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.

 "Basic Support" package of Support Services is included with each "Growth", "Enterprise" and "Unlimited" capabilities level plan. "Business Support" or "Premium Support" package of Support Services 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 "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;

- Number of tokens for Creatio AI functionality usage which already included into the capabilities level plan are limited to one hundred thousand (100,000) per Authorized User.

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 ""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 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;

- Number of tokens for Creatio AI functionality usage which already included into the capabilities level plan are limited to two hundred thousand (200,000) per Authorized User.

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**;**

- Number of tokens for Creatio AI functionality usage which already included into the capabilities level plan are limited to three hundred thousand (300,000) per Authorized User.

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 CAPABILITIES PARTICULARS

Starting from major version 8.2. of the Subscription Services for each capabilities level plan described above Creatio AI functionality will be made available to Customer and its Authorized Users. In order to use Creatio AI functionality Customer must purchase respective tokens package via an Order Form for an additional fee with "pay as you go" approach applicable to such tokens use. Once Creatio AI functionality is made available to Customer, all its Authorized Users can use the tokens to generate requests to Creatio AI. Once the initial amount of tokens is consumed, Customer needs to purchase another tokens package to top up its account. Customer is solely responsible for its Authorized Users consumption of the tokens hereunder.

"Token" means any unit of data used by a large language model to process text. In the context of working with large language models (LLMs), a token represents a part of text: it can be a whole word, part of a word, or a character, depending on its length and complexity. For some languages or words with special characters, one token may represent a single character, while for shorter words, it may represent an entire word. For example, the word "example" can be one token, whereas longer or more complex constructions may be split into several tokens.

The cost per Creatio AI request is determined by complexity of the task concerned. Each request of Customer and its Authorized Users to Creatio AI functionality and its response consume tokens as follows:

1. Authorized User's request: Each character or word in the request is converted into one or more tokens. The longer the request, the more tokens are consumed for its processing.

2. Creatio AI response: When Creatio AI generates its response, each element of such response (word, part of a word, or character) is also generated by tokens consumption. The more detailed the response, the more tokens will be consumed to generate it.

3. The Subscription Services function execution: If and when Creatio AI triggers any platform actions (such as opening a card, initiating a business process, filling in platform fields, etc.), tokens are consumed for each such action.

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

Any prepaid but unused tokens will not be refunded upon the termination or expiration of the Agreement.