



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

- 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.
- 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	250
Premium	500
Enterprise	500
MSSP SOC Solution	Prompts per day
Starter	50
Starter Plus (+)	100
Standard	100
Plus	250
Pro	500
Elite	500
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	500
Vulnerability Response Management (VRM) MSSP Solution	Prompts per day
Starter	50
Starter +	50
Standard	50
Plus	100
Pro	250
Elite	500

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 2025 price book 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.
8. A Hero AI Event (Prompt) includes (i) any request and response from the Hero Companion (chat), (ii) API calls to the LLM, or (iii) any Native AI Actions in Playbooks requested, initiated, or caused by the customer. From time to time, Swimlane may add or remove Hero AI Event types, and those new Hero AI Event types may be included towards a customer's daily Event count.

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