

Last updated: January 2023

Appendix 0: Subscription Plans

This appendix inherits from and augments all terms set forth in the eXo Master Subscription Agreement and its other appendixes visible at www.exoplatform.com/terms-conditions/terms-conditions.pdf

During the time that Customer has paid the applicable annual Subscription fees, Customer will receive access to (a) the applicable Software via an official download location provided by eXo, (b) a License key allowing for unlocking the Software runtime, (c) the applicable Software Updates, when and if available, via an official download location provided by eXo, (d) the applicable level of Support Services as described in Appendix 1 and (e) the applicable level of Hosting and Management Services as described in Appendix 3.

1. Additional Definitions

1.1 Installed Systems

For purposes of the Subscription plans described in this Appendix, the term “Installed Systems” refers to installations of the Software on one or several physical or virtual servers or workstations running a tier limit of CORE Processors (e.g., up to 64 or up to 256) or a tier limit of Registered Users (e.g, 301 or 1247). Each Installed System running the Software must be covered by an active Subscription plan. eXo reserves all rights to change the tier limits from time to time. Such change will be notified to Customer through a written notice issued no less than 60 (sixty) days before the change.

1.2 Unit Count

For the avoidance of doubt, and unless specified in an applicable Order Form, all Installed Systems count toward the limit of CORE Processors band or Registered Users number purchased through a Subscription Plan, regardless of their actual usage.

1.3 Authorized deployment topology

Subscription Plans may introduce benefits and limitations regarding the type of deployment allowed to Customer. (a) A Single Server deployment means an Installed System hosting the Software in a single Java Virtual Machine. (b) A Multi Server deployment refers to Installed Systems hosting the Software in multiple Java Virtual Machines. (c) A High Availability deployment refers to Installed Systems hosting the Software in multiple Java Virtual Machines communicating together to ensure better scaling capabilities and performance.

1.4 Software Package Deliverable

Depending on the Subscription Plan purchased by Customer, eXo will deliver to Customer the Software Package according to the following available distributions :

1.4.1 The Official Software Installer is a distribution package allowing Customer to install the Software, relevant Official Add-ons and a predefined middleware stack necessary to execute the Software Binary code in a single Production environment. Changes and/or modifications and/or disruption and/or augmentation by any means including specific code or integration to third parties software of the components installed by the Official Software Installer are not allowed and constitute a material breach of this agreement.

1.4.2 The Official Binary Software Archive is a distribution package of the Software dedicated to be installed by Customer within its own server environment. This distribution does not include any third party middleware components therefore it remains the sole responsibility of Customer to provide and install them if they're not already in place.

2. Subscription Plans details

Unless specified in an applicable Order Form, purchasing a Subscription Plan will entitle Customer to benefit from the following items :

(V means available, X means Not available for this tier or plan)

	“Enterprise” Subscription	“Enterprise S” Subscription	“Ultimate” Subscription
Software			
Access to certified Production-ready Software	V	V	V
Software Package Deliverable	X (Hosted only)	X (Hosted only)	Official Binary Software archive
Authorized Official Software Add-ons	Listing available in Appendix 4		
Multi-year Software Support Lifecycle policy, Software certified updates, patches and bug fixes through Maintenance program (As defined in Appendix 1) (*)	V	V	V
Access to Documentation and technical guides (administration & usage, Installation, development)	V	V	V
Services			
Access to Customer Success Program	V	V	V
Access to Support Services (As defined in Appendix 1)	Help Desk Technical Support	Help Desk Technical Support	Help Desk Technical Support
Support Services SLA Guidelines	Standard SLA	Standard SLA	Premium SLA
Hosting and Managed Services Available (**)	“Enterprise” Hosting Hosting Support	“Enterprise S” Hosting Hosting Support	“Ultimate” Hosting Hosting Support
Professional Services Available (***)	Consulting Training	Consulting Training	Consulting Training Specific Developments
Installed Systems allowance			

Applicable Unit	Engaged User	Engaged User	Engaged User
Registered users number	Unlimited	Unlimited	Unlimited
Authorized production deployment topology	Dedicated Single Server (hosted by eXo)	Dedicated Single Server (hosted by eXo)	Single Server Multi Server High Availability
Authorized project deployment topology	One (1) Single Server Sandbox Two (2) Developer Workstations	One (1) Single Server Sandbox Two (2) Developer Workstations	No restrictions.

(*) Extended Lifetime Support is available as an optional component of a Subscription Plan under nonstandard conditions as defined in an additional Order Form. For the avoidance of doubt, no Subscription Plan includes any Extended Lifetime Support by default AND the acquisition of an Extended Lifetime Support requires an existing Subscription Plan during its whole Duration.

(**) Hosting and Managed Services are sold as part of a Subscription Plan. Hosting and Managed Services terms are defined in Appendix 3.

(***) Unless otherwise specified in an applicable Order Form, Subscription plans never include any Professional Services by default but rather enable their purchase. Professional Services terms are defined in Appendix 2.

3. Current Subscription Plans

3.1. General Information in Commercial Offers

The Subscription Plans may vary in time at eXo's sole discretion. eXo does not guarantee the permanent availability of a Subscription Plan and its associated benefits and limitations. Any Subscription Plan acquired by the Customer remains however valid during the initial Term indicated in the applicable Order Form, including its benefits and limitations. At the end of this period, the renewal terms set out in article 4.2 of the Master Subscription Agreement apply fully, without recourse or compensation for the Client.

The catalog of commercial offers available for purchase to date through a Subscription Plan is included only in this appendix. Any other source, publication, reseller or distributor's catalog, advertising by eXo or a third party cannot be opposed to eXo for any remedy.

3.2 Official Subscription Plans Catalog

The following table lists the references and official designation of eXo Subscription Plans available for purchase, to date.

SKU	Detail
Ultimate Offer	
ULT-1Y	eXo Platform Ultimate - 1 year
ULT-3Y	eXo Platform Ultimate - 3 years
ADDU-1Y	Additionnel users Ultimate, X, 1 year
ADDU-3Y	Additionnel users Ultimate, X, 3 years
Enterprise S Offer	
ENTS-1Y	eXo Platform Enterprise S - 1 year
ENTS-3Y	eXo Platform Enterprise S - 3 years
ADDU-1Y	Additionnel users Enterprise S, X, 1 year
ADDU-3Y	Additionnel users Enterprise S, X, 3 years
Enterprise Edition	
ENTS-1Y	eXo Platform Enterprise - 1 year
ENTS-3Y	eXo Platform Enterprise - 3 years
ADDU-1Y	Additionnel users Enterprise, X, 1 year
ADDU-3Y	Additionnel users EnterpriseS, X, 3 years

Connectors	
COEDIT-100	eXo Co-Edition Module - 100 connexions*
COEDIT-200	eXo Co-Edition Module - 200 connexions
COEDIT-400	eXo Co-Edition Module - 400 connexions
COEDIT-1000	eXo Co-Edition Module - 1000 connexions
COEDIT-2000	eXo Co-Edition Module - 2000 connexions
COEDIT-6000	eXo Co-Edition Module - 6000 connexions
Enterprise Plus Edition (existing contracts only)	
ENTPLUS-PREM64-3Y	eXo Platform Enterprise Plus - Premium Support 64 Cores – 3 Years
ENTPLUS-PREM32-3Y	eXo Platform Enterprise Plus - Premium Support 32 Cores – 3 Years
ENTPLUS-PREM16-3Y	eXo Platform Enterprise Plus- Premium Support 16 Cores – 3 Years
ENTPLUS-STD64-3Y	eXo Platform Enterprise Plus - Standard Support 64 Cores – 3 Years
ENTPLUS-STD32-3Y	eXo Platform Enterprise Plus - Standard Support 32 Cores – 3 Years
ENTPLUS-STD16-3Y	eXo Platform Enterprise Plus - Standard Support 16 Cores – 3 Years

*:connexion means the maximum number of documents that can be edited in the same time