

Capabilities Plans

INTRODUCTION

This Capabilities Plans Annex forms part of the Master Subscription Agreement to which it is attached (the “Agreement”) and sets forth certain supplemental terms and conditions applicable to Company’s composable pricing model with respect to the Subscription Services (“Capabilities Plans”). Unless otherwise defined herein, any capitalized terms defined in the Agreement and used herein will have the same meaning specified in the Agreement.

PLATFORM PLANS DESCRIPTION

During the Subscription Period, Customer must purchase with respect to the Subscription Services either “Growth”, “Enterprise” or “Unlimited” capabilities level plan via an Order Form for an additional fee.

Company may make available from time to time a “Free” plan free of charge with limited capabilities and such “Free” plan of the Subscription Services shall be governed exclusively by the Company Free Trial Terms as made available by Company from time to time accessible via www.creatio.com or login to the applicable SaaS Services. For the avoidance of doubt, such “Free” plan is outside of the scope of, and not governed by, this Agreement.

For each “Growth”, “Enterprise” and “Unlimited” capabilities level plan, Company’s vertical products such as “Finserv sales and service”, “Finserv lending”, etc. are available for purchase via an Order Form for an additional fee.

Customer support “Basic Support” package is included with each “Growth”, “Enterprise” and “Unlimited” capabilities level plan. Customer support “Business Support” or “Premium Support” package may be purchased separately for a fee.

Purchase of a “Growth”, “Enterprise” or “Unlimited” capabilities level plan is mandatory for Customer to be able to add other paid products that Company makes commercially available to all of its customers.

If Customer has purchased a “Growth” capabilities level plan, the following restrictions apply:

- The number of times a workflow or dynamic case can be run on the Subscription Services will be limited to 50,000 process elements executed by Customer per calendar month.
- Each of Customer’s (i) aggregate storage space available for data on the Subscription Services and (ii) aggregate attachment space for attachments of the Subscription Services is calculated as follows: the number of Authorized Users multiplied by one (1) GB per Authorized User (excluding for such calculation any “Restricted Data Input User”, “External User” or “Mobile-Only User”). However, one (1) GB does not serve as a per Authorized User sub-limitation, and one or more Authorized Users may use more than one (1) GB of storage space for data on the Subscription Services or attachment space for attachments of the Subscription Services, as applicable, provided the Customer’s aggregate storage space and attachment space limitations are not exceeded. Data storage space and attachment space used in connection with any permitted additional environment (e.g., development and testing environments), if any, is included when determining whether the applicable aggregate storage space for data limit and/or aggregate attachment space limit, as applicable, has been met. Additional space may be purchased separately for a fee.
- Customer’s access to the Subscription Services’ data and functionality through a standard for accessing data over the web Open Data Protocol (“OData REST API Access”) will be limited to an aggregate number of API calls per day calculated as follows: 10,000 API calls per day multiplied by the number of Authorized Users (excluding for such calculation any “Restricted Data Input User”, “External User” or “Mobile-Only User”). However, 10,000 API calls per day does not serve as a per Authorized User sub-limitation, and one or more Authorized Users may exceed this number per day, provided the Customer’s aggregate number of daily API calls is not exceeded.

- Number of connections to external services via REST or SOAP Web-services and systems through webhooks allowing Customer to send or receive data from the Subscription Services to or from, as applicable, other applications when certain events occur ("Connections via Webhooks") will be limited to an aggregate number of API calls per day calculated as follows: 10,000 API calls per day multiplied by the number of Authorized Users (excluding for such calculation any "Restricted Data Input User", "External User" or "Mobile-Only User"). However, 10,000 API calls per day does not serve as a per Authorized User sub-limitation, and one or more Authorized Users may exceed this number per day, provided the Customer's aggregate number of daily API calls is not exceeded.
- Customer may create one (1) additional environment (separate from the production environment, e.g. a development or testing environment) on the Subscription Services, which environment size shall not exceed ten (10) GB. The amount of data in such additional environment is included when determining whether the applicable aggregate storage space for data limit and/or aggregate attachment space limit, as applicable, has been met.
- Dedicated cloud instance purchase, offline mode for mobile apps and custom domain name are not included or available for purchase.
- Number of organizational roles and user groups that represent Customer units, departments or subdivisions in its organizational structure in the Subscription Services ("Organizational role support") are limited to fifty (50) roles.
- Capabilities as Single sign-on (SSO), LDAP synchronization, audit log will not be available. Log of changes made to records (entries) in the database tables, including adding, modifying, and deleting records ("Change log") will be stored for ninety (90) days.
- Additional Authorized User types of under certain subscription plans such as "Restricted Data Input User", "External User" or "Mobile-Only User" are not included or available for purchase.
- Online training and certification can be purchased separately for a fee, and access to such training and certification cannot be transferred outside of Customer's organization.

If Customer has purchased "Enterprise" capabilities level plan, the following restrictions will apply:

- Each of Customer's (i) aggregate storage space available for data on the Subscription Services and (ii) aggregate attachment space for attachments of the Subscription Services is calculated as follows: the number of Authorized Users multiplied by two (2) GB per Authorized User (excluding for such calculation any "Restricted Data Input User", "External User" or "Mobile-Only User"). However, two (2) GB does not serve as a per Authorized User sub-limitation, and one or more Authorized Users may use more than two (2) GB of storage space for data on the Subscription Services or attachment space for attachments of the Subscription Services, as applicable, provided the Customer's aggregate storage space and attachment space limitations are not exceeded. Data storage space and attachment space used in connection with any permitted additional environment (e.g., development and testing environments), if any, is included when determining whether the applicable aggregate storage space for data limit and/or aggregate attachment space limit, as applicable, has been met. Additional space may be purchased separately for a fee.
- Customer may create two (2) additional environments (separate from the production environment, e.g. a development and testing environment) on the Subscription Services, which environment size shall not exceed ten (10) GB each. The amount of data in such additional environments is included when determining whether the applicable aggregate storage space for data limit and/or aggregate attachment space limit, as applicable, has been met. Non-production environments are located on a single standard dedicated development block.
- Dedicated cloud instances can be purchased separately for a fee.
- Custom domain name is not available.
- A record of changes made to records (entries) in the database tables for the Subscription Services objects, including adding, modifying, and deleting records ("Change log") will be stored for three hundred and sixty-five (365) days.

- Online training and certification can be purchased separately for a fee, and access to such training and certification cannot be transferred outside of Customer's organization.

If Customer has purchased "Unlimited" capabilities level plan, the following restrictions will apply:

- Customer's database size for Subscription Services shall not exceed two (2) terabytes.

ADDITIONAL TYPES OF AUTHORIZED USERS

If Customer has purchased an "Enterprise" or "Unlimited" plan, Customer may also purchase via an Order Form for an additional fee the following additional Authorized User type subscription plans.

"Restricted Data Input User" means an Authorized User who has the ability only to submit forms and data in one or multiple sections of the Subscription Services. Restricted Data Input User can only input or update the information such Authorized User has added to the Subscription Services and cannot access records created by any other Authorized User. A license to such type of Authorized User prohibits access to Subscription Services capabilities such as CTI, email sync, and no-code tools. For each Unit of Subscription Services to Company's Service Creatio product or Case management application Company will make available to Customer 100 (one hundred) Restricted Data Input Users free of charge. Such free of charge Restricted Data Input Users will not be taken into consideration for the purpose of price calculation of additional Restricted Data Input Users which Customer purchases for a fee.

"External User" means an Authorized User who is from an outside organization (meaning not an individual employee of Customer or of any Affiliate of Customer; by way of example any customer or partner or Consultant of Customer may qualify as External User) that is required to work with certain records and sections of the Subscription Services solely for the internal use and benefit of Customer in accordance with the Agreement. External User is designed for an Authorized User whose domain doesn't match the Company's domain. The External User cannot be included in the Customer's organizational structure. A license to such type of Authorized User restricts access to Subscription Services capabilities such as CTI, emails, chats, and no-code tools. External User fees cover access to respective Subscription Services only. Additional functionality (e.g. PRM) must be purchased separately in addition to External Users fees.

"Mobile-Only User" means an Authorized User who needs access only to Subscription Services via mobile application. A license to such type of Authorized User allows access to Subscription Services only through a mobile application and prohibits access to Subscription Services via the web application (desktop version) or API as well as to capabilities such as CTI, emails, chats, and no-code tools. Mobile-Only User fee covers access to respective Subscription Services only. Additional functionality and apps (such as field sales or field service) must be purchased separately in addition to Mobile-Only User fees.

MARKETING CONTACTS CAPABILITIES PARTICULARS

If Customer has purchased Marketing Contacts, then "Marketing Contact" means any contact record that has been included in one (1) or more qualified marketing activities within a calendar year. Each such Marketing Contact includes any record in "Contact" section of Customer's Subscription Services database that is added to the audience of Customer marketing campaigns (including but not limited to email and messaging blasts). Each such Marketing Contact purchased includes initial email traffic (5x # of marketing contacts monthly within a calendar year). Additional mailouts to Marketing Contacts can be purchased separately.