



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			
Primary Contact Name	Jaclyn Rose	AP Contact Name	
Phone - Direct	(415) 442-8400	Phone — Direct	
Email	jaclyn.rose@appdynamics.com	Email:	
Title	Manager	accountspayable@appdyn	
		amics.com	
Ship To Address		Bill To Address	
Address 2	303 Second Street, North Tower, 8th Floor	Address 2	
City	San Francisco	303 Second Street, North Tower, 8th Floor	
State	CA	City	
Zip & Country (if outside the US)	94107 United States	San Francisco	

SUBSCRIPTION	QTY	DESCRIPTION	UNIT	START DATE	END DATE
Advanced Edition	15	User Access to Advanced Edition	Users	5/1/2020	5/1/2021
World Wide Data Access	1	Global data access scope.	Datasets	5/1/2020	5/1/2021
1000 Recurring Credits	15,000	Monthly recurring credits.	Recurring Credits	5/1/2020	5/1/2021
Included Credits	7,500	Data credits to be used with Advanced.	Credits / Export	5/1/2020	5/1/2021
Total Subscription Fee* before applicable sales taxes					\$20,250

Order Summary

DiscoverOrg Data contact	Alex Lazerowich	Automatic Renewal	No
Payments	Net 60		
Term	12 Months	Order Number	Q-153343
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 agreement between the parties executed on 6/20/2018 as the same may have been amended from time to time (the "Existing Agreement"), except as modified hereby. 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.

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

Licensee	<div>DocuSigned by: <i>George Karamanos</i> EADD3AC1FF6B486...</div>	DiscoverOrg Data, LLC	<div>DocuSigned by: <i>Timothy Strickland</i> 3389CB0B888D456...</div>
Name:	George Karamanos	Name:	Timothy Strickland
Title:	General Counsel	Title:	VP
Date:	April 8, 2020	Date:	April 8, 2020

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

SERVICES DEFINITIONS AND SERVICE-SPECIFIC TERMS AND CONDITIONS

This document sets forth the definitions, terms, and conditions with respect to the specific services to which you are subscribed as set forth in your Ordering Document. These definitions, terms, and conditions are incorporated into and are part of your Agreement.

Editions

All Service editions include access to the ZoomInfo online platform available at www.zoominfo.com, or as otherwise indicated by ZoomInfo (the "ZoomInfo Platform") and may include access to other ZoomInfo Technology or functionality as further detailed below. Access to and use of any ZoomInfo Technology is subject to the Fair Use limitations set forth below. All data points specified (i.e. email address, work history, etc.) are included to the extent available for a particular contact or company. Inclusion of a data point within a particular edition or scope of access does not guarantee that it contains a value for any particular record.

"Data Credits" entitle the Licensee to certain access and/or functionality within the ZoomInfo Technology. Unless otherwise specified, use of a Data Credit is required in order for an Authorized User to export a contact or company record, any time a record is submitted to Enrich and matched to a company or contact record in the Licensed Materials, or when a record is redeemed through Enhance. Certain editions come with an allotment of Data Credits, and additional Data Credits may be purchased for a fee. The content of any particular record obtained through use of a Data Credit (including the available data points or the accuracy of any particular data point) is "AS IS"; once a Data Credit is used, the use cannot be revoked and no replacement credits or refunds will be provided based on the amount or quality of a particular record exported or matched using a Data Credit. Each Data Credit is applicable to a specific Term Year and is valid only during that Term Year. Any Data Credits applied to a Term Year that remain unused at the end of such Term Year shall automatically expire. In the event the Agreement automatically extends pursuant to Section 3.2 of the Terms, Licensee will be deemed to have purchased for each Term Year of such extension the number of Data Credits applied to the Term Year immediately preceding the period of such extension. If Licensee terminates the Agreement as the result of an uncured material breach by ZoomInfo, Licensee shall receive a refund equal to amount of any pre-Data Credit Subscription Fees multiplied by the number of unused Data Credits as of the effective date of such termination. At the discretion of ZoomInfo, Data Credits may be withheld until full payment of the Subscription Fee is received from Licensee.

"Recurring Credits" are included with certain editions and are treated the same as Data Credits except that they are non-transferable between users and do not roll over month-to-month if they are unused. The amount of Recurring Credits specified in the Ordering Document is provisioned to each Authorized User on the first day of each month.

"Marketing Version" includes the applicable "Edition" as defined herein, FormComplete, and is restricted to only one (1) Authorized User.

"Advanced Edition" means the set of Services including everything in the Professional Edition and the following: supplemental contact information including available mobile phone numbers and supplemental email addresses, Enhance, view customization, Org Charts, Scoops, Alerts, and Technographics. This edition includes a number of monthly Recurring Credits specified in the Ordering Document. Additional Data Credits and/or Authorized Users may be purchased for additional fees.

Fair Use Limitations

The following fair use limitations apply to Licensee's use of the ZoomInfo Platform:

- Advanced
 - Maximum Company/Contact View Limit: 2,000 monthly (per user)
 - Maximum Intent Export/Download Limit: 100,000 monthly (per user)
 - Maximum Company/Contact Bulk Export/Download Limit: 500,000 per action
 - Maximum Scoops Bulk Export/Download Limit: 1,000 per action
 - Maximum Intent Bulk Export/Download Limit: 100,000 per action

Additional Definitions, Terms, and Conditions

"Standard" when used to describe a Service Edition means the scope includes global contacts and companies except those determined by ZoomInfo's algorithms to be situated in the European Union.

"Worldwide" when used to describe a Service Edition means the scope includes all global contacts and companies, including those determined by ZoomInfo's algorithms to be situated in the European Union.

"Tellwise" means the Tellwise sales acceleration software that allows users to conduct and track email and call campaigns. Access to and use of Tellwise is subject to the Tellwise Terms of Service available at: <https://tellwise.com/terms-of-use/>.

"WebSights" means a feature that attempts to match the IP address of a website visitor to an IP address of a profiled company in the ZoomInfo Platform.

"FormComplete" means a feature that retrieves data from the ZoomInfo Platform based on the matching of the email address filled into a web form. Each successful retrieval requires expenditure of a Data Credit.

"API" means a service whereby the Licensee has access to the Licensed Materials via the ZoomInfo application programmer interface via HTTP requests.

"Enrich" 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.

"ZoomInfo Enrich Premium Support" means a premium support service including access to written, video, and web-based training materials, responses to support requests submitted to ZoomInfo's Customer Service team, and individualized assistance with implementation and ongoing configuration of ZoomInfo Enrich. ZoomInfo Enrich Premium Support includes ongoing support as may be reasonably requested during the Term of the Agreement to address technical difficulties or update Licensee's configurations as requested. ZoomInfo will make reasonable efforts to acknowledge support requests within 24 business hours and to promptly schedule training, implementation, or configuration assistance at mutually agreeable times.

"NeverBounce" means business email verification services using the NeverBounce feature within the ZoomInfo Platform. The number of Neverbounce credits issued to Licensee will be identified on the Ordering Document.

"Quick Search" means a function in the ZoomInfo Platform which allows for an Authorized User to search for an individual contact or company without the filter details of standard Search.

“Search” means a function which allows an Authorized User to use filter criteria in the ZoomInfo Platform to build lists of contacts, companies and Scoops.

“ListMatch” means a feature that instantly searches for matches against a list of companies or contacts created or uploaded by an Authorized User in the ZoomInfo Platform.

“Tagging” means a feature for Authorized Users to create and tag contacts and companies with custom labels within the ZoomInfo Platform.

“Integrations” means functionality which allows the ZoomInfo Platform and/or database to interoperate with certain Third-Party Applications.

“ReachOut Google Chrome Extension” means an application that allows Authorized Users to access certain Licensed Materials if a database match can be made while they are browsing website pages related to companies or contacts on the internet.

“Alerts” mean updates on specified companies within Licensee’s subscription scope or based on a set of user-specified criteria.

“Enhance” means a feature that allows Authorized Users to upload a list of contacts or companies and receive the same list back with data enhancements.

“Scoops” mean curated intelligence attempting to identify upcoming company projects, personnel moves, and related information.

“Org Charts” mean visual presentations of a company’s organizational structure.

“Intent Signals” mean indications that identified companies are engaging in web-based research on topics within Licensee’s subscription.

“Technographics” means data attempting to identify the specific hardware and software technologies being used by the specified company.

“Term Year” means each of successive 365-day periods (366 in leap years) during the Term, the first of which commences upon the first day of the Initial Term.

“Workflows” means a function which allows administrative users the ability to set up specific rules and automate actions based on "triggers". The different types of "triggers" may include new data captured by ZoomInfo involving: technology updates, funding rounds, Scoops, Intent Signals, and website visitors.

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.
