



Swimlane's Additional Product Terms and Definitions

Terms and Definitions for Action and User/Action-based licenses

The following information defines the additional product terms and definitions for various Swimlane product solutions:

1. Product Tiers and Associated Users and Maximum Actions Per Day. The maximum number of Actions allowed per day and the number of Named Users included by the tier purchased are set forth in the following table (excess usage is a violation of Swimlane's Fair Use Policy located at <https://swimlane.com/legal/>):

Tier	Actions Per Day	Named Users
Enterprise - Actions Based		
Starter	50,000	5
Core	50,000	Unlimited
Plus	100,000	Unlimited
Premium	250,000	Unlimited
Elite	500,000	Unlimited
Enterprise - User Based		
Starter	50,000	5
Core	100,000	5 - 10
Plus	250,000	11 - 25
Premium	500,000	26 - 50
Elite	1,000,000	51 - 100
MSSP - Actions Based		
Starter	50,000	5
Core	50,000	Unlimited
Plus	100,000	Unlimited
Premium	250,000	Unlimited
Elite	500,000	Unlimited
MSSP - User Based		
Starter	50,000	5
Core	100,000	5 - 10
Plus	250,000	11 - 25
Premium	500,000	26 - 50
Elite	1,000,000	51 - 100



2. Solutions purchases are separate from platform purchases. Solutions are priced as a flat fee. Customers are responsible for the actions consumed by the solution as part of their platform purchase. Solutions do not confer additional actions or users.
3. The following table defines the number of Technical Account Management (TAM) hours that are included in each listed product offering (Customers have the option to purchase additional TAM services not included below for additional fees); unused hours expire at the end of each week and do not rollover or accrue future credits:

Tier	
Enterprise	Hours per Week
Starter	2
Core	2
Plus	2
Premium	5
Elite	5
MSSP	Hours per Week
Starter	2
Core	2
Plus	2
Premium	5
Elite	5

4. The following table defines the number of prompts per day that are included in each tier for Swimlane's Hero AI solutions (excess usage is a violation of Swimlane's Fair Use Policy located at <https://swimlane.com/legal/>):

Tier	
Enterprise	Prompts per day
Starter	50
Core	100
Plus	200
Premium	250
Elite	350
MSSP	Prompts per day
Starter	50
Core	100
Plus	200
Premium	250
Elite	350

5. Both Actions and AI Prompts are calculated on a daily basis; any excess daily capacity is not retained or rolled over as credits for future use.
6. Training - All SKUs include access to unlimited computer-based training seats for Customer's authorized users for content made generally available by Swimlane via its online learning management system.
7. A Hero AI Prompt includes (i) any request and response from the Hero Companion (chat), (ii) API calls to the LLM, (iii) any Native AI Actions in Playbooks requested, or (iv) any calls to Hero AI deep agents initiated, or caused by the customer. From time to time, Swimlane may add or remove Hero AI Prompt types, and those new Hero AI Prompt types may be included towards a customer's daily Prompt count.
 - a. Native AI Action or deep agent prompts that make multiple calls to tools or Components may count as more than one prompt.

Definitions

Action - An action is anything that we automate on your behalf, which can be visually represented by a rectangle in a fully expanded playbook or component.

Here are some examples of actions:

- Connector actions
- Transform Data
- Condition
- Create Record
- Hero AI
- etc.

Triggers (events) do not count as actions



Terms and Definitions for Event and User/Event-based licenses

Swimlane's Additional Product Terms and Definitions

The following information defines the additional product terms and definitions for various Swimlane product solutions:

1. Product Tiers and Associated Users and Maximum Events Per Day. The maximum number of Events allowed per day and the number of Named Users included by the tier purchased are set forth in the following table (excess usage is a violation of Swimlane's Fair Use Policy located at <https://swimlane.com/legal/>):

Tier	Events Per Day	Named Users
Enterprise SOC Solution - Capped User Based		
Starter up to 5 users	1,000	5 Included
Starter Plus (+) up to 10 users	2,000	10 Included
Base	2,000	5 -10
Advantage	5,000	11- 25
Premium	10,000	26 - 50
Enterprise	20,000	51 - 100
Enterprise SOC Solution - User Based		
Base	100,000	5 - 10
Advantage	100,000	11 - 25
Premium	100,000	26 - 50
Enterprise	100,000	51 - 100
MSSP SOC Solution - Capped User Based		
Starter	1,000	5 Included
Starter Plus (+)	2,000	10 Included
Standard	2000	5 -10
Plus	5000	11- 25
Pro	10000	26 - 50
Elite	20000	51 - 100

2. If a customer has purchased multiple Swimlane solutions, all purchases must have the same support level for each product (i.e. If a customer purchases the Vulnerability Response Management (VRM) and Compliance Audit Readiness (CAR) Products separately, both must have the same level of customer support (Standard, Premium, or US-based Premium Support) purchased.



3. The following table defines the number of Technical Account Management (TAM) hours that are included in each listed product offering (Customers have the option to purchase additional TAM services not included below for additional fees); unused hours expire at the end of each week and do not rollover or accrue future credits:

Tier	
Enterprise SOC Solution	Hours per Week
Starter	2
Base	2
Advantage	2
Premium	5
Enterprise	5
MSSP SOC Solution	Hours per Week
Starter	2
Standard	2
Plus	2
Pro	5
Elite	5
Compliance Audit Readiness (CAR) Solution	Hours per Week
Compliance Audit Readiness	2
Vulnerability Response Management (VRM) Enterprise Solution	Hours per Week
Starter	2
Base	2
Advantage	2
Premium	5
Enterprise	5
Vulnerability Response Management (VRM) MSSP Solution	Hours per Week
Starter	2
Standard	2
Plus	2
Pro	5
Elite	5

4. If purchased as part of an event-based license, the VRM solution is licensed based on assets under management and not based on Events. Accordingly, the VRM Solution may not be used or configured to solve non-VRM use cases such as SecOps Events. Any Event capacity outside of the intended use of the VRM solution will be charged under Swimlane’s SOC Event based pricing model.



5. The following table defines the number of prompts per day that are included in each tier for Swimlane’s Hero AI solutions (excess usage is a violation of Swimlane’s Fair Use Policy located at <https://swimlane.com/legal/>):

Tier	
Enterprise SOC Solution	Prompts per day
Starter	50
Starter Plus (+)	100
Base	100
Advantage	200
Premium	250
Enterprise	350
MSSP SOC Solution	Prompts per day
Starter	50
Starter Plus (+)	100
Standard	100
Plus	200
Pro	250
Elite	350
Compliance Audit Readiness (CAR) Solution	Prompts per day
Compliance Audit Readiness	50
Vulnerability Response Management (VRM) Enterprise Solution	Prompts per day
Starter	50
Starter+	50
Base	50
Advantage	100
Premium	250
Enterprise	350
Vulnerability Response Management (VRM) MSSP Solution	Prompts per day
Starter	50
Starter +	50
Standard	50
Plus	100
Pro	250
Elite	350



6. Both Events and AI Prompts are calculated on a daily basis; any excess daily capacity is not retained or rolled over as credits for future use.
7. Training - All SKUs include access to unlimited computer based training seats for Customer's authorized users for content made generally available by Swimplane via its online learning management system.
8. A Hero AI Prompt includes (i) any request and response from the Hero Companion (chat), (ii) API calls to the LLM, (iii) any Native AI Actions in Playbooks requested, or (iv) any calls to Hero AI deep agents initiated, or caused by the customer. From time to time, Swimplane may add or remove Hero AI Prompt types, and those new Hero AI Prompt types may be included towards a customer's daily Prompt count.
 - a. Native AI Action or deep agent prompts that make multiple calls to tools or Components may count as more than one prompt.

Definitions

Vulnerability Response Management (VRM) Asset - An Asset in the VRM solution is any asset (device, container, image, server, workstation, code repository, or other) that can have a finding and is assigned a unique identifier in the Asset Management application.

Event - Event(s) are a specific type of activity that is part of an automation process in the turbine platform. Events are associated with ingesting data, automation, and/or taking action/s. Events that are counted towards a customer's daily Event count include:

- a. Webhook Events
- b. CRON Events
- c. Record Create Events
- d. Record Update Events
- e. Record View Button Click Events
- f. Correlation Events
- g. Emit Events

The Turbine platform has two other additional Event types that are not counted as part of a customer's daily Event count and these include:

- a. Test Events

From time to time, Swimplane may add or remove Event types, and those new Event types may be included towards a customer's daily Event count.