

EXHIBIT 2

MANDATORY END USER FLOW DOWN TERMS FOR HOSTED INSTALLATIONS

(For End Users accessing Ignite Solutions on the Appian Software as Hosted by Appian)

1. DEFINITIONS

- a. **"Appian"** means Appian Corporation, located at 7950 Jones Branch Drive, McLean, Virginia 22102 and its subsidiaries.
- b. **"Appian Process Mining Software"** means the Appian Process Mining software as described at docs.appian.com.
- c. **"Data"** means the data, material and other information provided by the End User to the Service.
- d. **"Documentation"** means the contents provided under the Appian Community website, <https://docs.appian.com>, or other URL as notified to the Business Partner in writing from time-to-time.
- e. **"End User"** means the party receiving a license to use the Service under these Terms and Conditions.
- f. **"Licensor"** means the party providing a license to the End User to use the Service under these Terms and Conditions.
- g. **"Portals Code"** means the Appian Portals functionality described at docs.appian.com.
- h. **"Portals Site"** means a website through which End User makes the Portals Code accessible.
- i. **"Service"** means Appian's software and Documentation, including, to the extent applicable, the Portals Code and/or Appian Processing Mining Software, including for all of the foregoing, all updates and enhancements to the same.
- j. **"Service Provider"** means Licensor and its service providers responsible for providing the Service to the End User.
- k. **"Terms and Conditions"** means the terms and conditions set forth in this Exhibit 2.

2. LICENSE

2.1 **General.** Licensor grants End User a non-transferable, non-sublicenseable, nonexclusive license to access the Service via a password over the Internet. The Service may be used only by the number and type of users for which End User has received corresponding licenses from Licensor.

2.2 **User Accounts.** Licenses in the Service may be reassigned from time-to-time to new users of the Service who are replacing former users of the Service who have terminated employment or otherwise change job status or function and no longer use the Service. Only the identified individual associated with a particular account in the Service can access the Service using that account. User accounts may not be shared among individuals or used to provide access to the Service to individuals who are not the individual associated with the corresponding user account. End User may not activate and de-activate user accounts in the Service on a daily or other regular basis in order to circumvent license restrictions. To the extent that End User configures the Service to be accessed or used through a separate system or interface (e.g. "headless"), users of the Service through such separate system or interface must be licensed from Licensor, regardless of whether such person has an user account in the Service or authenticates into the Service.

2.3 **Accounts and Cooperation.** End User must use the Service in accordance with

all applicable laws. End User is responsible for the password security of user accounts in the Service and the level of access granted to an individual user by End User's administrators, as well as any other security configurations set by End User. End User is responsible for any violation of these Terms and Conditions by its users. End User shall promptly report to Licensor any copying or distribution of the Service in violation of these Terms and Conditions that is known or suspected by End User and provide Licensor with reasonable assistance to stop such violation.

2.4 Ownership and Opposition. The Service and all intellectual property rights therein, are licensed to the End User, not sold. All rights in the Service not provided to the End User under these Terms and Conditions are expressly retained by Licensor and its licensors.

2.5 Portals Code. End User's access to and use of the Portals Code is subject to the terms of these Terms and Conditions that apply to the Service, plus the following additional terms and conditions:

- a. Portals Site. In the Portal's Site, the End User must:
 - i. maintain a link to an e-mail address through which users of the Portals Site may report abuse or intellectual property infringement associated with the Portals Site, and provide terms of use to visitors of the Portals Site that:
 - I. disclaim Licensors and Appian's responsibility or liability for information uploaded by the visitors to the Portals Site, reserves the right to remove any content posted to the Portals Site; requires that any user of the Portals Site protects the Portals Site and all content thereon from unauthorized use and disclosure using at least a reasonable degree of care, and prohibits reverse engineering of the Portals Site or otherwise violating Appian's intellectual property rights in the Portals Site. not expose the Appian Designer features or functionality of the Service to the public.

2.6 Appian Process Mining Software. End User's access to and use of the Appian Process Mining Software is subject to the same terms of these Terms and Conditions that apply to the Service, but subject to the following additional terms and conditions:

Notwithstanding anything else in these Terms and Conditions to the contrary: (a) the Appian Process Mining Software will be supported in the same manner as the Appian's baseline business process automation software platform, except that some support features are available with respect to Appian's baseline business process automation software platform only, as described at docs.appian.com, and (b) unless notified to End User, in writing, the Appian Process Mining Software is not part of the SOC Report described in Section 3.2 below.

2.7 Third Party Licensors. The Service contains software licensed to Licensor from certain party licensors ("Third Party Licensors"). Any warranty provided in connection with the Service, if any, is from Licensor, not the Third Party Licensors, and the Third Party Licensors make no warranty to the End User in connection with the Service. The Third Party Licensors

expressly disclaim any express, implied or statutory warranties in connection with the Service, including the implied warranties of merchantability or fitness for a particular purpose. The Third Party Licensors are not liable for any damages of any kind resulting from the End User's use of the Service, including without limitation, indirect, consequential, incidental, and special damages. The Third Party Licensors are intended third party beneficiaries of those provisions of these Terms and Conditions relating to the Third Party Licensor's software incorporated into the Service.

3. RESTRICTIONS

3.1 General. Except as authorized in these Terms and Conditions or in the Documentation, End User may not: (a) modify, reverse engineer, disassemble, decompile or otherwise attempt to access or determine the source code of the Service (except as and only to the extent any of the foregoing restrictions may be permitted by the licensing terms governing use of any open sourced components included with the Service), (b) copy, or reproduce the Service in any way, in whole or in part, (c) create any derivative work based on the Service, (d) operate the Service on a service bureau basis, or (e) allow, assist or permit any third party to do any of the foregoing. If End User is located in a jurisdiction that permits limited reverse engineering as a matter of law, and despite accepting contract terms to the contrary, End User may perform limited reverse engineering, provided End User first notifies Licensor of End User's intent to reverse engineer the Service, and provided the reverse engineering is limited to the extent permitted by applicable law.

3.2 Security and Security Testing. Appian will maintain an annual Service Organization Control (SOC) Report (or other similar or replacement report as the industry adopts) in connection with the Service ("SOC Report"). The SOC Report is considered confidential and subject to the terms of Section 7 of these Terms and Conditions. Subject to agreed upon usage terms, Appian will provide End User with Appian's then current SOC Report. Appian will maintain such security measures identified in the then current SOC Report or, if Appian determines that more effective measures should be implemented, apply such replacement security measures. End User may perform security testing with respect to the Service, but only with Appian's prior written consent, not to be unreasonably withheld.

3.3 **Permitted Usage.** End User agrees to use the Service solely in connection with its internal business purposes. End User acknowledges that the Service is not designed to be used in circumstances in which errors or inaccuracies in the content, functionality, services, data or information provided by the Service or the failure of the Service, could lead to death, personal injury, or severe physical or environmental damage, and End User agrees not to use the Service for any such purpose.

4. DATA

End User hereby grants the Service Providers with a worldwide, irrevocable, royalty-free, nonexclusive, sublicensable right during the period during which the Service is provided to End User to use the Data as necessary to provide the Service to End User. End User is responsible for responding to any notices sent to End User (or any user of the Service authorized by the End User) by any third party claiming that the Data violates such party's rights.

5. **MAINTENANCE SERVICES.** Appian shall provide the following services ("Maintenance Services") directly to the End User. Appian shall provide premier Maintenance Services only if the Licensor has purchased premier Maintenance Services from Appian on the End User's behalf.

5.1 **Updates.** Appian will install the upgrades and patches to the Service that become available.

5.2 **Technical Support.** Appian shall provide Technical Support to allow the End User's Maintenance Services contacts to report problems and to seek assistance regarding the End User's use of the Service. The End User shall designate End User employees to coordinate the End User's requests for Maintenance Services ("Maintenance Services contacts"). The End User shall email support@appian.com with the End User's Maintenance Services contacts promptly on or after it receives a license to use the Service from Licensor. The End User may change its Maintenance Services contacts using Appian's case management system. The End User's Maintenance Services contacts may report problems using Appian's online technical support case management system (<https://community.appian.com/support/> or other URL as notified to the End User in writing from time to time), by telephone using Appian's authorized technical support phone line, or using any other means that Appian may authorize from time-to-time. Appian shall return support requests within a commercially reasonable time after receipt. The End User's Maintenance Services contacts may track Technical Support requests using Appian's case management system. The End User's Maintenance Services contacts must be reasonably familiar with the Service to facilitate discussions with Appian's Maintenance Services staff.

5.3 **Remote Maintenance Only.** Maintenance Services do not include on-site or in-person assistance or consultation, or training that would normally be provided in formal training classes.

5.4 **Scheduled Maintenance.** Appian may specify up to a contiguous four (4) hour period during off peak hours when the Service will not be available and during which Appian can provide any needed maintenance. Appian will use reasonable efforts to provide one week prior notice of all scheduled maintenance periods, provided that Appian may without prior notice suspend the Service to install emergency patches or other urgent corrective measures.

5.5 **End User Obligations.** The End User shall cooperate with Appian's reasonable requests in connection with providing the Maintenance Services, including, without limitation, by providing Appian with timely access to data, information and personnel of the End User. The End User is responsible for the accuracy and completeness of all data and

information provided to Appian in connection with the Maintenance Services.

5.6 Excluded Items. Maintenance Services do not include on-site or in-person assistance or consultation, nor extensive training that would normally be provided in formal training classes. In addition, Maintenance Services shall not include Technical Support or Defect Correction to the extent required as a result of the following:

- a. Malfunction of the computer system and communications network on which the End User has installed and is using the Service;
- b. Use of the Service contrary to the terms of the then current Documentation;
- c. Modifications, enhancements or customizations of the Service;
- d. Any use of the Service in disregard of any known adverse consequences, including without limitation the End User's failure to make appropriate backups or to follow warning messages and other written instructions; or
- e. Any other cause not attributable to Appian.

6. SERVICE LEVELS. The obligations under this Section depend on the type of Maintenance Services that Licensor purchases from Appian in connection with End User's use of the Service described in the Service Level Agreement. Depending on the type of Maintenance Services purchased, Appian shall provide the following in connection with the End User using the Service.

Appian Cloud Service Level Agreement

- GENERAL SERVICE OBLIGATIONS** - Appian's obligations depend on the type of Maintenance Services that Subscriber purchases in a corresponding Order Form, as set forth in the following chart:

Cloud Success Plans

	Foundation	Professional	Signature
Expert guidance			
Appian Community	✓	✓	✓
Onboarding session	✓	✓	✓
Customer success manager	✓	✓	✓
On-demand advisory services	✓	✓	✓
Insights	✓	✓	✓
Innovation briefing		✓	✓
Technical support			
Priority 1 and 2 issues	24x5	24x7x365	24x7x365
Priority 3 and 4 issues	Business hours	Business hours	24x5
Designated support contacts	4	12	30
Case management	Web & phone	Web & phone	Web & phone
Lead engineer			✓
Appian Cloud service level			
Service level availability	99.80%	99.95%	99.99%
Pre-release testing program	✓	✓	✓
Appian Cloud administration	✓	✓	✓
Custom domains	✓	✓	✓
Custom mail server configurations	✓	✓	✓
High availability for production		✓	✓
Enhanced data pipeline		✓	✓
Log streaming		✓	✓
Additional capacity for non-production instances			✓
Additional storage			500GB
Data snapshot and refresh			✓
Appian Protect			
Data loss prevention	✓	✓	✓
Published certification reports and certificates	✓	✓	✓
Standardized information gathering (SIG)	✓	✓	✓
Third-party security questionnaires	✓	✓	✓
Private network integrations	✓	✓	✓
Bring your own key		✓	✓
Data at rest encryption		✓	✓
Subscriber security questionnaire		✓	✓
Signature security package			✓

RESPONSE MEASUREMENTS - Appian will use commercially reasonable efforts to respond to Issues within the response times listed below. A Priority 1 or 2 Issue shall be deemed reported, and Appian's response time shall commence, once Subscriber reports the issue as a Priority 1 or 2 Issue using Appian's authorized telephone support number (Essentials, Advanced and Enterprise) or

through Appian's online case management system (Basic). A Priority 3 Issue or Priority 4 Issue shall be deemed reported, and Appian's response period shall commence, once Subscriber reports the Priority 3 Issue or Priority 4 Issue using any authorized methods for requesting Technical Support. Appian will be deemed to have responded to an Issue once it responds that it has received the Issue (an automated email response shall not count as a response). If Subscriber's principal office is in the United States, Canada or Latin America, business hours are 8:00 a.m. to 8:00 p.m. (USET), Monday through Friday, excluding Appian holidays; if Subscriber's principal offices are in Europe, the Middle East, or Africa business hours are 8:00 a.m. to 8:00 p.m. (GMT), Monday through Friday, excluding UK holidays; and if Subscriber's principal offices are in Australia, New Zealand, and East or Southeast Asia, business hours are 8:00 a.m. to 8:00 p.m. (Australian ET), excluding New South Wales holidays.

Case Severity	Foundation Support Initial Response Time	Professional & Signature Support Initial Response Time
Priority 1	<1 business hour	<15 minutes (24x7x365)
Priority 2	<2 business hours	<1 hour (24x7x365)
Priority 3	<8 business hours	<3 business hours
Priority 4	<12 business hours	<6 business hours

3. AVAILABILITY AND SERVICE CREDITS -

a. Service Credit Definition and Calculation. Subject to the exclusions noted below, if in any given month Subscriber reports a Priority 1 or 2 Issue, and it takes Appian longer than the percentage of time occurring in the applicable month noted below ("Aggregate Availability") to provide a corresponding Correction in accordance with the applicable Technical Support Availability hours noted in the chart above, Appian will provide Subscriber with a credit of the percentage of the sum of the applicable monthly subscription fee and monthly Support fees in effect during the applicable month in the amount described below (each such credit is referred to as a "Service Credit"). The Aggregate Availability for Priority 1 Issues is calculated as 100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 1 Issues reported in a month, divided by the total number of minutes occurring in that month. Likewise, the Aggregate Availability for Priority 2 Issues is calculated as +100 percent minus the quotient of the time required by Appian to provide Corrections for all Priority 2 Issues reported in a month divided by the total number of minutes occurring in that month. The Service Credits are Appian's exclusive obligation, and Subscriber's sole remedy associated with any Issues. A Priority 1 Issue may not be reported both as a Priority 1 and a Priority 2 Issue.

Priority Level	Monthly Availability %			Service Credit*
	Foundation	Professional	Signature	
Priority 1	<99.8% but ≥ 99.0%	<99.95% but ≥ 99.0%	<99.99% but ≥ 99.0%	10%
	<99.0%	<99.0%	<99.0%	30%
Priority 2	<99.0%	<99.0%	<99.0%	15%

*Credit percentages are as a percentage of the sum of monthly applicable subscription fee for Subscriber's subscription to use the Cloud Offering and the monthly Support fees in the applicable Order Form. If the subscription fee for the Cloud Offering is paid other than monthly, the monthly

subscription fee shall be calculated as the pro rata equivalent of one month of the subscription fee specified in the applicable Order Form.

b. **Requesting Service Credits** - Subscriber must request Service Credits, in writing, within 30 calendar days after Appian provides the corresponding Correction. Service Credits not requested within this time shall expire.

c. **Exclusions.** Issues caused by any of the following situations shall not trigger Appian's obligations under this Service Level Agreement:

- i. Any time the Cloud Offering is not available as a result of scheduled maintenance activities, Subscriber initiated maintenance or any other agreed-to scheduled downtime activity;
- ii. Unavailability of or errors in the Cloud Offering due to the following, to the extent developed by or incorporated by Subscriber or its agents: (I) modifications or plug-ins to the Cloud Offering, or (II) unsupported programming, unsupported integrations or malicious activities;
- iii. Unavailability of or errors in the Cloud Offering as a result of Subscriber using the Cloud Offering contrary to the then current Documentation;
- iv. Events outside Appian's reasonable control, not caused by Appian's fault or negligence, or Subscriber provided infrastructure or integration being unavailable;
- v. Any time the Cloud Offering is not available as a result of Subscriber exceeding the IT resources allocated under the applicable Order Form (memory, RAM).

4. **TERMINATION** - Subscriber may terminate the Agreement for cause if Appian refunds to Subscriber the maximum amount of Service Credits to Subscriber for Priority 1 Issues in any two consecutive months, provided Subscriber notifies Appian of its intent to elect this remedy, in writing, within 30 calendar days after the second month.

5. **AUTHORITY OF SUPPORT CONTACTS.** Notwithstanding anything else to the contrary in any agreement between the parties, Subscriber agrees that Subscriber's Designated Support Contacts shall have the authority to enable or disable security and other features in Subscriber's instances of the Cloud Offering and consent to the maintenance, monitoring and analysis of Subscriber's instances.

6. **DEFINITIONS-** The terms defined in this Section 6 as well as terms defined in the Cloud Subscription Agreement (or similar master terms and conditions) agreed to between the parties (the "Agreement") are applicable to this Service Level Agreement. Terms that have an asterisk in the General Services Obligations table in Section 1 above are further explained in the Documentation at docs.appian.com

a. **General Definitions**

i. **Core Functionality** means the ability to use the Cloud Offering to: (i) load a designer interface; (ii) publish a generic process; (iii) launch a generic process (including accepting a generic task and entering a generic form); (iv) access a generic dashboard; or (v) run a generic report.

ii. **Correction** means, without limitation, workarounds, support releases, component replacements, patches and/or documentation changes, as Appian deems reasonably appropriate.

iii. **Issue** means, collectively, a Priority 1, Priority 2, Priority 3 or Priority 4 Issue.

A. **Priority 1 Issue** means a User is unable to access the login page on a production instance of the Cloud Offering using the User's then current username and password.

B. **Priority 2 Issue** means a User is unable to operate the Core Functionality on a production instance of the Cloud Offering using the User's then current username and password.

C. **Priority 3 Issue** means a functional feature of the Cloud Offering is impacted, but it is feasible to continue production/development, as the issue is not critical or a workaround is feasible.

D. **Priority 4 Issue** means all other issues which are not Priority 1, 2 or 3.

b. **Technical Support Services Definitions.**

i. **Designated Support Contacts** means the Subscriber personnel designated to interact with Appian on technical support issues. Designated Support Contacts are able to create, view and update technical support cases on behalf of Subscriber's Appian projects. Designated Support Contacts will also receive communications from Appian Support.

ii. **Onboarding Session** means that Appian will walk Subscriber through a number of items designed to accelerate Subscriber's use of the Cloud Offering. This includes a review of available online resources, Technical Support services, and best practices for working with Appian Support. For Appian Cloud customers, this will also include a review of Appian Cloud monitoring and procedures for site maintenance and upgrades.

iii. **Online Case Management** means that Subscriber's Designated Support Contacts may access Appian's Online Case Management system for reviewing, creating & updating support cases, managing support contact designations and maintenance notifications.

iv. **Lead Engineer Assigned** means that an Appian support engineer is designated to assist in the timely resolution of Subscriber's support cases and works with Subscriber's Designated Support Contacts in the following capacity:

- A. Configures additional Appian Cloud capabilities (High Availability, Enhanced Data Pipeline, Log Streaming, Bring Your Own Key)
- B. Conducts regular meetings with Subscriber's Designated Support Contacts to share updates from Appian, review and prioritize support cases, coordinate site upgrade plans, review Subscriber's upcoming project initiatives and gain visibility into Subscriber's key dates and milestones
- C. Acts as an escalation point of contact for any Subscriber support cases
- D. Provides Monthly Health Check analysis

v. **Monthly Health Check Reviews** means that Appian will provide Subscriber with monthly reports on the application design patterns and performance risks in Subscriber's environment associated with Subscriber's Appian applications using [Appian Health Check](#). On a monthly basis, Subscriber's Lead Engineer Assigned will review the results from one production environment with Subscriber's Designated Support Contacts, help prioritize items that require action and provide details on any items identified for assistance by Appian Support.

vi. **Annual Corporate Visit** means that the Lead Engineer Assigned to Subscriber will partner with Subscriber's account team to coordinate an annual visit to Appian HQ, where Subscriber's representatives will meet with cross-departmental Appian leadership. The agenda for the visit will focus on reviewing, and getting Subscriber feedback on, Appian products and services and providing Subscriber's representatives with insight into Appian's future development plans.

c. **Compliance & Audit Definitions.**

i. **Standardized Information Gathering** means that, upon request, Appian will provide Subscriber with a copy of the Standardized Information Gathering (SIG) Questionnaire completed by Appian on an annual basis. The SIG is a comprehensive risk management tool for cybersecurity, IT, privacy, data security and business resilience in an information technology environment. The SIG collects information security information from 18 risk domains within the Appian Cloud environment.

ii. **Annual Customer Audit** means that, on an annual basis, Subscriber's representatives may visit Appian HQ once at a mutually agreed upon time to perform a detailed security audit on-site.

iii. **Site Data Audit Requests** means that Appian Support will work with Subscriber to satisfy any reasonable custom site data audit requests, which can be run on up to a monthly basis. Examples include access logs, login audit files or mail server logs.

iv. **Annual Security Questionnaire** means that Appian will complete Subscriber's custom information security questionnaire on an annual basis.

v. **Data Loss Prevention** is a capability of the Appian Cloud Offering that monitors the access by Appian's Cloud support personnel to Subscriber's instances of the Cloud Offering for the purposes of detecting abnormal user behavior that could lead to inappropriate data disclosure, and as further described in the Documentation. The monitoring and analysis of such information for Data Loss Prevention purposes is conducted in the United States on servers located in the United States. Data Loss Prevention must be enabled by Subscriber's Designated Support Contacts.

d. **Appian Cloud Capabilities Definitions.**

i. **Default Instance Size (Non-Prod)** means that Appian provides a Large default instance size for non-production environments. With Enterprise Support, non-production environments are provisioned on a xLarge instance size.

ii. **High Availability for Production** - High Availability for Production means that Subscriber's production instance of the Cloud Offering will be provided simultaneously through three Availability Zones without a single point of failure. (Appian's standard Cloud Offering provides service through a single Availability Zone only.) Each Availability Zone will be located in the Subscriber's selected region. Appian will maintain such servers and storages necessary to keep up to date with Subscriber's applications and data in order to operate Subscriber's Cloud Offering in such three Availability Zones.

RTO & RPO For High Availability. As a part of the High Availability Offering, Appian will provide Subscriber with a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) based on Subscriber's level of Support. RPO means that the Subscriber data restored to the High Availability Cloud Offering will be no older than the number of minutes set forth below prior to the event that led to the Cloud Offering no longer writing data to the High Availability database servers. RTO means that the High Availability Cloud Offering will be unavailable for no longer than the number of minutes set forth below in the event of unscheduled unavailability of the Cloud Offering for any reason within the control of Appian or Appian's service providers.

Level of Support	RTO	RPO
Professional	21 Minutes	1 Minute
Signature	4 Minutes	1 Minute

Appian's exclusive obligation and Subscriber sole remedy for any failure by Appian to meet the RTO or RPO in a month will be Subscriber's right to a Service Credit against the sum of applicable license and Support fees payable for that month in the percentage outlined in the table above in the section entitled "Availability and Service Credits."

iii. **Dedicated Virtual Private Cloud (VPC)** means that, at the option of Subscribers with Enterprise support, Appian will host Subscriber's Cloud Offering instances in a dedicated Virtual Private Cloud (VPC) with the ability to integrate with existing business databases hosted in a customer-managed VPC.

iv. **Monthly Data Snapshots** means that Subscribers with Enterprise support are entitled

to one Planned Snapshot per month at no charge. A Planned Snapshot is a backup for a single Appian Cloud instance (data and configurations) that is taken on-demand at a mutually agreed time, typically during normal business hours. The Planned Snapshot is retained for 90 calendar days.

v. **Monthly Data Refresh** means that Subscribers with Enterprise support are entitled to one Data Refresh per month at no charge. A Data Refresh is the copying of all of the data and configurations residing on one Appian Cloud instance to replace the data and configurations residing on another Appian Cloud instance in its entirety. Note that the source and target instance resource allocation must be equal in order for Appian to perform a Data Refresh.