

Swimlane's Fair Use Policies

Policies for Action-based and User/Action-based licenses

Swimlane's Fair Use Policy for Action-Based Consumption Usage: The Fair Use Policy allows customers to exceed their purchased tier usage (actions, events, storage records, etc.) 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
 - **Starter, Core:** Three (3) times per calendar quarter. At the beginning of the fourth instance of excess usage, the customer must purchase additional capacity.
 - **Plus, Premium:** Five (5) times per calendar quarter. At the beginning of the sixth instance of excess usage, the customer must purchase additional capacity.
 - **Elite:** Six (6) times per calendar quarter. At the beginning of the seventh instance of excess usage, the customer must purchase additional capacity.

Policies for Event-based and User/Event-based licenses

Swimlane's Fair Use Policy for Event-Based Consumption 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.
- Usage exceeding 100 Actions per Event requires the customer to purchase more capacity

Policies for HeroAI Prompts:

Swimlane's Fair Use Policy for HeroAI Prompts and Overages:



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.

Swimlane's Fair Use Policy for Overages: Customers will be billed monthly for overages based on their current cost plus 20% beyond the Fair Use Policy for Consumption Based Usage or User Based Usage. Payments are due Net 30.

Swimlane's Fair Use Policy for Hero AI Overages: Customers will be billed monthly for overage prompts at a rate of \$0.95/prompt. Payments are due Net 30. Quarterly exclusions do not apply to Hero AI.

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/>