Terms will apply to your Avalara Service upon any upgrade or Service purchase made on or after October 1, 2026.

These Support Service-Specific Supplemental Terms (“**Support Terms**”) govern Customer’s use of Support Services. These Support Terms are in addition to and incorporate by reference the Avalara Service Terms and Conditions located at <https://www.avalara.com/terms> (the “**Terms**”). Any capitalized terms used in these Support Terms and not defined have the meaning given in the Terms.

1. Definitions.

- a. “**Business Support**” means the Service where Avalara provides support for AvaTax, ECM, CertCapture, Managed Returns, and Managed Returns Premium. Business Support is a legacy service and is no longer available for new sales.
- b. “**Enterprise Support**” means the Service where Avalara provides support for AvaTax, ECM, ELR, CertCapture, Managed Returns, and Managed Returns Premium.
- c. “**Managed Support**” means the Service where Avalara provides support, ongoing maintenance of Customer’s Account for AvaTax and Managed Returns, including nexus monitoring, and implementation of certain additional Services that Customer purchases during the Subscription Term.
- d. “**One-time Managed Setup Services**” means the Service where Avalara sets up the applicable Service on Customer’s behalf.
- e. “**Partner Support**” means the Service where Avalara provides support for a partner participating in an Avalara partner program. For purposes of these Support Terms, “Customer” refers to the partner.
- f. “**Priority Support**” (formerly known as Assisted Support) means the Service where Avalara provides support for AvaTax, ECM, ELR, Certcapture, Managed Returns, and Managed Returns Premium.
- g. “**Services Results**” means all deliverables, work product, designs, methodologies, processes, techniques, ideas, concepts, inventions, designs, tools, trade secrets, and know-how, and any modifications, improvements, or derivative works of the foregoing, resulting from the Support Services, including any intellectual property rights therein.
- h. “**Standard Support**” means the Service where Avalara provides support for AvaTax, ECM, ELR, CertCapture, Managed Returns, and Managed Returns Premium.
- i. “**Standard Support Plus**” (also known as Professional Support) means the Service where Avalara provides support for AvaTax, ECM, CertCapture, Managed Returns, and Managed Returns Premium. Standard Support Plus is a legacy service and is no longer available for new sales.
- j. “**Support Services**” means Business Support, Enterprise Support, Managed Support, One-time Managed Setup Services, Partner Support, Priority Support, Standard Support, and Standard Support Plus.

2. Business Support. This Section 2 applies only to Business Support.

- a. **Support.** Customer support is available by phone or chat 24 hours per day, seven days per week. Customer may open a support case from Customer’s Account. Avalara will respond to requests for support within four hours.
- b. **Training.** Avalara will provide regular webinars with question-and-answer sessions.

3. **Enterprise Support; Partner Support.** This Section 3 applies only to Enterprise Support and Partner Support.

- a. **Support.** Customer support is available by phone or chat 24 hours per day, seven days per week. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within one hour. Avalara will assign a technical account manager to Customer.
- b. **Training.** Avalara will provide regular webinars with question-and-answer sessions.
- c. **Sandbox.** Avalara will provide Customer with a sandbox Account.
- d. **Strategic Support.** For an additional fee, Customer may purchase an upgrade to its Partner Support or Enterprise Support subscription ("**Strategic Support**"). Strategic Support includes, but is not limited to, the following additional features: (i) a dedicated strategic technical account manager; (ii) enhanced hypercare period following new product implementations; (iii) access to additional communication channels; and (iv) as-needed access to additional subject matter experts.

4. **Managed Support; One-time Managed Setup Services.**

a. **Managed Support.** This Section 4(a) applies only to Managed Support.

i. **Customer Obligations.** Customer shall notify Avalara of any business changes that impact Customer's compliance, including nexus setup, tax code selection, filing frequencies, new entity setup, any information used to provision Customer's Account, and activities that impact physical or economic nexus.

ii. **Avalara Obligations.** Avalara will provide the following:

- A. **Support.** Customer support is available by phone during U.S. business hours, 5 a.m. to 5 p.m. Pacific Time, Monday through Friday. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within eight business hours.
- B. **AvaTax Account Maintenance.** If Customer has AvaTax, Avalara will update the AvaTax Account with changes identified by Avalara or Customer that impact compliance.
- C. **Nexus.** Avalara will advise Customer when Customer Data in AvaTax indicates Customer may have economic nexus in a new state. Customer may opt to register in the new state or purchase registration services from Avalara. Upon registration, Avalara will update Customer's Account accordingly.
- D. **Implementation of Additional Products.** If Customer purchases additional AvaTax, Managed Returns or Streamlined Sales Tax and Certified Service Provider Program Service subscriptions during the Subscription Term, Avalara will assist Customer in setting up its Account.
- E. **Training.** Avalara will provide regular webinars with question-and-answer sessions. Avalara will also provide annual training upon request for Customer's new Authorized Users focusing on day-to-day use of purchased Avalara products.

b. **One-time Managed Setup Services.** This Section 4(b) applies only to One-time Managed Setup Services.

i. **Customer Obligations.**

- A. Customer shall timely provide detailed information regarding its business reasonably requested by Avalara, which may include but is not limited to tax nexus information, legal company name, tax filing calendar details, data and documents related to applicable tax exemptions, locations, and identification numbers.
- B. Customer shall ensure Avalara has access to its accounts with applicable tax authorities and any systems Customer uses and wants to connect to the Services. If Customer is unable to provide Avalara with access to Customer's systems, Customer shall make personnel available and schedule time with Avalara to conduct the One-time Managed Setup Services. Customer will disable Avalara's access to its systems (but not its tax authorities accounts) within five business days after configuration is complete.
- C. Customer shall review and test the setup and configuration of the Services for conformance with Customer's tax and other internal policies (including information technology policies) and advise Avalara of any nonconformance within five business days of setup completion. Avalara will correct discrepancies within five business days after receipt of such notice. Without notice from Customer, the configuration will be deemed approved after five business days of setup completion.
- D. Customer shall review and approve the tax codes Avalara suggests for its product catalog within five business days after Avalara sends them. If no approval is received within five days, Avalara will set all products to the tax code for tangible personal property and Customer will have the option to adjust the tax codes at a later time.
- E. Customer is solely responsible for its tax policy, business requirements, and any related decisions, including certificate management and tax positions.
- F. Customer is responsible for defining business requirements and logic regarding: (1) configuration of rules established in the Advanced Transaction Rules service; (2) adjustments to enterprise resource planning, e-commerce, point of sale, and other similar systems to pass the data points and provide a full solution; (3) configuring rules in AvaTax; and (4) maintaining rules after initial implementation.
- G. Upon request, Customers using the Managed Tariff Code Classification Service shall provide Avalara with a sufficient natural-language description for each Customer SKU so that Avalara can assign an appropriate destination-country specific Harmonized Tariff System (HS) classification code for each requested SKU.
- H. Upon request, Customer shall provide its SAML 2.0 identity provider metadata, including the SAML assertion signing certificate. Customer must also provide full and timely assistance regarding provisioning within Customer's identity provider.
- I. Upon request, Customers using the Exemption Certificate Management for eCommerce Service must: (1) define business requirements regarding the collection of exemption Certificates and determination of exemption; (2) program Exemption Certificate Management for eCommerce into Customer's web environment; and (3) perform end-to-end systems integration testing using data passed to, and created by, Exemption Certificate Management for eCommerce.

ii. **Avalara Obligations.** Avalara shall set up and configure the Services, including initial setup of AvaTax, ECM, and Returns. Avalara will suggest tax codes for the products in the product catalog Customer provides. Where Customer has purchased eligible products or integrations, Avalara will integrate with Customer's systems (e.g., ERP, marketplace, ecommerce, etc.) using available pre-built integrations. For all other applicable products or integrations, Avalara will provide the following support:

- A. **AvaTax Implementation.** For an Avalara-Built Platform Connector, Avalara shall provide the current installation package for the connector. Customer shall install the connector and incorporate the Avalara solution into Customer's processes or engage with a partner to do so. Avalara shall provide technical support in troubleshooting installation issues. For customers implementing a Microsoft D365 connector Avalara assumes that Customer is using the latest version of Microsoft D365;. For a Partner-Built Connector, Customer shall install the connector and incorporate the Avalara service into Customer's processes or engage with a partner to do so. For an AvaTax API, Avalara shall provide guidance for the best practices of developing the AvaTax integration to Customer's custom system.
- B. **Advanced Transaction Rules Implementation.** Avalara shall support Customer in setting up by providing guidance and best practices related to use and configuration of the Advanced Transaction Rules service where Customer may establish rules to modify transactions before or after tax calculation in AvaTax. Avalara shall provide training to Customer on the Advanced Transaction Rules service where Customer may import, assess, calculate, and accrue consumer use tax. Avalara shall support Customer in troubleshooting issues such as the service not returning the expected result (for up to 10 rules only).
- C. **Implementation Service for Cross-Border.** Avalara will assist Customer in implementing AvaTax Cross-Border by providing guidance and best practices related to its use. Avalara will support Customer in setup and configuration within the service. Avalara will support Customer in testing and troubleshooting issues for standard configurations.
- D. **Managed Tariff Code Classification Implementation.** Avalara will provide training and support to Customer for data field requirements and usage. Avalara will support validating sample data and troubleshooting issues in data collection and calibration sessions. Avalara will guide Customer on setting up a recurring process to classify new products. Avalara will assist with configuring either via our customer portal, SFTP, or API with one of the desired input mechanisms.
- E. **Avalara Tax Content Implementation.** Avalara shall provide training and guidance on the configuration of the transaction tax export (TTE) files. Avalara shall provide training and guidance on creating and managing jobs to create the export file. The Avalara Tax Content Implementation Services include implementation for up to 10 physical addresses where Customer has one or more point-of-sale devices.
- F. **Exemption Certification Management Implementation Service for API Integration.** Avalara shall provide guidance and best practices related to development using the Exemption Certificate Management service. Customer shall develop and test the Exemption Certificate

Management service in accordance with the specifications set by Avalara. Avalara shall support Customer in troubleshooting issues during Customer testing. Any enhancement to the Exemption Certificate Management service is outside the scope of this support.

G. **Exemption Certification Management Implementation Service for eCommerce Module.** Avalara shall support Customer in setting up Exemption Certificate Management for eCommerce in Customer's web environment by providing guidance and best practices related to the use of the service. Avalara shall support Customer in troubleshooting issues, such as Exemption Certificate Management for eCommerce not returning the expected result.

H. **Exemption Certification Management Implementation Service for Retail Module.** Avalara will assist with the setup and configuration in the Customer's Account.

I. **AvaTax for Accounts Payable.** Avalara will support Customer in setting up AvaTax for Accounts Payable by providing guidance and best practices related to its use. Avalara will provide key user training on use and maintenance. This training will consist of two sessions: (1) an initial introductory session to familiarize the key business users and project team members with the functionality; and (2) an advanced session on the use and maintenance of the tax-related functionality before solution deployment). Avalara will support Customer in setup and configuration within Avalara environment. Avalara will support Customer in testing and troubleshooting issues such as not returning the expected result.

J. **Single Sign On.** Avalara will enable Customer's Authorized Users to access the Service using a web-based single sign-on (SSO) service, eliminating the need for application-specific passwords. SSO uses SAML 2.0 technology. Avalara will provide the customer with Avalara's SAML 2.0 service provider metadata and will work with the Customer to configure and test the SSO.

iii. **One-Time Services.** One-time Managed Setup Services are not subscription Services, and any provisions in the Terms related to Automatic Renewal shall not apply.

c. **Assumptions and Limitations.** This Section 4(c) applies to both One-time Managed Setup Services and Managed Support.

- i. Recommendations for tax codes are limited to 10,000 unique products. Any requested recommendations in excess of 10,000 may be subject to additional fees in an Order Document.
- ii. Support Services are limited to 100 locations. Any requested locations in excess of 100 may be subject to additional fees in an Order Document.
- iii. Services will commence within ten days after purchase. Work will be performed remotely and during Avalara business hours.
- iv. Avalara may identify ways in which Customer is not compliant with tax requirements. If Customer wishes to use additional recommended Avalara services, Customer must purchase them separately.
- v. Registering to collect and remit sales and use tax can impact federal, state, and other reporting requirements, such as income or franchise tax, all of which are out

of the Service's scope. Customer should consult a third-party tax advisor regarding such matters.

- vi. Avalara will use commercially reasonable efforts to provide consistent personnel for the duration of the One-time Managed Setup Services. However, Avalara may reassign personnel at its sole discretion.
- vii. All work shall be performed remotely during Avalara business hours. Avalara shall not travel to Customer's premises.
- viii. Customer is responsible for payment of any additional tax interest and penalties related to the One-time Managed Setup Services and/or Managed Support.
- ix. If Customer engages a third party to provide services, Customer shall be solely responsible for all third-party contracts, costs, and projects, including management of all third-party personnel and delivery issues.

5. **Priority Support.** This Section 5 applies only to Priority Support.

- a. **Support.** Customer support is available by phone or chat during local business hours, 8 a.m. to 8 p.m., Monday through Friday. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within eight business hours.
- b. **Training.** Avalara will provide regular webinars with question-and-answer sessions.
- c. **Priority Support for ELR.** Notwithstanding the foregoing, customer support for Priority Support for ELR is available by phone or chat during local business hours, 8 a.m. to 6 p.m., Monday through Friday. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within 8 business hours.

6. **Standard Support.** This Section 6 applies only to Standard Support.

- a. **Support.** Standard Support is included in subscriptions for AvaTax, ECM, CertCapture, Managed Returns, and Managed Returns Premium. Standard Support is available by submitting a support case from Customer's Account during local business hours, 8 a.m. to 8 p.m., Monday through Friday. Phone and chat support is not available through the Standard Support plan. Avalara will respond to requests for support within 24 hours.
- b. **Standard Support for ELR.** Notwithstanding the foregoing, Standard Support for ELR is available by phone or chat during local business hours, 8 a.m. to 6 p.m., Monday through Friday. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within 24 hours.
- c. **Training.** Avalara will provide regular webinars with question-and-answer sessions.

7. **Standard Support Plus.** This Section 7 applies only to Standard Support Plus.

- a. **Support.** Standard Support Plus is available by phone or chat 24 hours per day, seven days per week during local business hours, 8 a.m. to 8 p.m., Monday through Friday. Customer may open a support case from Customer's Account. Avalara will respond to requests for support within eight hours.
- b. **Training.** Avalara will provide regular webinars with question and answer sessions.

8. **Exclusions.** Avalara does not provide development or support of custom integrations.

9. **Additional Services.** If Avalara identifies additional services Customer may need for compliance purposes, such as back filing, tax registrations, or voluntary disclosure agreements, Customer may purchase those services separately.

10. **Intellectual Property Rights.** Unless expressly stated otherwise in an Order Document, Avalara will retain all right, title, and interest in and to the Services Results. To the extent that the ownership of the Services Results does not automatically vest in Avalara, Customer hereby assigns and will assign to Avalara the Services Results and all right, title, and interest therein and thereto that Customer may have now or in the future. Upon full payment of all fees and expenses owing to Avalara under the applicable Order Document, Avalara hereby grants to Customer a non-exclusive, worldwide, non-transferable, non-sublicensable, royalty-free license to access and use the Services Results provided to Customer for the purposes specified in the Order Document.