



940 Sylvan Ave., Englewood Cliffs, NJ 07632

Services Order Form

Billed to:

AppDynamics LLC
 ATTN: Emily Michal
 303 Second St., North Tower 8th Floor
 San Francisco, California 94107
 United States

Order Date:**Order Number:** 016222**Customer PO Number:**

Description	Quantity	Monthly Unit Price	Monthly Subtotal	Term & Billing	Buffer	Total
Unlimited for Salesforce –	2800	\$ 3.45	\$ 9,660.00	2 Years, Annually in Advance Quarterly Adjustments	10%	\$ 115,920.00
Retention - 10 Years		\$ 2.00	\$ 5,600.00			\$ 67,200.00
Unlimited for Salesforce - Partner Community Logins –	8648	\$ 1.35	\$ 11,674.80	2 Years, Annually in Advance Quarterly Adjustments	%	\$ 140,097.60
Retention - 10 Years Partner Community -		\$ 0.00	\$ 0.00			\$ 0.00
Enhanced Sandbox Seeding –	2800	\$ 2.20	\$ 6,160.00	2 Years, Annually in Advance Quarterly Adjustments	%	\$ 73,920.00
		\$ 1.12	\$ 3,136.00			\$ 37,632.00
Advanced Key Management –	2800	\$ 0.65	\$ 1,820.00	2 Years, Annually in Advance Quarterly Adjustments	%	\$ 21,840.00
		\$ 0.33	\$ 924.00			\$ 11,088.00
Customer Success Premier Package –	2800	\$ 1.26	\$ 3,528.00	2 Years, Annually in Advance Quarterly Adjustments	%	\$ 42,336.00
		\$ 0.69	\$ 1,932.00			\$ 23,184.00
Annual Discount:						\$ 255,009.60
Annual Subtotal:						\$ 139,104.00
Tax:						\$ 0.00
Order Total						\$ 278,208.00

Annual Payment (with Quarterly Adjustment for Excess Capacity)

Currency:	All amounts are in United States Dollars unless otherwise specified.
Buffer:	If during a quarter, Customer's usage exceeds the purchased quantity + the Buffer, then Customer must pay OwnBackup a True-Up payment.
True-Up Payments:	The calculation is based upon the highest quantity reached during a quarter (without the Buffer) times the above monthly fee, less the purchased quantity times the monthly fee.
Invoicing:	OwnBackup will provide Customer 30-days notice then invoice Customer for the True-Up Payment for the prior quarter AND invoice Customer for the higher quantity for the remaining quarters (during the order term). At the time of the annual renewal, the highest quantity reached during the annual term will become the purchased quantity for the next year (subject to payment and irrespective of the Buffer).
Renewals:	This order renews for additional 1 year periods upon written (including email) acceptance of said renewal by the parties.
Terms:	This order is governed by the terms of the Subscription Services Agreement entered into by and between the parties on or around April 9, 2021 which terms are incorporated into this order for all purposes. If there is a conflict between the terms of this order and the agreement, this order governs. This order and the agreement are the entire agreement between the parties, and they supersede and replace all prior and contemporaneous negotiations, agreements, representations and discussions regarding this subject matter. Only a signed writing of the parties may amend this order. The terms of this Service Order Form are confidential to OwnBackup Inc. This Service Order is effective as of the Order Date listed above. Advanced Key Management Addendum is incorporated into this order form for all purposes.
Special Terms:	Payment Terms. Fees shall be due and payable net 60 days from the invoice date.

Governing Agreement. For clarity, this Order Form is governed by the signed Subscription Services Agreement dated on or about April 9, 2021 between Customer and OwnBackup.

Renewals. This Order Form does not auto-renew.

Product Special Terms:**Backup & Recovery Plans, Sandbox Seeding, Advanced Key Management:**

Unit Definition: Users: Active Salesforce.com SalesCloud, ServiceCloud, Force.com Platform, and Community Licenses.
User Reporting: Upon request and no more than once a quarter, Customer must provide OwnBackup with the information regarding its User count within Salesforce.com.

Billing Information:**Billing Email:** accountspayable@appdynamics.com**Billing Contact Phone:****Billing Contact Name/Dept:****Billing Instructions (include portal submissions – you can also attach billing instructions):**

AppDynamics LLC//Customer

By:

DocuSigned by:

Craig Wickersham

CE58CECBACD1486...

OwnBackup, Inc.

By:

DocuSigned by:

Sam Guttman

F58AAB0FA4A04FA...

Name: Craig wickersham
Title: General Counsel
Date: April 12, 2021

Name: Sam Guttman
Title: CEO
Date: April 12, 2021



Advanced Key Management Service Offering Addendum

If Customer purchases this add on service, the following features and capabilities are made available for Customer's use:

- Add 256-bit encryption keys generated and approved by account owner
 - Customer data is encrypted using customer keys, not derivatives or composite keys
- Manage (rotate, change, etc.) its encryption key,
 - Easily manage and archive master encryption keys in the Application
 - Monitor which keys are Active, Canceled, or Archived.
- Revoke its encryption key.
 - A two-person process ensures authorized master encryption key revocation.
- Dedicated data tenancy encrypted using customer-provided encryption key

OWNBACKUP SECURITY CONTROLS

- Encryption in transit via TLS1.1 or TLS1.2
- 2FA and IP Restriction support (or SSO via SAML 2.0)
- Backups are restored at Amazon Web Services (independent from Force.com)
- All customer activities audited and logged
- Comprehensive information security program with SOC2 Type II third-party audit

Refer to the OwnBackup Advanced Key Manage Technical Guide for more details.

Disclaimer: OwnBackup is not liable for weak encryption keys, keys generated on a compromised device, keys stored insecurely by Customer or keys lost by Customer.

AppDynamics LLC/ (Customer)

OwnBackup, Inc.

Printed Name: Craig Wickersham

Title: Craig Wickersham

Date: April 12, 2021

Address: 303 Second St., North Tower 8th
Floor
San Francisco, California 94107
United States

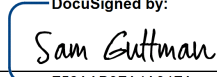
Signature: 
CE58CECBACD1486...

Printed Name: Sam Guttman

Title: CEO

Date: April 12, 2021

Address: 940 Sylvan Avenue
Englewood Cliffs, NJ 07632

Signature: 
F58AAB0FA4A04FA...