XMATTERS LICENSE DEFINITIONS, UNLIMITED MESSAGING DEFINITIONS, AND FAIR USE POLICIES

IT Management Engines *(on premises editions only)*

Users: Defined as users who have the ability to interact with the IT Management Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product as well ones that have been customized for the client. In addition, where the product provides the capabilities to do so, Users can access development environment features.

Limited-Use Users: Defined as users who have the ability to receive 1-way messages on all supported communication channels (email, SMS, phone, etc.), but cannot respond to them. In addition, these users do not have the ability to initiate any manual messaging workflows in the product, predefined or custom, they can only receive messages.

IT Management Engines *(on demand editions: IT Management Engine, and IT Management Engine Advanced)*

Users: Defined as users who have the ability to interact with the IT Management Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product as well ones that have been customized for the client. In addition, where the product provides the capabilities to do so, Users can access development environment features.

Limited-Use Users: Defined as users who have the ability to receive 1-way messages on all supported communication channels (email, SMS, phone, etc.), but cannot respond to them. In addition, these users do not have the ability to initiate any manual messaging workflows in the product, predefined or custom, they can only receive messages.

Messaging plan limitations & fair use policy:

- Unlimited email is included
- Unlimited mobile push notifications to xMatters apps is included
- Unlimited SMS to USA, Canada, and UK is defined as total of 100 SMS text messages per user per month. 160 characters or less each. Both sent and received messages are included in the count.
- Unlimited phone alerts to mobile and land lines in USA, Canada, and UK is defined as total of 15 calls per user per month. Duration of each call must be <60seconds
- For countries other than USA, Canada, and UK (Rest of World or Row), a combined total of 50 SMS and phone alerts is included per user per month. SMS messages (both sent and received messages are included in the count) must be <160 characters and phone alerts must be <60sec duration.
- Conference calling alerts are excluded from all messaging plans and are billed based on usage per user per minute at the rates listed in the xMatters Messaging Rate Table.

IT Communication Engine *(on demand only)*

Users: Defined as users who have the ability to interact with the IT Communication Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product as well ones that have been customized for the client. In addition, where the product provides the capabilities to do so, Users can access development environment features.

XMATTERS LICENSE DEFINITIONS, UNLIMITED MESSAGING DEFINITIONS, AND FAIR USE POLICIES

Messaging plan limitations & fair use policy:

- Unlimited email is included
- Unlimited mobile push notifications to xMatters apps is included
- Unlimited SMS to USA, Canada, and UK is defined as total of 100 SMS text messages per user per month. 160 characters or less each. Both sent and received messages are included in the count.
- Unlimited phone alerts to mobile and land lines in USA, Canada, and UK is defined as total of 15 calls per user per month. Duration of each call must be <60seconds
- For countries other than USA, Canada, and UK (Rest of World or Row), a combined total of 50 SMS and phone alerts is included per user per month. SMS messages (both sent and received messages are included in the count) must be <160 characters and phone alerts must be <60sec duration.
- Conference calling alerts are excluded from all messaging plans and are billed based on usage per user per minute at the rates listed in the xMatters Messaging Rate Table.

IT DR Alerting Engine (on demand only)

Users: Defined as users who have the ability to interact with the IT DR Alerting Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product.

Messaging plan limitations & fair use policy:

Under conditions where an IT Disaster Recovery (DR) event has been declared, xMatters will not apply any messaging charges for alerts delivered globally using any of the supported communication channels, with the sole exception of conference calling alerts which are always billed per user per minute at rates defined in the xMatters Messaging Rate table. Should the service be used for non IT DR messaging, the rate table will apply to all messages. xMatters reserves the right to audit usage at any time.

Business Continuity Management (BCM) Engines (on demand editions: BCM Engine and BCM Engine Advanced)

Users: Defined as users who have the ability to interact with the BCM Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product.

Messaging plan limitations & fair use policy:

Under conditions where a Business Continuity event has been declared, xMatters will not apply any messaging charges for alerts delivered globally using any of the supported communication channels, with the sole exception of conference calling alerts which are always billed per user per minute at rates defined in the xMatters Messaging Rate table. In addition to Business Continuity events, clients may run up to two annual tests for with no messaging charges. A test is defined as a messaging scenario in which each licensed user receives and may respond to one message on each enabled communication channel. Should the service be used for non-Business Continuity messaging, the rate table will apply to all messages. xMatters reserves the right to audit usage at any time.

Business To Employee (B2E) Engine (*on demand only*)

Users: Defined as users who have the ability to interact with the B2E Engine with 2-way messaging on all supported communication channels (email, SMS, phone, etc.). These users also have the ability to initiate any manual messaging workflows that are predefined in the product.

Messaging plan limitations & fair use policy:

- Unlimited email is included
- Unlimited mobile push notifications to xMatters apps is included
- Unlimited SMS to USA, Canada, and UK is defined as total of 60 SMS text messages per user per year. 160 characters or less each. Both sent and received messages are included in the count.
- Unlimited phone alerts to mobile and land lines in USA, Canada, and UK is defined as total of 10 calls per user per year. Duration of each call must be <60seconds
- For countries other than USA, Canada, and UK (Rest of World or Row), a combined total of 10 SMS and phone alerts is included per user per year. SMS messages (both sent and received messages are included in the count) must be <160 characters and phone alerts must be <60sec duration.
- Conference calling alerts are excluded from all messaging plans and are billed based on usage per user per minute at the rates listed in the xMatters Messaging Rate Table.

In the event Client exceeds levels stated herein, xMatters will inform Client and Client must either correct such excess usage or pay any additional fees for such excess usage as presented by xMatters within fourteen (14) days, or xMatters has the right to terminate the underlying agreement between the parties immediately.   The above definitions, limitations, and fair use polices are based on overall estimated Client uses as of the date this document was published. They are subject to change, upon thirty (30) days notice, by xMatters posting a new version of this document and the new version will then be effective after the the thirty (30) day period.