

Appendix – Episerver Digital Experience Cloud Agreement

This Appendix is made and entered into between Customer and Episerver as part of the Master Services Agreement.

the Parties have now therefore made and entered into this Appendix to the Agreement for Episerver Digital Experience Cloud Software Services (“DXCA”) to be considered as an integral part of the Agreement. Terms defined in the Agreement, including the Episerver End User Service Agreement (“EUSA”), which are capitalized terms, shall apply within this DXCA. Terms defined in this DXCA shall only apply to Episerver Digital Experience Cloud Software Service(s).

1. Additional Definitions

- 1.1. **“Digital Experience Cloud” or “DXC”** means Episerver’s cloud-based Software Services which provides online digital content management, eCommerce and/or supporting technology or platforms, including but not limited to Episerver CMS™, Commerce™, and Find™, where such DXC Software Services are identified and described in the Order and is provided by Episerver pursuant to the Subscription.
- 1.2. **“DXC Environment”** means the necessary infrastructure and components required to serve Websites from one DXC Service Instance. An Episerver Environment includes the use of one (1) Microsoft Azure™ web app, access to one (1) Azure SQL database, one (1) Azure Blob Storage, one (1) Episerver Find™ index. Environments for Commerce packages include one (1) additional Microsoft Azure™ web app and access to one (1) additional Azure SQL database.
- 1.3. **“DXC Service Instance”** means an instance of a Episerver Software Service, which includes one (1) code base of the Episerver Software Service, a number Environments, as well as the requisite infrastructure, components, and managed services required to run the Software Service in a Region. Additional languages, index(es) and DXH connectors purchased by Customer shall be replicated across all Service Instances for that Software Service. If multiple Service Instances are purchased the Usage Terms and Rights and Overage Terms and Price in all orders shall be measured in aggregate.
- 1.4. **“Overage Pageviews (“OPV”)”** means the amount of pageviews generated and/or tracked through use of all Software Services in the Subscription after exceeding Usage Terms and Rights PPY, which shall be measured, charged and invoiced on a monthly basis, in arrears.
- 1.5. **“Pageviews Per Year (“PPY”)”** means the amount of pageviews generated and/or tracked through use of all Software Services in the Subscription per Contract Year. A pageview is defined as a view of a page on Customer Websites site that is being provided by the Software Services. If a user clicks reload after reaching the page, this is counted as an additional pageview. If a user navigates to a different page and then returns to the original page, a second pageview is recorded as well.
- 1.6. **“Stock Keeping Unit (“SKU”)”** means items entered into the Subscription catalog subsystem(s). SKUs only apply to Software Services with commerce capabilities and are used as part of a defined coding system used to distinguish individual items across a customer’s systems (ERP, accounting, warehousing, ecommerce, point-of-sale etc.). SKU usage is based on the highest total of SKU items stored in the Subscription per Contract Year.
- 1.7. **“Subscription”** in addition to the definition in the MSA, shall also be augmented with the following language: Unless otherwise specified, PPY, OPV (if applicable), SKUs (if applicable), and Transactional Emails will be measured in aggregate towards Usage Terms and Rights and Overage Terms and Price across the Subscription and all Software Services purchased by Customer.
- 1.8. **“Transactional Email”** means emails Customer sends through the Subscription included with Software Services, excluding emails generated and sent from Campaign Software Services.
- 1.9. **“Website(s)”** is a unique collection of content associated with one or more domain names, using the same start page, also defined under the Episerver root node. This can be found under the [CMS] tab, then [Admin], then [Config], then [Manage Websites]. In this view, under [Manage Websites], each Website listed under [Websites] constitutes one (1) Website.

