



Order Form
(expires: 7/27/2021)

This Order Form #Q-37557-1 is for the purchase of a subscription to the Services and/or the Technical Services specified below. Provision of the Service and/or access to the Technical Services is subject to the Master Subscription Agreement referenced below ("**Agreement**") between AppDynamics LLC ("**Customer**") and Segment.io, Inc. ("**Segment**"). This Order Form #Q-37557-1 supersedes and replaces the following order forms previously entered into between the parties: Order Form #Q-14343-1 dated 6/24/2020.

Customer: AppDynamics LLC	Project Sponsor name / email / phone: Brian Zaik brian.zaik@appdynamics.com (628) 263-8000
Physical Address: 303 2nd Street, North Tower, Eight floor San Francisco, California 94107 United States	Invoice Contact email: accountspayable@appdynamics.com
Billing Address (if different than Physical):	
VAT/GST/ABN Number (if applicable): Tax Exemption Certificate Number (if applicable):	Purchase Order Information: PO required on invoice: if yes, PO #:
Order Form Number: Q-37557-1	Paid Subscription Term: 8/1/2021 -- 7/31/2022

Under Participating Addendum To Cloud Services Agreement ("Addendum"), dated December 14, 2018, by and between Segment.io, Inc. and AppDynamics LLC ("AppDynamics") and the associated Cloud Services Agreement (the "Agreement"), dated May 31, 2017, by and between Segment.io, Inc. and Cisco Systems, Inc. ("Cisco").

Service Period	Segment Solution	Usage Limit	Units	Price
8/1/2021 - 7/31/2022	Enterprise Plan	750,000,000	API calls	\$278,500.00
8/1/2021 - 7/31/2022	Functions	2,650	hrs	\$0.00
TOTAL:				\$278,500.00

Services

Connections Integrations: Access to Segment's hosted Connections Enterprise Plan Integrations service (<https://segment.com/integrations>), including:

- Unlimited Integrations
- Unlimited User Seats
- Data Replay of historical data to eligible server-side integrations
- Event Filtering
- Privacy Portal
- Access to Functions (<https://segment.com/docs/connections/functions/>)

Warehouses: Access to Segment's Connections Enterprise Plan Warehouses service (<https://segment.com/warehouses>), including:

- Unlimited eligible supported data sources
- Unlimited supported data warehouses
- Custom Sync Schedule
- Filtering
- Automatic Redshift Vacuuming
- Alerting

Protocols: Access to Segment's Protocols service (<https://segment.com/protocols/>), including:

- Tracking Plan Creation and Enforcement
- Data Validation and In-App Violations Reporting
- Data Quality Email Notifications
- Client Library Code Generator
- Tracking Plan API

The Segment services and products identified above are collectively referred to as the "**Services**."

Usage

Customer's access to the Service includes the volume of API calls per month ("**API Limit**") set forth in the table above.

Customer's access to the Service includes the volume of Functions hours ("**Functions Limit**") per month set forth in the table above.

Extra Volume Units and Overages

If Customer exceeds its API Limit (including any purchased EVUs) in any calendar month, Customer shall pay overages for such excess usage at the pro rata rate plus twenty-five percent (25%), calculated on an API call basis and invoiced monthly in arrears. The pro rata rate shall be calculated by dividing the total monthly service fees by the API Limit, in each case as increased by any purchased EVUs.

Extra Volume Units ("**EVUs**") can be purchased for \$2,552.92 each per month remaining in the then-current Paid Subscription Term, with the total fee due upfront upon purchase for the number of remaining months. Each EVU adds 75,000,000 API calls to the monthly API Limit.

Functions

Additional Functions hours ("**Functions EVUs**") may be purchased in increments of 265 hours for \$39.75 each per month. Functions EVUs must be purchased for each month remaining in the then-current Paid Subscription Term.

If Customer exceeds its total Functions hours (including any Functions EVUs purchased), in any calendar month, Customer shall pay for such excess usage at a rate of \$0.175 per additional hour used, invoiced monthly in arrears.

Total Amount Due

\$278,500.00, billed as follows:

Total Segment Services fees of \$278,500.00 billed in advance in annual installments, with the first installment invoiced upon execution of this Order Form.

All fees stated in this Order Form are denominated in and shall be payable in U.S. Dollars.

This Order Form is for the purchase of any subscription to the Services and/or any Technical Services specified above. Provision of the Services and Technical Services is subject to the Master Subscription Agreement between Customer and Segment.io, Inc. ("**Segment**") referenced above ("**Agreement**"). Capitalized terms not defined in this Order Form have the meanings given in the Agreement. If the Agreement does not include terms governing Technical Services, then the Technical Services Addendum at <https://segment.com/legal/technical-services-addendum/> applies and is incorporated into the Agreement. Customer's use of Functions is governed by <https://segment.com/legal/functions-term/>.

The pricing and terms presented on this Order Form are Segment Confidential Information. All fees shown above do not include any taxes that may apply, including but not limited to withholding, GST, and VAT taxes. Any such taxes are the responsibility of the Customer.

No terms included in any purchase order, acknowledgement or other non-Segment ordering document shall apply to the Services or any Technical Services. In the event of a conflict between the Agreement and the terms herein, the terms of the Order Form shall prevail.

By signing below, the parties through their duly authorized representatives agree to the terms as memorialized in this Order Form, effective as of the last date of signature below ("**Order Form Effective Date**").

Segment.io, Inc

AppDynamics LLC

By:

DocuSigned by:
Simon Hill
1FA7026F3C9F432...

By:

DocuSigned by:
Craig Wickersham
CE58CECBACD1486...

Name: Simon Hill

Name: Craig Wickersham

Title: Deals Desk Director

Title: General Counsel

Date: 6/23/2021

Date: June 24, 2021
