



user interviews

User Interviews Subscription and Prepay Order Form User Interviews, Inc.

This Order Form is governed by the Software as a Service Agreement entered into by and between AppDynamics LLC and its Affiliates ("Customer") and User Interviews, Inc. ("User Interviews") with an Effective Date of April 12, 2022 (the "Terms"). Any capitalized terms not defined in this Order Form have the meaning assigned to them in the Terms.

Customer	AppDynamics LLC
Address	303 2nd Street North Tower 8th Floor San Francisco, CA 94107

Buyer (User Interviews administrator)	Billing contact (invoice recipient)
Name: Andrea Evans Title: User Research Leader Email: andrea.evans@appdynamics.com	Name: Accounts Payable Title: Email: accountspayable@appdynamics.com

Start Date	4/20/2022
P.O. Number (if applicable)	
Payment Term	Net 60 upon receipt of invoice
Subscription Period	One (1) year from the Start Date, which shall renew via executed Order Form and only upon the written agreement of both parties to renew the Terms

Subscription Fee	Products and Features
\$35,000 USD	Recruit: [Custom] <ul style="list-style-type: none"> • Up to 500 sessions from the UI Professional audience • Rollover sessions available for next Subscription Period • Unlimited Researcher Seats • Document Signing • Double Screening • Screener Survey Library & Skip Logic • Recruit Participant tool • SSO/SAML Support • Dedicated Customer Success support • Custom onboarding for your team

Start Date	4/5/2022
Prepayment Amount	\$50,000 USD
P.O. Number (if applicable)	
Payment Term	Net 60 upon receipt of invoice

Participant incentive payments are not included in the Subscription Fee. By executing this Order Form, Customer agrees that User Interviews may use any fees paid pursuant to the Prepayment Amount above toward any Participant incentive payments (in the amount determined by Customer in accordance with the Terms), processing fees (in the amount of up to 5% of the Participant incentive payment), cancellation fees (in the amount of 25% of the Participant incentive payment), and any other amounts that may become due and payable by Customer during Customer's use of the Services. User Interviews will credit this pre-paid amount against all such fees that may become payable by Customer until such pre-paid amount is exhausted.

Any un-used purchase amounts will not be refunded, unless otherwise agreed to by the Parties. Un-used purchase amounts do

not expire and can be applied to the next Subscription Period.

Upon expiration or termination of this Order Form, all unused Recruit sessions shall either roll over to the next Subscription Period or be forfeited.

In the event of a conflict between this Order Form and the Terms, this Order Form shall control. The terms of this Order Form will not amend the terms and conditions applicable to any other Order Form unless expressly stated by reference to the Order Form amended.

This Order Form is hereby accepted and agreed to by duly authorized representatives of User Interviews and Customer.

CUSTOMER: AppDynamics LLC

DocuSigned by:
By: Alexandru Ghita-Duminica
990A068400C9454
Name: Alexandru Ghita-Duminica
Title: General Counsel
Date: April 21, 2022

USER INTERVIEWS, INC.

DocuSigned by:
By: Lucas Wilmoth
894CC812C6694DE...
Name: Lucas Wilmoth
Title: Strategic Account Executive
Date: April 20, 2022