verizon

AppDynamics License Resale +

1. **GENERAL**

1.1   **Service Definition.** AppDynamics' application monitoring service provides Customers with the ability to manage applications and baseline performance to identify and resolve application performance issues. Customer may choose from one of the two on-premise AppDynamics software products: AppDynamics Pro Edition (for use on production systems) and AppDynamics Test & Dev Edition Software (for use on non-production systems):

AppDynamics Pro Edition Software	AppDynamics Test & Dev Edition Software
AppDynamics Pro Edition for Java	AppDynamics Test & Dev Edition for Java
AppDynamics Pro Edition for .NET	AppDynamics Test & Dev Edition for .NET
AppDynamics Pro Edition for Python	AppDynamics Test & Dev Edition for Python
AppDynamics Pro Edition for Node.js	AppDynamics Test & Dev Edition for Node.js
AppDynamics Pro Edition for PHP	AppDynamics Test & Dev Edition for PHP
AppDynamics Pro Edition for Web Server	AppDynamics Test & Dev Edition for Web Server
AppDynamics Pro Edition for C++	AppDynamics Test & Dev Edition for C++
AppDynamics Pro Edition for Browser Real User Monitoring	AppDynamics Test & Dev Edition for Browser Real User Monitoring
AppDynamics Pro Edition for Mobile Real User Monitoring	AppDynamics Test & Dev Edition for Mobile Real User Monitoring
AppDynamics Pro Edition for Database Visibility	AppDynamics Test & Dev Edition for Database Visibility
AppDynamics Pro Edition for Server Visibility	AppDynamics Test & Dev Edition for Server Visibility

1.2   **Standard Service Features.**

1511857_2

1.2.1 **License Entitlements.** Each AppDynamics license purchased by Customer will include the following:

Product	Entitlement
AppDynamics for Java	Instrument a single JVM instance; snapshots are retained for 14 days unless archived.
AppDynamics for .NET	Instrument an unlimited number of CLRs on a single Windows OS instance; snapshots are retained for 14 days unless archived. Instrument an unlimited number of CLRs (for .NET on Microsoft Azure)running in a single instance of a Microsoft Azure Web role or Worker role, based on the size of the Virtual Machine (VM) that the Web/Worker role runs on as described here (for clarity, such licenses cannot be used to instrument any non- Azure applications).
AppDynamics for Python	Instrument an unlimited number of Python processes running on a single OS instance; snapshots are retained for 14 days unless archived.
AppDynamics for Node.js	Instrument up to 10 Node.js processes; snapshots are retained for 14 days unless archived.
AppDynamics for PHP	Instrument a single PHP runtime instance; snapshots are retained for 14 days unless archived.
AppDynamics for Web Server	Instrument an unlimited number of Apache Web Server instances on a single OS instance.
AppDynamics for C++	Instrument an unlimited number of C++ runtime applications on three OS instances using the software development kit; snapshots are retained for 14 days unless archived.
AppDynamics for Browser Real User Monitoring	Instrument 10 Million Pageviews per 12- month period; raw page requests are retained as Event Data. Customers may also choose to store raw Ajax or other events requests as Event Data, and every 5 requests stored consumes one Pageview. Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted end user monitoring cloud or Events Service.
AppDynamics for Mobile Real User Monitoring	Instrument 5,000 MAUs per calendar month. In addition, for each MAU unit, 500 events of the following types are stored on the event service as Event Data: network requests, breadcrumbs and custom data. Crash reports are retained for 365 days and all other Event Data is retained for 8 days by default. Customer is not entitled to access the AppDynamics-hosted end user monitoring cloud or Events Service.
AppDynamics for Database Visibility	Monitor one instance for the following databases: PostgreSQL, Microsoft SQL Server, MySQL, Sybase ASE, Sybase IQ, Microsoft Azure SQL. Event Data is retained for 10 day. Monitor one instance up to 8 CPU/cores, for Oracle databases (if an instance exceeds more than 8 cores, then an extra unit is needed for each 8 core. Example: a single instance of an Oracle database with 32 core requires 4 units). Event Data is retained for 10 days. Monitor one database up to 8 CPU/cores, for IBM DB2 databases (if a database exceeds more than 8 cores, then an extra unit is needed for each 8 core. Example: a single DB2 database with 32 core requires 4 units). Event Data is retained for 10 days. Monitor one MongoDB replica set (or, if no replica sets exist, one standalone MongoDB instance) for MongoDB databases. Event Data is retained for 10 days.
AppDynamics for Server Visibility	Instrument 3 instances of an OS.

1.2.2 **Customer Support.** For each AppDynamics license ordered hereunder, support for the software will be made available by AppDynamics in an electronic or machine readable format readable by a human

being when displayed on a monitor or printed on paper, to enable Customer to adequately use, install, maintain or operate the software. This documentation, and all future updates, is available at http://docs.appdynamics.com.

2. **SUPPLEMENTAL TERMS**

2.1 **End User Agreement.** Customer's use and access to the AppDynamics Services is pursuant to the AppDynamics' End User License Agreement (the "AppDynamics EULA"), located at www.appdynamics.com/download-eula/, and governs Customer's use of and access to the AppDynamics Services.

2.2 **Customer Responsibilities.** In addition to Customer's obligations as set forth in the AppDynamics EULA, Customer also acknowledges and agrees that it shall not (nor shall it authorize any third party to):
   • sublicense, resell, transfer, distribute, rent or use on a service bureau basis, the software;
   • modify or create derivative works based on all or any part of the software;
   • use the software in violation of any applicable laws and regulations (including without limitation any export laws, restrictions, national security controls and regulations), or
   • cause the decompiling, disassembly, or reverse engineering of any portion of the software, or attempt to discover any source code or other operational mechanisms of the software (the "MSP License").

2.3 **Disclaimers.** VERIZON EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. VERIZON DOES NOT WARRANT THAT THE FUNCTIONS OR FEATURES CONTAINED WITHIN THE APPDYNAMICS SERVICES WILL MEET CUSTOMER'S REQUIREMENTS, OR WILL OPERATE IN ANY COMBINATION WHICH MAY BE SELECTED FOR USE BY CUSTOMER, OR THAT OPERATION OF THE APPDYNAMICS SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL DEFECTS THAT MAY EXIST IN THE APPDYNAMICS SERVICES WILL BE CORRECTED.

2.4 **Nature of Service.** AppDynamics Services does not provide service, maintenance or repair to or for any real or personal property.

3. **FINANCIAL TERMS.**

3.1 **Rates and Charges.** Rates for the AppDynamics license are set forth in the Contract, or in the Customer's Service Order ("SOF"), as applicable and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

3.2 **License Subscriptions.** The Customer may order a 1-year subscription license term or a 3-year subscription license term for each license. Customer may order additional subscriptions at any time and each order will have its own license term, and each order will be billed at the then-current rates.

3.3 **Orders.** Once the Service Order is placed by Customer, Customer will obtain the AppDynamics software and select the desired License Entitlements (as described above) at the following URL using the login credentials and license code provided by Verizon https://download.appdynamics.com/download/.

4. **DEFINITIONS.** The following definitions apply in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
CLR	Common Language Runtimes
Event Data	The raw data generated by the software and stored in the Events Service.
Events Service	The component that stores the Event Data.
Instrument	To collect data, monitor, troubleshoot and manage using the AppDynamics software.
JVM	Java Virtual Machine
OS	Operating System
Pageview	A request to load a single web page, virtual page or view of an Internet site.

 1511857_2