

Annex 2

Capabilities Plans

INTRODUCTION

This Capabilities Plans Annex forms part of the Master Software License 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 Licensed Software ("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 "License Period", Customer must purchase with respect to the Licensed Software either "Growth", "Enterprise" capabilities level plan of Creatio Business Studio and the corresponding "Growth" or "Enterprise" capabilities level plan of Creatio AI Studio via an Order Form, subject to the applicable additional fees.

Company may make available from time to time one or more "Free" plans free of charge with limited capabilities, and such "Free" plans of the Licensed Software 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 Software Products. For the avoidance of doubt, such "Free" plans are outside of the scope of, and not governed by, the Agreement.

For each "Growth" and "Enterprise" Creatio Business Studio capabilities level plan and the corresponding Creatio AI Studio plan, Company's products such as "Creatio Sales", "Creatio Service", etc. are available for purchase via an Order Form for an additional fee.

"Basic Support" package of Support Services is included with each "Growth" and "Enterprise" Creatio Business Studio capabilities level plan and the corresponding Creatio AI Studio plan. "Business Support" or "Premium Support" package of Support Services may be purchased separately for a fee.

Purchase of a "Growth" or "Enterprise" Creatio Business Studio capabilities level plan together with the corresponding Creatio AI Studio plan is mandatory for Customer to be able to add other paid products that Company makes commercially available to all of its customers.

Creatio AI Studio capabilities level plan must correspond to the applicable Creatio Business Studio capabilities level ("Growth" or "Enterprise") and be purchased for the same number of Authorized Users as such Creatio Business Studio capabilities level plan, unless otherwise specified in the applicable Order Form.

If Customer has purchased a "Growth" Creatio Business Studio capabilities level plan, the following restrictions apply:

- The number of times a workflow or dynamic case can be run on the Licensed Software will be limited to 50,000 process elements executed by Customer per calendar month.
- Customer's access to the Licensed Software' 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 "B2B Portal User", "B2C Portal User", "Limited Internal User", "Mobile-Only User" or "Self-Service Portal 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 Licensed Software 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 "B2B Portal User", "B2C Portal User", "Limited Internal User", "Mobile- Only User" or "Self-Service Portal 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 organizational roles and user groups that represent Customer units, departments or subdivisions

in its organizational structure in the Licensed Software (“Organizational role support”) are limited to fifty (50) roles.

- Capabilities as Single sign-on (SSO), LDAP synchronization, audit log will not be available.
- 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” Creatio Business Studio capabilities level plan, the following restrictions will apply:

- 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.

UNLIMITED PACKAGE

“Unlimited Package” means a capabilities-based model that replaces the requirement to purchase individual Creatio Business Studio plan and Creatio AI Studio plan and includes access to such plans and additional services as described below in this section and the applicable Order Form.

If Customer has purchased the Unlimited Package via an Order Form, such package includes:

- (i) an unlimited number of Authorized Users for Creatio Business Studio Enterprise and Creatio AI Studio Enterprise;
- (ii) an unlimited number of Authorized Users for the core products: Creatio Sales, Creatio Service, Creatio Marketing, Creatio Marketing Contacts, Creatio Financial Services CRM, Creatio External B2C Portal, Creatio External B2B Portal, Creatio Mobile-Only, Creatio Limited Internal and Creatio Self-Service Portal;
- (iii) Premium Support; and
- (iv) unlimited access to e-learning and hybrid learning classes at Creatio Academy (<https://academy.creatio.com/>).

For the avoidance of doubt, unless expressly stated otherwise in the applicable Order Form, the Unlimited Package does not include: (i) Third Party Applications from Creatio Marketplace; or (ii) any other services not expressly provided in this section or the applicable Order Form.

Additional services, resources, inclusions, exclusions, or limitations applicable to the Unlimited Package may be set forth in the applicable Order Form. In the event of any conflict or inconsistency between this Annex and the applicable Order Form with respect to the Unlimited Package, the applicable Order Form shall prevail.

ADDITIONAL TYPES OF AUTHORIZED USERS

Customer may also purchase via an Order Form for an additional fee the following additional Authorized User type subscription plans.

“B2B Portal 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 B2B Portal User) that is required to work with certain records and sections of the Licensed Software solely for the internal use and benefit of Customer in accordance with the Agreement. Such Authorized User type needs to be B2B in nature. B2B Portal User is designed for an Authorized User whose domain doesn’t match the Customer’s domain. The B2B Portal User cannot be included in the Customer’s organizational structure. A license to such type of Authorized User restricts access to Licensed Software capabilities such as CTI, emails, chats, and no-code tools. B2B Portal User fees cover access to respective Licensed Software only. Additional functionality (e.g. PRM) must be purchased separately in addition to B2B Portal Users fees.

“B2C Portal User” means an Authorized User who is from an outside organization (meaning not an individual employee of Customer or of any Affiliate of Customer). Such Authorized User type needs to be B2C in nature. B2C Portal Users cannot interact and exchange data with other B2C Portal Users. Additional limitations described in the Documentation shall apply to a license to such type of Authorized User.

“Limited Internal User” means an Authorized User who is from an inside organization (meaning an individual employee of Customer or of any Affiliate of Customer) who has access to one section of the Licensed Software

only. A license to such type of Authorized User may be used for one limited internal use case. If Customer uses such type of Authorized User in excess of established numbers of section and/or use case, for example:

- creates alternative navigation interface/approach that repeats Section mechanism logic;
- includes in “use case” implementation objects (data sources) that do not have acquitted connection with each other;
- includes in “use case” implementation large number of objects (data sources) that are used as other section primary data source;
- uses any other approach to obtain more use cases coverage or access to functionality that is not included in “Limited Internal User” license,

Company in its sole discretion may convert it to respective type of Authorized User and charge Customer with an additional fee.

“Mobile-Only User” means an Authorized User who needs access only to Licensed Software via mobile application. A license to such type of Authorized User allows access to Licensed Software only through a mobile application and prohibits access to Licensed Software 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 Licensed Software only. Additional functionality and apps (such as field sales or field service) must be purchased separately in addition to Mobile-Only User fees.

“Self-Service Portal User” means an Authorized User who has access to one specific section of the Licensed Software only – Cases. Additional limitations described in the Documentation shall apply to a license to such type of Authorized User.

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 Licensed Software 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.

CREATIO AI STUDIO AND AI CAPABILITIES PARTICULARS

“Creatio AI Studio” means Creatio’s unified platform layer within the Licensed Software that enables configuration, development, and management of AI-powered capabilities, including agentic workflows, orchestration, and governance.

Subject to the applicable Order Form, Documentation, and purchased capabilities level, Creatio AI Studio provides tools and infrastructure for:

- (i) configuring and deploying AI agents using multiple approaches, including prompt-based configuration, workflow-based design, and AI-assisted or code-based development tools;
- (ii) enabling AI-assisted user interactions and human-AI collaboration within business processes and applications;
- (iii) orchestrating and executing agentic workflows, including multi-step processes combining deterministic logic and AI-assisted decision-making;
- (iv) connecting agents to communication channels (including, where applicable, web, messaging, email, voice, and collaboration tools) and integrating with Creatio data, third-party systems, APIs, and external services;
- (v) configuring and managing Large Language Models (LLMs), including selection of supported models and adjustment of model parameters;
- (vi) enabling agents to utilize skills, tools, knowledge sources, workflows, and system actions available within the Licensed Software;

- (vii) providing monitoring, logging, usage tracking, and performance analysis of AI agents and workflows; and
- (viii) implementing governance, security, and compliance controls, including role-based access, policy enforcement, auditability, and human-in-the-loop approval mechanisms.

Creatio AI Studio supports the deployment and operation of multiple AI agents within Customer's environment, including coordinated or multi-agent scenarios, subject to the technical limitations, Documentation, and the applicable capabilities level.