

Annex 3
Capabilities Plans

INTRODUCTION

This Capabilities Plans Annex forms part of the Master Subscription Agreement to which it is attached ("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

For the duration of Subscription Period, Customer must purchase with respect to Subscription Services either "Growth" or "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 a "Free" plans free of charge with limited capabilities and such "Free" plans of 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" plans are outside of the scope of and not governed by Agreement.

For each "Growth" and "Enterprise" Creatio Business Studio capabilities level plan and the corresponding Creatio AI Studio plan, the Company's vertical 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 its customers.

Creatio AI Studio capabilities level plan must correspond to the applicable Creatio Business Studio capabilities level ("Growth" or "Enterprise").

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 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 "B2B Portal User", "B2C Portal User", "Limited Internal User", "Mobile-Only User" or "Self-Service Portal 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 "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 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 "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.

- 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.

- 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 a "Growth" Creatio AI Studio plan, a limited number of Creatio AI Actions may be included on a one-time basis with the applicable "Growth" AI Platform capabilities level plan, currently limited to ten (10) per Authorized User and calculated based on the number of such plan units purchased in the first year of the initial Subscription Period, including any additional units purchased additionally. Such Creatio AI Actions are not renewed, may be used throughout the Subscription Period, and do not replace the requirement to purchase a Creatio AI Action package for ongoing use of Creatio AI functionality.

If Customer has purchased "Enterprise" Creatio Business Studio 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 "B2B Portal User", "B2C Portal User", "Limited Internal User", "Mobile-Only User" or "Self-Service Portal 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 may be purchased separately for a fee.

- Custom domain name may be purchased separately for a fee.
- 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 an “Enterprise” Creatio AI Studio plan, a limited number of Creatio AI Actions may be included on a one-time basis with the applicable “Enterprise” AI Platform capabilities level plan, currently limited to twenty (20) per Authorized User and calculated based on the number of such plan units purchased in the first year of the initial Subscription Period, including any additional units purchased additionally. Such Creatio AI Actions are not renewed, may be used throughout the Subscription Period, and do not replace the requirement to purchase a Creatio AI Action package for ongoing use of Creatio AI functionality.

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) 500 Creatio AI Actions intended to be used for testing Creatio AI capabilities (500 Creatio AI Actions will be provided as a one-time, aggregate pool available to all Authorized Users; this pool is in lieu of any per-user allowance, does not renew, may be used throughout the Subscription Period, and does not replace the requirement to purchase a Creatio AI Action package for ongoing use of Creatio AI functionality);
- (iv) Premium Support;
- (v) unlimited access to e-learning and hybrid learning classes at Creatio Academy (<https://academy.creatio.com/>); and
- (vi) Dedicated Block(s) and storage as stated in the applicable Order Form.

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; (ii) Creatio AI Actions for ongoing use of Creatio AI functionality, for which Customer must purchase the applicable Creatio AI package via an Order Form; or (iii) 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 Subscription Services 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. B2B Portal 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. B2B Portal User fees cover access to respective Subscription Services 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. Customer’s specific use case of Subscription Services may require Customer to purchase additional cloud computing resources recommended by Company. 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 Subscription Services 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 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.

“Self-Service Portal User” means an Authorized User who has access to one specific section of the Subscription Services 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 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.

CREATIO AI STUDIO AND AI CAPABILITIES PARTICULARS

“Creatio AI Studio” means Creatio’s unified platform layer within the Subscription Services 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, the 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 Subscription Services;
- (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 the Customer’s environment, including coordinated or multi-agent scenarios, subject to the technical limitations, Documentation, and the applicable capabilities level.

Creatio AI functionality is made available to the Customer and its Authorized Users through Creatio AI Studio. In order to use Creatio AI functionality, beyond any Creatio AI Actions expressly included into “Growth” and “Enterprise” Creatio AI Studio capabilities level plans or Unlimited Package whichever is applicable, the Customer must purchase the respective Creatio AI Action package (“Start”, “Growth”, “Accelerate”, “Scale”, “Freedom”) via an Order Form for an additional fee. Once Creatio AI functionality is made available to the Customer, all its Authorized Users can use the Creatio AI Actions to generate requests to Creatio AI. Once the initial amount of Creatio AI Actions is consumed, the Customer needs to purchase an upgrade to the next Creatio AI Action package tier to top up their account. Customer is solely responsible for its Authorized Users’ consumption of the Creatio AI Actions hereunder.

“Creatio AI Action” means an LLM call, one completed Authorized User’s or Subscription Services interaction with Creatio AI functionality directly to a Large Language Model (LLM) instance or API for processing, analysis, generation, or completion of content. Such interaction may include prompt preparation, receiving a response, and returning the result to the workflow. If Creatio AI executes multiple LLM calls during a task (e.g., retrieve Customer data, summarize, generate final response), each LLM call counts as a separate AI Action. Different AI models and model types may consume varying amounts of Creatio AI Actions to process a request, depending on factors such as model capability, reasoning complexity, and task type. For example, lightweight models designed for high-volume or low-complexity tasks may consume approximately 0.25 Creatio AI Actions per request, while more advanced models with extended reasoning capabilities may consume up to approximately 1.5 Creatio AI Actions per request. Further details regarding supported models, model categories, and Creatio AI Actions consumption methodology may be described in the Documentation, as updated from time to time.

From time to time, the Company may make available separate Creatio AI Actions included with certain Creatio AI Studio capabilities level plans or otherwise expressly stated in the applicable Order Form.

Additional terms applicable to Creatio AI are set forth in the Creatio AI Services Annex available at <https://www.creatio.com/legal>.

Creatio AI packages description:	Start	Grow	Accelerate	Scale	Freedom
Number of Creatio AI Actions	25,000 per year	125,000 per year	500,000 per year	1,000,000 per year	As stated in the package description in the respective Order Form
Managed LLM	OpenAI	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic
Choice of LLM type (if available)		✓	✓	✓	✓
External Access via Portal		✓	✓	✓	✓
Private instance LLM			✓	✓	✓
Custom Model Support				✓	✓
Creatio AI Enablement	Documentation	Onboarding Support	Workshop & Onboardin	Enterprise adoption	

			g Support (up to 2 meetings)	program	As stated in the package description in the respective Order Form
Creatio AI tuning		1	5	10	
Compliance & Scale			Annual AI Technical Review	Global compliance program	

When the feature is marked as “✓”, this feature is included in the package.

The Customer shall utilize the Creatio AI Action package within the applicable Subscription Period. Except when permitted by the Agreement, any unused Creatio AI Actions will not be refunded upon the end of the Subscription Period, termination, or expiration of the Agreement.

The support level for Creatio AI packages is provided in accordance with the Support Services Annex. Any Creatio AI tuning, enablement, or custom model support beyond the package limits shall require a separate Order Form.

The Company uses certain external licensors and providers’ solutions to process Authorized User’s requests to Creatio AI and cannot be liable for / shall not be responsible for such functionality as a whole, including, but not limited to, any result produced by such use.

After the launch of Creatio AI Actions, for Customers who previously purchased Creatio AI Tokens all Tokens included in purchased licenses shall be converted into Creatio AI Actions at a rate of one (1) Creatio AI Action per ten thousand (10,000) Tokens. From that date, all references to Tokens shall be deemed references to Creatio AI Actions, and the use, accounting, and remaining balances of Creatio AI Actions shall be governed by the Creatio AI Capabilities section of this Annex. This provision applies only to contracts under which tokens were purchased.

DEFINITIONS

In addition to the capitalized terms defined in Agreement or upon first use in this Annex, certain capitalized terms are defined below.

“Managed LLM” means a Creatio AI feature that provides Customers with an option to use the LLM available within the respective package.

“External Access via Portal” is a Creatio AI feature that allows Customers to extend Creatio AI through web portals, enabling external-facing interaction.

“Private instance LLM” is a Creatio AI feature that provides enterprise-grade isolation of AI environments for additional security and compliance. It must connect through the Creatio AI cloud service.

“Custom Model Support” is a Creatio AI feature that allows customers to deploy and connect their own LLM and use their choice of open-source or proprietary LLM model.

“Creatio AI Enablement” means onboarding, consulting, and training activities aimed at the Customer’s enablement and adoption of Creatio AI features;

“Onboarding Support” means guided setup and activation assistance to help customers configure Creatio AI, understand Action tracking, and launch initial use cases quickly.

“Workshop & Onboarding Support” includes interactive sessions with Company experts to identify Creatio AI use cases, configure initial agents, and build an adoption roadmap. “Enterprise adoption program” means the Creatio engagement program with advisory, best practices, and success planning to scale Creatio AI use across the Customer’s multiple departments or regions.

“Creatio AI Tuning” means the advisory services for configuring or customizing Creatio AI parameters performed by the Company within the limits stated in the respective package.

“Annual AI Technical Review” means a structured technical review conducted by the Company once per year to ensure the proper use, optimization, and compliance of Creatio AI functionality within the Customer’s environment.

“Global Compliance Program” means a Creatio AI feature that provides Customers with access to governance, security, and data residency options to meet strict regulatory or cross-border compliance requirements.

“Dedicated Block” means hosting resources structured as dedicated infrastructure blocks.