DEFINITIONS AND ENTITLEMENT INFORMATION

Axway Track & Trace: The terms set forth below shall apply to this Axway product provided to Customer under the following product category and pricing model:
Product Category: Customer Managed
Pricing Model: Serial Number

1. *DEFINITIONS.* As used in this Order Form, the following capitalized terms shall have the following meanings:
    - **"Environment"** means the combination of one (1) or more systems and software that is directly connected with each to form and provide a specific service.
        - o **"Disaster Recovery (DR) Environment"** means an inactive Environment which starts executing when the Production Environment fails.
        - o **"Non-Production Environment"** means an Environment used for processing data for other purposes than Production processing. Examples of these are: Development, Test, UAT, QA, Integration Testing.
        - o **"Pre-Production Environment"** means a specific Non-Production Environment with sizing and architecture equivalent to the Production Environment.
        - o **"Production Environment"** means an Environment used to perform Production processing. Production Environments are typically connected to Production Instances of other software and/or external business partners, for business data exchange.
    - **"Production"** means use to support the actual business processes of Customer.
    - **"Serial Number"** means any unique identifier assigned to a physical product or other identifiable entity stored in Axway Track & Trace.
    - **"Serial Numbers per Year"** means the total number of unique Serial Numbers across all Production Environments in a calendar year.
2. **ENTITLEMENT INFORMATION AND RESTRICTIONS.** Customer's entitlements are in all cases limited to the applicable Usage Metrics specified in the Subscription Schedule and any restrictions or other limitations specified herein.
    a. **Included Entitlements.** Unless otherwise specified in this Subscription Order Form, Customer subscription shall include the following:
        i. **Serial Numbers per Year.** Customer is entitled to use Axway Track & Trace up to the total number of Serial Numbers per Year specified in the Subscription Schedule. For clarification and the avoidance of doubt, the following shall apply in determining the number of Serial Numbers used by Customer:
            - The total number of Serial Numbers per Year is the sum of all unique serial numbers retained in Production Environment(s) during a calendar year.
            - In case the Production Environment(s) are not available, and a DR Environment is used for Production processing, the Serial Numbers amount of that

Environment will be included as Production usage.

ii. **Protocols/Formats.** Customer's entitlements are limited to the protocols and formats supported by Axway Track & Trace.

iii. **Environments.** Unless otherwise specified herein, the following Environments are included in Customer's subscription:

- Unlimited Production Environments.
- Unlimited Non-Production Environments. Non-Production Environments may not be used for Production use.
- Unlimited Disaster Recovery (DR) Environments. Disaster Recovery Environments may only be used for Production use in the event the Production Environment in inactive. For clarification and the avoidance of doubt, if the Disaster Recovery Environment is used for Production use, use of the Disaster Recovery Environment will be considered Production use.

iv. **US Compliance Module.**

b. **Optional/Selectable Entitlements.** If purchased by Customer as set forth in the Subscription Schedule above, Customer's entitlements shall include the following option(s):

i. **EU Compliance Module.**
ii. **SA Compliance Module.**
iii. **UAE Compliance Module.**

3. **EXCESS USE FEES.** In the event of Excess Use, the following calculation methods will be used to calculate Excess Use Fees for the specified Usage Metrics:

a. **Serial Numbers**
i. ((Annual Subscription Serial Number fee for Customer's subscription divided by the entitled number of Serial Numbers per Year) multiplied by the amount Serial Numbers per year in Excess Use) multiplied by 1.15.