| Company Information | | Customer Accounts Payable Information | |
|---|---|---|---|
| **Licensee** | AppDynamics LLC | **Purchase Order Required** | |
| Doing Business As | | PO Number (if no, enter "NA") | |
| Email Address for Notifications | legal@appdynamics.com | | |
| **Primary Contact Name** | Christian Ventrano | **AP Contact Name** | |
| Phone - Direct | | Phone - Direct | |
| Email | christian.ventrano@appdynamics.com | Email | accountspayable@appdynamics.com |
| Title | | Title | |
| **Ship To Address** | | **Bill To Address** | |
| Address 2 | 303 Second St., North Tower 8th Floor | Address 2 | 303 Second St., North Tower 8th Floor |
| City | San Francisco | City | San Francisco |
| State | CA | State | CA |
| Zip & Country (if outside the US) | 94107 United States | Zip & Country (if outside the US) | 94107 United States |
| Start Date: | 5/1/2022 | End Date: | 5/1/2024 |

| SUBSCRIPTION | | Year 1 | Year 2 |
|---|---|---|---|
| Included Credits - Enrich | QTY | 25,000 | 25,000 |
| | DESCRIPTION | Data credits to be used with Enrich. | Data credits to be used with Enrich. |
| Monthly Research Requests 250 | QTY | 250 | 250 |
| | DESCRIPTION | Access to an additional 250 monthly research requests. | Access to an additional 250 monthly research requests. |
| Elite Edition | QTY | 250 | 250 |
| | DESCRIPTION | User Access to Elite Edition | User Access to Elite Edition |
| ZoomInfo Data Passport: Global | QTY | 1 | 1 |
| | DESCRIPTION | Global data access scope. | Global data access scope. |
| 1000 Recurring Credits | QTY | 250,000 | 250,000 |
| | DESCRIPTION | Monthly recurring credits. | Monthly recurring credits. |
| Included Credits | QTY | 135,000 | 135,000 |
| | DESCRIPTION | Data credits to be used with Elite. | Data credits to be used with Elite. |
| Intent: 25 Topic Signal Unlimited | QTY | 1 | 1 |
| | DESCRIPTION | Up to 25 topics and Unlimited Signals. | Up to 25 topics and Unlimited Signals. |
| Mobile Phones and Supplemental Emails | QTY | 1 | 1 |
| | DESCRIPTION | Adding Personal Data Exports | Adding Personal Data Exports |
| Enrich Essential | QTY | 1 | 1 |

| SUBSCRIPTION | | Year 1 | Year 2 |
|---|---|---|---|
| | DESCRIPTION | Access to Enrich | Access to Enrich |
| Standard Support | QTY | 1 | 1 |
| | DESCRIPTION | Access to Standard Support | Access to Standard Support |
| **Total Subscription Fee\* before applicable sales taxes** | | | USD 652,817 |

## Additional Terms

This Agreement supersedes the service order agreement between ZoomInfo and Epsagon Ltd dated 12/31/2020 as of 5/1/2022.

This Agreement supersedes the service order agreement between ZoomInfo and Dashbase, Inc. dated 11/25/2020 as of 5/1/2022.

This Agreement supersedes the service order agreement between ZoomInfo and Opsani, Inc. dated 12/03/2021 as of 5/1/2022.

Upon execution hereof, Licensee will issue payment in the amount of $13,699 associated with payment obligations under the 12/31/2020, 11/25/2020 & 12/03/21, license agreement between ZoomInfo and Epsagon, Dashbase.io, Opsani through 5/1/2022.

Licensee will pay the Subscription Fee according to the following payment schedule:
Payment 1: $275,000 due Year 1
Payment 2: $377,817 net of $20,077 credit from superseded contract (Opsani 12/3/2021) applied for a total due of $357,740 due Year 2

For avoidance of doubt, under no circumstances will this Agreement automatically renew. Any renewal of this Agreement will require the mutual agreement of both parties in a written and executed instrument.

## Order Summary

| | | | |
|---|---|---|---|
| ZoomInfo Technologies contact | Rona Cohen | Automatic Renewal | No |
| Payments | Net 60 | Non-renewal notice deadline | N/A |
| Term | 24 Months | Order Number | Q-479177 |
| Billing frequency | Annual | Sales Tax | Applicable Tax will be assessed/ included upon invoicing |

## License Terms and Conditions

This Order shall be governed by the terms and conditions (a/k/a Service Agreement or End User License Agreement) of the Participating Addendum dated March 30, 2020 by and between AppDynamics LLC ("AppDynamics") and DiscoverOrg, LLC ("Supplier") (the "Addendum"), supplementing the Cloud Services Agreement (the "Agreement"), dated June 20, 2018, by and between DiscoverOrg Data,LLC d/b/a ZoomInfo (the "Supplier"or "Application Service Provider") and Cisco Systems, Inc. and its Affiliates ("Cisco"). This Order and the Existing Agreement together constitute the entire agreement between the parties governing the products and services referenced above (the "Agreement"), to the exclusion of all other terms. To the extent there is any conflict between this Order and the Existing Agreement, this Order shall govern. The signatory below represents that he or she has the authority to bind Licensee to the terms of this Agreement. The terms of this Order are DiscoverOrg/ZoomInfo confidential information. Licensee is licensed to use the DiscoverOrg/ZoomInfo products outlined above during the Term for the number of Authorized Users purchased.

## Standard Support

This plan provides email and live chat support during local business hours as well as unlimited access to the ZoomInfo Knowledge Center and ZoomInfo University.

Target response time for any support request will be eight (8) Business Hours. "Business Hour" means a period of 60 minutes between the hours of 5:00 a.m. and 5:00 p.m. Pacific Time (Monday – Friday).

Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround, or other solution in ZoomInfo's reasonable determination.

## Enrich Essential

"Enrich Essential" means a service whereby Licensee can automatically update or append records in its CRM or marketing automation system as records are created and/or on a schedule and with filters set by Licensee.

## Research Requests

"Research Requests" entitle the Licensee to submit queries to the ZoomInfo research department for custom research on contact records that are not currently within the ZoomInfo Platform. Licensee will receive a maximum monthly allotment of requests which will be available for any Authorized User to redeem. Unused requests will expire at the end of each month and do not roll over month-to-month if they are unused. Submitting a request does not guarantee a result and requests that do not return a result will still count towards Licensee's maximum monthly allotment."

## Signatures

In witness whereof, the Parties have executed this Agreement as of the date set forth below:

Licensee

**DocuSigned by:**

*Alexandru Ghita-Duminica*

—920A068400CB454—

Name: Alexandru Ghita-Duminica

Title: General Counsel

Date: April 26, 2022

ZoomInfo

**DocuSigned by:**

—517703A8BED448C...

Name: James Roth

Title: SVP, Sales

Date: April 26, 2022

ZoomInfo Technologies 805 Broadway Street, Suite 900 Vancouver Washington 98660 +1 (800) 914-1220

**DocuSign**

## Certificate Of Completion

| | | |
|---|---|---|
| Envelope Id: CD71E8DC7F7646DBAB9BA600E36578E5 | | Status: Sent |
| Subject: Please DocuSign: Cisco AppDynamic 2022 1 of 2.pdf, Cisco AppDynamic 2022 2 of 2.pdf | | |
| Source Envelope: | | |
| Document Pages: 5 | Signatures: 0 | Envelope Originator: |
| Certificate Pages: 1 | Initials: 0 | Rona Cohen |
| AutoNav: Enabled | | 170 Data Drive |
| EnvelopeId Stamping: Enabled | | Waltham, MA  02451 |
| Time Zone: (UTC-05:00) Eastern Time (US & Canada) | | rona.cohen@zoominfo.com |
| | | IP Address: 108.51.245.203 |

## Record Tracking

| | | |
|---|---|---|
| Status: Original | Holder: Rona Cohen | Location: DocuSign |
| 4/25/2022 5:22:48 PM | rona.cohen@zoominfo.com | |

| Signer Events | Signature | Timestamp |
|---|---|---|
| Jaclyn Rose | | Sent: 4/25/2022 5:27:16 PM |
| jaclyn.rose@appdynamics.com | | |
| AppDynamics | | |
| Security Level: Email, Account Authentication (None) | | |
| **Electronic Record and Signature Disclosure:** Not Offered via DocuSign | | |

| In Person Signer Events | Signature | Timestamp |
|---|---|---|

| Editor Delivery Events | Status | Timestamp |
|---|---|---|

| Agent Delivery Events | Status | Timestamp |
|---|---|---|

| Intermediary Delivery Events | Status | Timestamp |
|---|---|---|

| Certified Delivery Events | Status | Timestamp |
|---|---|---|

| Carbon Copy Events | Status | Timestamp |
|---|---|---|

| Witness Events | Signature | Timestamp |
|---|---|---|

| Notary Events | Signature | Timestamp |
|---|---|---|

| Envelope Summary Events | Status | Timestamps |
|---|---|---|
| Envelope Sent | Hashed/Encrypted | 4/25/2022 5:27:16 PM |

| Payment Events | Status | Timestamps |
|---|---|---|