

APPIAN SUPPLEMENTAL TERMS

Infrequent User (403-17500):

Cloud Subscription - A Cloud Infrequent User is a user that accesses a single application no more than four times per month. If a Cloud Infrequent User's access extends from one day to another, each day counts as an access.

On-Premises Infrequent User (402-17500):

On Premises Term License - An On Premises Infrequent User is allowed to access a single application up to four times per month. If an On-Premises Infrequent User's access extends from one day to another, each day counts as an access.

Input-Only External User (403-16500):

Cloud Subscription - A Cloud Input-Only External User is a person external to Subscriber's organization who may use the Cloud Offering to submit forms or requests only to a single Appian application. Cloud Input-Only External User may not engage in approval processes, complete tasks, or use the Cloud Offering for any purpose other than form submission.

Input-Only External User(402-16500):

On-premise License - An On-Premises Input-Only External User is a person outside of Customer's organization that may use the Appian Software to submit forms or requests only to a single Appian application. On-Premises Input-Only External Users may not engage in approval processes, complete tasks, or use the Appian Software for any purpose other than form submission.

APPIAN WORKFORCE SAFETY Cloud terms (403-25203):

Subscription and Restrictions. The Appian Workforce Safety Subscription allows Subscriber to deploy, customize, configure, and maintain the Appian Workforce Safety Application ("Application") in the Cloud Offering for use with respect to managing the processes of managing issues arising from crisis response and return-to-work after crises, including employee readiness case management, return to work screening and rules application, and readiness certification as described in the documentation for the Application. Appian will provision Subscriber with the objects and files necessary to deploy the Application. Subscriber may deploy the Application for an unlimited number of employees and independent contractors working at the Subscriber's facilities and offices. Subscriber's use of the Application is subject to the same subscription terms and restrictions that apply to Subscriber's usage of the baseline Cloud Offering under the Agreement. The Application is considered Appian confidential information

as that term is defined in the Agreement. Appian will indemnify Subscriber from third party intellectual property infringement claims arising from Subscriber's authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Subscriber's use of the Cloud Offering under the Agreement.

Defect Correction. If, during the Subscription Period, the Application materially fails to conform to the Application's specific documentation at docs.appian.com (an "Application Defect") and Appian is able to reproduce the Application Defect in the version of the Application provided to the Subscriber, Appian will use commercially reasonable efforts to provide a correction ("Corrected Application").

Updates. Appian will provide Subscriber with access to any updates to the Application made generally available to Subscribers of the Application ("Application Update") during the Subscription Period.

Disclaimers. Appian is not responsible for installing any Corrected Application or Application Update. Subscriber is solely responsible for any customizations that it may make to the Application ("Subscriber Customizations"). Notwithstanding the generality of the foregoing, Appian is not responsible for modifying any Subscriber Customizations to make it operate with any Corrected Application or any Application Update. The Application may contain form questionnaires or documentation rules associated with return to work eligibility. Any pre-loaded forms, rules and questionnaires are for information purposes only and provided solely to accelerate Subscriber's configuration of the Application. Subscriber is solely responsible for the determination of the appropriateness of the return to work criteria deployed in the Application, and their adherence to local and national laws and regulations. The pre-loaded forms and rules are not medical or legal advice. Appian warrants that the Application will, for a period of sixty (60) days from the date of your receipt, perform substantially in accordance with Application written materials accompanying it. EXCEPT AS EXPRESSLY SET FORTH IN THE FOREGOING, Other than the limited obligations stated in these terms, Appian disclaims all express or implied warranties with respect to the Application, including but not limited to the implied warranties of fitness for a specific or general purpose or merchantability.

Google Maps API. During the initial three months of the Subscription Period, Appian will provision Subscriber with a temporary Google Maps API key to display or verify locations using Google Maps within the Application. If Subscriber wishes to continue usage of Google Maps within the Application after the initial three months, Subscriber is responsible for obtaining and updating the Appian application with a Google Maps API key on its own account per the Documentation.

Appian Workforce Safety Subscription Billing and Cancellation Terms. The Appian Workforce Safety Subscription will be invoiced on a quarterly basis, in advance. The first payment is due on the Effective Date. Subscriber may cancel its Appian Workforce Safety Subscription effective ninety (90) days after written notice of cancellation to Appian. Provided further, however, that Subscriber is required to pay fees through the end of the quarter during which the effective date of the termination occurs.

APPIAN WORKFORCE SAFETY On-Premises Terms (402-25203):

License and Restrictions. The Appian Workforce Safety License allows Customer to deploy, customize, configure, and maintain the Appian Workforce Safety Application (“Application”) in the Appian Software for use with respect to managing the processes of managing issues arising from crisis response and return-to-work after crises, including employee readiness case management, return to work screening and rules application, and readiness certification as described in the documentation for the Application. Appian will provision Customer with the objects and files necessary to deploy the Application. Customer may deploy the Application for an unlimited number of employees and independent contractors working at the Customer’s facilities and offices. Customer’s use of the Application is subject to the same subscription terms and restrictions that apply to Customer’s usage of the baseline Appian Software under the Agreement. The Application is considered Appian confidential information as that term is defined in the Agreement. Appian will indemnify Customer from third party intellectual property infringement claims arising from Customer’s authorized use of the Application, subject to the same indemnification terms and restrictions that apply to Customer’s use of the Appian Software under the Agreement.

Defect Correction. If, during the Subscription Period, the Application materially fails to conform to the Application’s specific documentation at docs.appian.com (an “Application Defect”) and Appian is able to reproduce the Application Defect in the version of the Application provided to the Customer, Appian will use commercially reasonable efforts to provide a correction (“Corrected Application”).

Updates. Appian will provide Customer with access to any updates to the Application made generally available to Customers of the Application (“Application Update”) during the License Period.

Disclaimers. Appian is not responsible for installing any Corrected Application or Application Update. Customer is solely responsible for any customizations that it may make to the Application (“Customer Customizations”). Notwithstanding the generality of the foregoing, Appian is not responsible for modifying any Customer Customizations to make it operate with any Corrected Application or any Application Update. The Application may contain form questionnaires or documentation rules associated with return to work eligibility. Any pre-loaded forms, rules and questionnaires are for information purposes only and provided solely to accelerate Customer's configuration of the Application. Customer is solely responsible for the determination of the appropriateness of the return to work criteria deployed in the Application, and their adherence to local and national laws and regulations. The pre-loaded forms and rules are not medical or legal advice. Appian warrants that the Application will, for a period of sixty (60) days from the date of your receipt, perform substantially in accordance with Application written materials accompanying it. EXCEPT AS EXPRESSLY SET FORTH IN THE FOREGOING, Appian disclaims all express or implied warranties with respect to the Application, including but not limited to the implied warranties of fitness for a specific or general purpose or merchantability.

Appian Workforce Safety License Billing and Cancellation Terms. The Appian Workforce Safety License will be invoiced on a quarterly basis, in advance. The first payment is due on the Effective Date. Customer may cancel its Appian Workforce Safety License effective ninety (90) days after written notice of cancellation to Appian. Provided further, however, that Customer is required to pay fees through the end of the quarter during which the effective date of the termination occurs.

Google Maps API. During the initial three months of the License Period, Appian will provision Customer with a temporary Google Maps API key to display or verify locations using Google Maps within the Application. If Customer wishes to continue usage of Google Maps within the Application after the initial three months, Customer is responsible for obtaining and updating the Appian application with a Google Maps API key on its own account per the Documentation.

Appian RPA Terms (SKU 403-27000, 403-25000, 402-25000):

Appian RPA Subscription. The Appian RPA Subscription grants Subscriber a license to use the Appian RPA Software pursuant to the same license terms and conditions that apply to Subscriber's license to use the Cloud Offering, subject to the following additional terms and restrictions. The Appian RPA Software contains four components: (1) the Appian RPA Console, a cloud based application which Subscriber may use and access over the Internet to deploy new robotic processes, manage resources, review data and metrics, and configure platform settings; (2) the Appian RPA Server, a cloud based service that Subscriber can use and access over the Internet to execute robotic processes and deploy RPA code; (3) the Appian RPA integrated developer environment, which Subscriber can install on Subscriber's computers and/or servers to develop Appian RPA robots; and (4) Appian RPA Agents, which Subscriber can download, install and deploy on Subscriber's computers and/or servers. Subscriber may use the Appian RPA Subscription to deploy an unlimited number of Appian RPA Robots. Additional cloud infrastructure may be necessary to deploy additional Appian RPA robots, and must be purchased separately.

Subscription and Usage Requirement. Subscriber may only use the RPA Software in connection with applications built on the Cloud Offering and during Subscriber's license to use the Cloud Offering.

Support. Any material non-conformity between the operation of the Appian RPA Software and Appian's corresponding documentation is considered an Issue and subject to resolution under Appian's Service Level Agreement. Subscriber is responsible for correcting defects in the Appian RPA robots created by Subscriber and its contractors. Notwithstanding anything to the contrary in the Service Level Agreement, Appian may, without liability to Subscriber, conduct scheduled downtime on the Appian RPA Software for up to ten (10) minutes each day. Appian will make reasonable efforts to schedule such maintenance at times that will minimize the impact on its subscribers' authorized use of the Appian RPA Software.

Deprecated payment terms.

Appian RPA Billing and Cancellation Terms. Notwithstanding any other payment terms in this Order Form, the Appian RPA Subscription will be invoiced on a quarterly basis. The first payment is due on the Effective Date. Subscriber may cancel its Appian RPA Subscription effective ninety (90) days after written notice of cancellation to Appian. Provided further, however, that Subscriber is required to pay fees through the end of the quarter during which the effective date of the termination occurs.

Quick Start Subscription Cloud (SKU #403-28000 & # 402-28000):

Quick Start Subscription. The Quick Start Subscription permits Subscriber to provision up to three Application Writer Users to write an unlimited number of applications that may be deployed to an unlimited number of Users within Subscriber's organization, or external customers of Subscriber's business during the Subscription Period. At the end of the Subscription Period, should Subscriber choose to continue to use the applications deployed during the Subscription Period, the Subscriber will engage in the Renewal Process described below.

Renewal Process. At the end of the Subscription Period, Subscriber shall work in good faith with Appian to identify the applications developed by Subscriber during the Subscription Period, including the functions of such applications, the identity of the user groups for such applications, and each user group's usage of the application. The parties may then enter into a Renewal Order Form that identifies such applications and provides Subscriber with a flat application subscription (i.e., a subscription defined by application usage rather than user counts) for each such application. Appian shall not be required to provide Subscriber with a flat application subscription for any application that is in wireframe condition or not substantially completed prior to the end of the Quick Start Subscription Period. Following expiration of the Quick Start term, the Parties shall agree to an annual subscription fee based on GSA Schedule Price List. T

Application Writer Users. An Application Writer User is a User with access to the designer environment of the Cloud Offering that creates and revises applications, objects, and integrations and provisions Users and user groups. Subscriber may not activate and deactivate Application Writer User accounts for the purposes of sharing those accounts among multiple Users, although Subscriber may re-assign Application Writer User accounts if the person assigned that account is permanently re-assigned, terminates their employment, or is similarly unable to continue in their capacity as an Application Writer User. User accounts created for testing purposes only do not count toward the Application Writer User account limit.

Provisioning. As a part of the Quick Start Subscription, Appian will provision and two standard Large non-production instances, each with 75 GB of storage. Subscriber is responsible for purchasing a production instance separately.

Architect Services (SKU 411-71000 & 411-72000):

Architect Services.

Architect Services equips clients and partners with the tools and resources they need to build optimal solutions. Each customer is assigned an Account Architect and has access to a team of additional Appian experts who guide the customer in five core areas:

- **Architecture Planning:** Assistance to plan their enterprise architecture with Appian.
- **How To?:** Guidance on incorporating Appian's newest features and other technologies such as artificial intelligence, machine learning, and RPA.
- **Technical Practices:** Assistance to establish technical practices to ensure successful projects. These activities include setting up automated testing and deployment, managing concurrent development, and establishing development and UX patterns and best practices.
- **Developer Support:** Assistance with solution design, targeted application reviews, and on-demand development troubleshooting.
- **Health Monitoring:** Assistance with Health Check and performance tuning to ensure applications are running optimally. Architect Services allows a customer to ask for assistance on as many matters as they'd like during their subscription period; however the service is available with two levels of service: 1 concurrent request and 3 concurrent requests.
 - Minimum period of performance is two-months (with auto-renewal) for partners or six months for clients.
 - Includes an assigned Account Architect focused on the customer's success. Account Architect serves as the primary contact, ensures high quality work for the account, and runs the weekly planning meeting.
 - Includes weekly planning meetings and up to one onsite visit per year.
 - Services are provided remotely from Appian offices.
 - Services are associated with a defined list of projects for a single account. This is especially important when Architect Services is sold to a partner.

Architect Services shall commence on the Order Effective Date, unless a Start Date is stated in the Order Terms above, and continue for the number of months set forth above. The Services shall be provided as described in the Architect Services General Terms and Conditions attached to this Order Form. Upon the expiration of the initial term during which the Architect Services are purchased, as described above, the Architect Services shall renew for consecutive terms of the same duration and at the same terms and pricing that applied during the initial term. The Architect Services shall not renew for an additional term if either party notifies the other party, in writing, of its desire to not renew the services at least 15 calendar days prior to the expiration of the then current term.

Architect Services Payment. The fees for Architect Services are due in advance for the entire term of the subscription to Architect Services, with the payment due on the Order Effective Date for the initial Subscription Period, and on the first day of each renewal Subscription Period thereafter.

