DEFINITIONS AND ENTITLEMENT INFORMATION

CSOS: The terms set forth below shall apply to this Axway product provided to Customer under the following product category and pricing model:
Product Category: Axway Managed Cloud
Pricing Model: CSOS Order

1. *DEFINITIONS.* As used in this Order Form, the following capitalized terms shall have the following meanings:

- **"CSOS Orders per Month"** means the total number of CSOS Orders across all Production Environments during a calendar month.
- **"CSOS Order"** means the following results occurring from the handling of an individual CSOS 850 and any linked 855/856 in the format defined by the Drug Enforcement Administration (DEA) in the software product, excluding Reprocessed Data Objects and Technical Acknowledgements.
- **"Environment"** is 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"** is an inactive Environment which starts executing when the Production Environment fails. 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.
  - o **"Non-Production Environment"** is 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"** is a specific Non-Production Environment with sizing and architecture equivalent to the Production Environment.
  - o **"Production Environment"** is 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.
- **"Instance"** means software running as a single occurrence loaded in memory.
- **"Production"** means use to support the actual business processes of Customer.
- **"Reprocessed Data Object"** a data object that is re-processed or re-sent after an error status occurs.
- **"Technical Acknowledgement"** is a protocol level response that indicates the status of delivery, receipt, and/or processing by the recipient (e.g. AS2 MDNs, OFTP2 EERP, RN 0A1, X12 997, EDIFACT CONTRL).
- **"Non-Standard Technical Acknowledgment"** means a custom Technical Acknowledgment created, received, or sent outside the standard operation of or protocol functionality of the software product.

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. **CSOS Orders per Month.** Customer is entitled the right to use CSOS up to the total number of CSOS Orders per Month specified in the Subscription Schedule. For

clarification and the avoidance of doubt, the following shall apply in determining the number of CSOS Orders used by Customer:

- One (1) CSOS 850 and One (1) linked 855/856 will result in the counting of one CSOS Order.
- Non-Standard Technical Acknowledgments will be counted as Routed Data Objects for determining the number of CSOS Orders.

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

        a. One (1) Production Environment.

        b. Two (2) Non-Production Environments when SLA level Gold.

        c. One (1) Non-Production environment when SLA Level is Silver.

    iii. **Data Retention**. Runtime Data (including payloads) within CSOS will be retained for the period specified in the Subscription Schedule.

    iv. **B2Bi – Communication-only mode.** The Customer is entitled to use all communication protocols supported by the B2Bi Trading Engine solely for the processing of CSOS Orders. However, use of any messaging formats for transformation or any other functionality of the B2Bi Integration Engine are not included in the license. See product documentation for B2Bi on https://docs.axway.com for details about B2Bi Trading Engine and Integration Engine. Includes DMZ Nodes (SecureRelay).

    v. **FIPS.** Customer is entitled to use the FIPS-mode security capabilities of the software product B2Bi.

    vi. **Protocols/Formats.** Customer's entitlements are limited to the protocols and formats supported by Axway B2Bi.

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. **CSOS Signing and/or CSOS Validation.** Customer is entitled to use either the CSOS Signing and/or CSOS Validation functionalities of the Product Axway B2Bi as specified in the Subscription Schedule.

    ii. **Central Signing.** Customer is entitled to use the Central Signing functionality of CSOS.

    iii. **Additional Pre-Production Environment.**

    iv. **Additional Non-Production Environment.**

    v. **IQ Validation for Production Environment(s).** Customer can purchase IQ Validation per each Production Environment.

    vi. **IQ Validation for Pre-Production Environments(s).** Customer can purchase IQ Validation per each Pre-Production Environment.

    vii. **IQ Validation for Non-Production Environment(s).** Customer can purchase IQ Validation per each Non-Production Environment.

    viii. **User Data Archiving** Allows Customer to store processed data and related metadata of the Production Environments, independent of the actual runtime data inside the Axway software, in a defined archive location for the duration specified.

- **User Data Archiving 'online'** provides the capacity to store archived data as individual files in the regular file system of the platform.
- **User Data Archiving 'offline'** provides the capacity to store archived data in consolidated and compressed format on lower-cost storage outside of the Production Environments. "User Data Archiving online" is a pre-requisite for

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"User Data Archiving offline".

Retrieval of data from User Data Archiving must be requested from Axway. Up to (2) retrieval requests per month are included in the subscription.

Writing files into the archive location must be handled, as part of the data flow implementation and follow the technical implementation details that will be provided upon setup of the Environment.

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. **CSOS Orders**
      i. (Monthly Subscription Services fees for Customer's subscription divided by the entitled number of CSOS Orders per Month) multiplied by the amount CSOS Orders per month in Excess Use

   b. **Data Volume:**
      i. **Silver:** $30.00 USD / €26.09 EUR per 10 GB per month over the entitled amount
      ii. **Gold:** $50.00 USD / €43.48 EUR per 10 GB per month over the entitled amount