

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 "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 the 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") is limited to fifty (50) roles.
- Capabilities such 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 Credits may be included on a one-time basis with the applicable "Growth" Creatio AI Studio capabilities level plan, currently limited to 200 (two hundred) 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 Credits are not renewed, may be used throughout the initial Subscription Period, and do not replace the requirement to purchase a Creatio AI 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 Credits may be included on a one-time basis with the applicable "Enterprise" Creatio AI Studio capabilities level plan, currently limited to 400 (four hundred) 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 Credits are not renewed, may be used throughout the initial Subscription Period, and do not replace the requirement to purchase a Creatio AI package for ongoing use of Creatio AI functionality.

UNLIMITED PACKAGE

"Unlimited Package" means a capabilities-based model that replaces the requirement to purchase an 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) 10,000 (ten thousand) Creatio AI Credits intended to be used for testing Creatio AI capabilities (10,000 Creatio AI Credits 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 initial Subscription Period, and does not replace the requirement to purchase a Creatio AI 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 Credits 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 sections and/or use case, for example:

- creates alternative navigation interface/approach that repeats the 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 another 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 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 Credits 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 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 may use the AI Credits to generate requests to Creatio AI. Once the initial amount of AI Credits is consumed, the Customer may purchase additional AI Credits at the price applicable to its Creatio AI package, or upgrade to the next Creatio AI package tier, in each case via an Order Form. Customer is solely responsible for its Authorized Users' consumption of the AI Credits hereunder.

"AI Credit" means Creatio's universal unit for measuring consumption of Creatio AI functionality across all supported models, providers, and modalities (including text, voice, and images). AI Credits provide a single unit for consuming Creatio AI in place of managing tokens, model pricing, or provider-specific costs. Each completed interaction with Creatio AI functionality (an LLM call) consumes AI Credits, and where Creatio AI executes multiple LLM calls to complete a task (e.g., retrieving Customer data, summarizing, and generating a final response), each such call consumes AI Credits. The number of AI Credits consumed for a given request depends on the model and modality used and the complexity of the AI work performed; accordingly, different models and modalities may consume different amounts of AI Credits. Further details regarding supported models, modalities, and the AI Credits consumption methodology may be described in the Documentation, as updated from time to time.

From time to time, the Company may make available separate AI Credits 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
Included AI Credits	500,000 per year	1,500,000 per year	4,000,000 per year	8,000,000 per year	As per an Order Form
Managed LLMs	OpenAI	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic	OpenAI, Google, Anthropic
Compute Power for AI Agents	x1	x2	x4	x8	As per an Order Form
Bring Your Own Model					•
Choice of Model type	•	•	•	•	•
Modalities	Text, Images, Audio, Video	Text, Images, Audio, Video	Text, Images, Audio, Video	Text, Images, Audio, Video	Text, Images, Audio, Video
AI Channels	Email, Web Chat, Messenger, Telephony	Email, Web Chat, Messenger, Telephony	Email, Web Chat, Messenger, Telephony	Email, Web Chat, Messenger, Telephony	Email, Web Chat, Messenger, Telephony
Agent Enablement	Online Playbooks	Onboarding Support	Workshop & Onboarding Support	Enterprise adoption program	As per an Order Form
AI Strategists & Engineers		50 hours per year	150 hours per year	300 hours per year	As per an Order Form
Agents Advisory		1 Agent	Up to 5 Agents	Up to 10 Agents	As per an Order Form
Compliance & Scale			Annual AI Technical Review	Global Compliance Program	Global Compliance Program

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

The Customer shall utilize the Creatio AI Credits within the applicable Subscription Period. Except when permitted by the Agreement, any unused Creatio AI Credits will not be refunded upon the end of the Subscription Period, termination, or expiration of the Agreement. However, any Creatio AI Credits allocated for a specific annual part of the Subscription Period (unless other period is indicated in an Order Form), that remain unused at the end of that annual part of the Subscription Period shall carry over to the next annual part of the Subscription Period under that Order Form, provided that the fees for such Creatio AI package have been paid in full. Any AI Credits that remain unused upon expiration of the Subscription Period shall expire and shall not carry over into any renewal term. At any time during the Subscription Period, the Customer may purchase additional AI Credits at the Company's then-current prices published at www.creatio.com (or as otherwise stated in the applicable Order Form), without any requirement to upgrade its Creatio AI package.

The support level for Creatio AI packages is provided in accordance with the Support Services Annex. Any 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, including, but not limited to, any result produced by such use.

MODIFICATION

Notwithstanding anything to the contrary in the Agreement, Company may from time to time modify, update, or supplement this Capabilities Plans Annex upon notice to Customer, with such modification taking effect immediately upon such notice, provided that the modification either: (a) expands or enhances the capabilities, entitlements, or included quantities available to Customer under its then-current Capabilities Plan(s) at no additional cost to Customer; or (b) is technical, administrative, or terminological in nature (including, without limitation, a change to the name or unit of measure used to describe consumption of AI Services) and does not reduce the value of the Subscription Services purchased by Customer as in effect immediately prior to such modification.

DEFINITIONS

In addition to the capitalized terms defined in the 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.

“Bring Your Own Model” 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.

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

“Onboarding Support” means guided setup and activation assistance to help customers configure Creatio AI, understand AI Credits 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.

“Annual AI Technical Review” means a technical review conducted by the Company once per year that includes an assessment of the Customer's AI architecture, governance, security, model usage, cost optimization, and operational best practices, together with recommendations for improving the performance and scalability of Creatio AI functionality within the Customer's environment.

“Global Compliance Program” means a Creatio AI program that provides the Customer with annual guidance together with access to governance, security, and data residency options to help the Customer align its AI implementation with enterprise governance and responsible AI practices and to meet strict regulatory or cross-border compliance requirements.

“Compute Power” means the AI processing capacity allocated to the Customer's environment under the applicable Creatio AI package, expressed as a relative tier. A higher tier provides proportionally greater throughput, supporting a greater volume of AI requests, a greater number of concurrent AI agents and concurrent voice sessions, and higher task throughput under heavy workloads.

"Agents Advisory" means the advisory services included with the applicable Creatio AI package, under which Company experts help the Customer review, optimize, and provide implementation guidance for a specified number of production AI agents. Agents Advisory refers only to the scope of such advisory services and does not limit the number of AI agents the Customer may deploy.

"AI Strategists & Engineers" means the number of hours per year of consulting, advisory, and technical enablement services performed by the Company's AI strategists and engineers, as stated in the applicable Creatio AI package, to support the Customer's enablement, configuration, and adoption of Creatio AI functionality.

"Dedicated Block" means hosting resources structured as dedicated infrastructure blocks.