

Swimlane Terms and Definitions

Purpose

This Terms and Definitions document sets forth definitions of certain capitalized terms used in Swimlane's Master Subscription Agreement / SaaS Terms of Service and Software License Agreement, Order Forms, and other applicable product-specific terms and policies (including the Fair Use Policy). Except as otherwise expressly stated in an Order Form, terms defined below apply wherever they are used in such documents.

This document does not establish, limit, or modify any specific usage entitlement, tier, capacity, hour allocation, or price. Such details (for example, daily Action or Event allocations, TAM hours, Hero AI Credit allocations, and user counts) are set forth in Customer's applicable Order Form and are subject to change as Swimlane's product and packaging evolve.

Definitions

Account

The environment provisioned to Customer within Turbine through which Customer and its Users access and use Turbine.

Action

Anything that Swimlane automates on Customer's behalf within the Turbine platform, which can be visually represented by a rectangle in a fully expanded playbook or component (for example, a connector action, a data transform, a condition, a record create, or a Hero AI action). For clarity, triggers and events are not Actions.

Bring Your Own Model ("BYOM")

An arrangement under which Customer configures the Turbine platform to use a large language model hosted or licensed by Customer, or by a third party selected by Customer, for Hero AI capabilities, rather than a model hosted by Swimlane. BYOM usage is not counted toward Hero AI Credit consumption and is instead subject to the BYOM platform fee set forth in the applicable Order Form.

Content

Any solution, playbook, component, application, connector, widget, or other similar item built, configured, or used within the Turbine platform.

Event

A specific type of activity that is part of an automation process within the Turbine platform, associated with the ingestion of data, an automation, or an Action. Events include, without



limitation, webhooks, CRON-triggered activity, record creation, record updates, record-view button clicks, correlation, and emit events. For clarity, test events are not Events.

Hero AI Credit

A unit of measure used to calculate Customer's consumption of Hero AI capabilities within the Turbine platform that are hosted and metered by Swimlane, including the Hero AI Companion, Native AI Actions within playbooks, and Hero AI deep-agent calls. Hero AI Credits are consumed based on the underlying model and token usage associated with a Hero AI Prompt. Hero AI Credits do not apply to usage under a Bring Your Own Model ("BYOM") arrangement, which is instead subject to the BYOM platform fee described under "Bring Your Own Model ('BYOM') above. Because Hero AI Credit consumption is already calculated directly from the underlying model and token usage, it is also not subject to the model multiplier described under "Hero AI Prompt" below.

Hero AI Prompt

A request-and-response interaction with Hero AI, including a request or response through the Hero AI Companion chat, an LLM API call, a Native AI Action within a playbook, or a Hero AI deep-agent call initiated by Customer. A single Hero AI Prompt may involve multiple underlying tool calls, and each such tool call may be counted separately toward Prompt consumption under a Prompt-based plan. For customers on a Prompt-based plan, a Prompt made using a model larger or more computationally intensive than Swimlane's standard model designated for Native Actions is counted as a multiple of a standard Hero AI Prompt, reflecting the greater underlying cost of that model; the standard model and the applicable multipliers are set forth in the Order Form or Swimlane's then-current model schedule. This multiplier applies only to Prompt-based plans and has no bearing on Hero AI Credit consumption. See also "Hero AI Credit."

Record

An individual entry of data created, stored, or managed within an application (for example, a case, incident, or other structured data entry).

Tenant

The logically separated instance of the Turbine provisioned for Customer, within which Customer's Account(s), Users, and Content reside, isolated from other customers' data within Turbine.

User

An individual authorized by Customer to access and use Turbine under Customer's Account, in accordance with the applicable Order Form.



General Provisions

Excess Usage

Usage in excess of Customer's applicable entitlements is subject to Swimlane's Fair Use Policy, as may be updated from time to time. See the latest Fair Use Policy at <https://swimlane.com/legal/>.

No Rollover

Unused daily or monthly capacity (including, without limitation, Actions, Events, Prompts, or Credits) does not roll over or carry forward to a subsequent reporting period.