

Last updated: October 2nd, 2017

Subscription Plans

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 Licence 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., up to 25 or up to 1000). 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 tier 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 the 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)

	“Professional” Subscription	“Enterprise” Subscription	“Enterprise Plus” Subscription
Software			
Access to certified Production-ready Software	V	V	V
Software Package Deliverable	X (Hosted only)	Official Binary Software archive	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	Help Desk Technical Support	Help Desk Technical Support
Support Services SLA Guidelines	Standard SLA	Standard SLA	Standard or Premium SLA
Hosting and Managed Services Available (**)	“Professional” Hosting Hosting Support	“Enterprise” Hosting Hosting Support	“Enterprise Plus” Hosting Hosting Support

Professional Services Available (***)	Consulting Training	Consulting Training Specific Developments	Consulting Training Specific Developments
Installed Systems allowance			
Applicable Unit	Registered User tier	Registered User tier	Core Processor band
Registered users number	Limited	Limited	Unlimited
Authorized production deployment topology	Single Server	Single Server	Single Server Multi Server High Availability
Authorized project deployment topology	None	One (1) Single Server Sandbox Two (2) Developer Workstations	No further restriction than the Subscribed units of Core Processor Bands. (****).

(*) 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 an option to an Enterprise or Enterprise Plus Subscription Plan. Such option must be specified in an applicable Order Form. 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.

(****) Unless otherwise specified in an applicable Order Form, the Unit Count for the Enterprise Plus plan is performed thanks to the following rule : (1) Server environments (Production - Pre-production - Homologation - Acceptance - Backup - Cold Backup) all account for their corresponding CORE unit count. (2) Developer workstations each account for One (1) CORE regardless of their actual power.

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
Enterprise Plus Edition	
ENTPLUS-PREM64-1Y	eXo Platform Enterprise Plus - Premium Support 64 Cores - 1 Year
ENTPLUS-PREM32-1Y	eXo Platform Enterprise Plus - Premium Support 32 Cores - 1 Year
ENTPLUS-PREM16-1Y	eXo Platform Enterprise Plus - Premium Support 16 Cores - 1 Year
ENTPLUS-STD64-1Y	eXo Platform Enterprise Plus - Standard Support 64 Cores - 1 Year
ENTPLUS-STD32-1Y	eXo Platform Enterprise Plus - Standard Support 32 Cores - 1 Year
ENTPLUS-STD16-1Y	eXo Platform Enterprise Plus - Standard Support 16 Cores - 1 Year
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
Enterprise Plus Edition including an Hosting and Managed Services Option	
ENTPLUS-HOS-1Y	eXo Platform Enterprise Plus- Hosted x users - 1 Year (the effective quantity of Registered Users is set in an Applicable Order Form)
ENTPLUS-HOS-3Y	eXo Platform Enterprise Plus - Hosted x users - 3 Years (the effective quantity of Registered Users is set in an Applicable Order Form)

Enterprise Edition	
ENT-300-1Y	eXo Platform Enterprise – Up To 300 users - 1 Year
ENT-400-1Y	eXo Platform Enterprise – Up To 400 users - 1 Year
ENT-500-1Y	eXo Platform Enterprise – Up To 500 users - 1 Year
ENT-600-1Y	eXo Platform Enterprise – Up To 600 users - 1 Year
Référence	Désignation
ENT-700-1Y	eXo Platform Enterprise – Up To 700 users - 1 Year
ENT-800-1Y	eXo Platform Enterprise – Up To 800 users - 1 Year
ENT-900-1Y	eXo Platform Enterprise – Up To 900 users - 1 Year
ENT-1000-1Y	eXo Platform Enterprise – Up To 1000 users - 1 Year
ENT-300-3Y	eXo Platform Enterprise – Up To 300 users - 3 Years
ENT-400-3Y	eXo Platform Enterprise – Up To 400 users - 3 Years
ENT-500-3Y	eXo Platform Enterprise – Up To 500 users - 3 Years
ENT-600-3Y	eXo Platform Enterprise – Up To 600 users - 3 Years
ENT-700-3Y	eXo Platform Enterprise – Up To 700 users - 3 Years
ENT-800-3Y	eXo Platform Enterprise – Up To 800 users - 3 Years
ENT-900-3Y	eXo Platform Enterprise – Up To 900 users - 3 Years

ENT-1000-3Y	eXo Platform Enterprise – Up To 1000 users - 3 Years
Enterprise Edition including an Hosting and Managed Services Option	
ENTHOS-300-1Y	eXo Platform Enterprise Hosted – Up To 300 users - 1 Year
ENTHOS-400-1Y	eXo Platform Enterprise Hosted – Up To 400 users - 1 Year
ENTHOS-500-1Y	eXo Platform Enterprise Hosted – Up To 500 users - 1 Year
ENTHOS-600-1Y	eXo Platform Enterprise Hosted – Up To 600 users - 1 Year
ENTHOS-700-1Y	eXo Platform Enterprise Hosted – Up To 700 users - 1 Year
ENTHOS-800-1Y	eXo Platform Enterprise Hosted – Up To 800 users - 1 Year
ENTHOS-900-1Y	eXo Platform Enterprise Hosted – Up To 900 users - 1 Year
ENTHOS-1000-1Y	eXo Platform Enterprise Hosted – Up To 1000 users - 1 Year
ENTHOS-300-3Y	eXo Platform Enterprise Hosted – Up To 300 users - 3 Years
Référence	Désignation
ENTHOS-400-3Y	eXo Platform Enterprise Hosted – Up To 400 users - 3 Years
ENTHOS-500-3Y	eXo Platform Enterprise Hosted – Up To 500 users - 3 Years
ENTHOS-600-3Y	eXo Platform Enterprise Hosted – Up To 600 users - 3 Years
ENTHOS-700-3Y	eXo Platform Enterprise Hosted – Up To 700 users - 3 Years
ENTHOS-800-3Y	eXo Platform Enterprise Hosted – Up To 800 users - 3 Years

ENTHOS-900-3Y	eXo Platform Enterprise Hosted – Up To 900 users - 3 Years
ENTHOS-1000-3Y	eXo Platform Enterprise Hosted – Up To 1000 users - 3 Years
Professional Edition	
PROHOS-25-1Y	eXo Platform Professional Hosted– Up To 25 users - 1 Year
PROHOS-50-1Y	eXo Platform Professional Hosted– Up To 50 users - 1 Year
PROHOS-100-1Y	eXo Platform Professional Hosted– Up To 100 users - 1 Year
PROHOS-200-1Y	eXo Platform Professional Hosted– Up To 200 users - 1 Year
PROHOS-25-3Y	eXo Platform Professional Hosted– Up To 25 users – 3 Years
PROHOS-50-3Y	eXo Platform Professional Hosted – Up To 50 users – 3 Years
PROHOS-100-3Y	eXo Platform Professional Hosted– Up To 100 users – 3 Years
PROHOS-200-3Y	eXo Platform Professional Hosted– Up To 200 users – 3 Years
Extended LifeCycle Support (Only applicable to Enterprise and Enterprise Plus Edition)	
EXTSUP-STD-6M	Standard Support - Extended Lifecycle - 6 Months (requires an active Subscription Plan)
EXTSUP-PREM-6M	Premium Support - Extended Lifecycle - 6 Months (requires an active Subscription Plan)