Swimlane's Fair Use Policies

Swimlane's Fair Use Policy for Consumption Based Usage: Applicable only for customers purchasing consumption-based usage: The Fair Use Policy allows customers to exceed their purchased tier usage by up to five percent (5%), a specified number of times, before requiring the purchase of more capacity, as set forth below:

- Usage exceeding 5% beyond the purchased tier usage amount requires the customer to purchase more capacity
- Usage less than 5% beyond the purchased tier usage amount is allowed a specific maximum number of times per quarter tier:
  - Starter, Starter Plus**,** Base, Standard: Three (3) times per calendar quarter. At the beginning of the fourth instance of excess usage, the customer must purchase additional capacity.
  - Advantage, Premium, Plus, Pro: Five (5) times per calendar quarter. At the beginning of the sixth instance of excess usage, the customer must purchase additional capacity.
  - Enterprise, Elite: Six (6) times per calendar quarter. At the beginning of the seventh instance of excess usage, the customer must purchase additional capacity.

Swimlane's Fair Use Policy for the Vulnerability Response Management (VRM) solution: Customers using the Vulnerability Response Management (VRM) solution are limited to 15,000 Actions and 5,000 Playbook Runs per Asset per Year. Actions are tracked in backend monitoring systems (e.g. Grafana), and customers can request a report detailing their number of Actions as needed. Playbook Runs are visible in the Swimlane Turbine Usage page for customers to review. Customers exceeding 15,000 Actions or 5,000 Playbook Runs per Asset per Year will be required to purchase additional capacity.

Swimlane's Fair Use Policy for the Compliance Audit Readiness (CAR) solution: Customers using the Compliance Audit Readiness (CAR) solution are limited to 250 Events per Day. Events are visible in the Swimlane Turbine usage page for customers to review. Customers exceeding 250 Events per day will be required to purchase additional capacity.

Swimlane's Fair Use Policy for Multiple Starter and Starter Plus (+) Bundles: Starter and Starter Plus bundles operate separately. Customers purchasing multiple Starter and Starter Plus (+) bundles are limited to the User count purchased for each bundle they purchase, and Users purchased as part of Starter Tier bundles are not aggregated. For example, if a customer purchases Vulnerability Response Management (VRM) for 5 users and Compliance Audit Readiness (CAR) with 5 users, they are entitled to 5 named User accounts, not 10.

Capitalized terms not defined herein are defined in the Swimlane Turbine User's Guide found on our website under Canvas at https://docs.swimlane.com/turbine/turbine-canvas/canvas.htm or on our website Legal page located at https://swimlane.com/legal/