



Exhibit A

Statement of Work

Professional Services on Demand (20 Hours)

1. Scope of Professional Services

The Professional Services On-Demand offering is a block of 20 ad-hoc Professional Services hours to be consumed over a 90-day period. This offering is intended for small tasks directed by the Customer and performed by the PagerDuty Professional Services consultants.

Professional Services On-Demand can include, but is not limited to, the following:

- Assist with configuration and usage based on in-depth industry and product knowledge.
- Recommend and configure for improved PagerDuty instance maturity, usage, and best-practices.
- Advise and consult with Customer on configuration and integration tasks.
- Provision monitoring integrations and alert onboarding into new PagerDuty Services.
- Extend, upgrade, or update existing custom integrations or scripts.
- Consult and advise Customer regarding customizing and extending PagerDuty integrations.
- Design, develop and support Automation solutions, configuration of integrations, and related use cases.

How it Works:

- A PagerDuty Professional Services Consultant provides requested Professional Services in 1-hour minimum increments with a typical session ranging from 1 to 4 hours.
- PagerDuty will choose the most appropriate personnel based on the request, taking into consideration product knowledge, and industry expertise.
- Professional Services On-Demand deliveries are performed remotely.

2. Estimated Schedule

Resource assignment will be completed only after both parties have executed an Order. Requests for Professional Services should be made with at least a 1-week lead time. Professional Services are available during normal business hours. Unused hours expire 90-days after both parties have executed an Order. No refunds of fees will be provided for unused hours.