Currency: All amounts are in United States Dollars unless otherwise specified.

Buffer: If during a quarter, Customer's usage exceeds the purchased quantity + the Buffer, then Customer must pay OwnBackup a True-Up payment.

True-Up Payments: The calculation is based upon the highest quantity reached during a quarter (without the Buffer) times the above monthly fee, less the purchased quantity times the monthly fee.

Invoicing: OwnBackup will invoice Customer for the True-Up Payment for the prior quarter AND invoice Customer for the higher quantity for the remaining quarters (during the order term). At the time of the annual renewal, the highest quantity reached during the annual term will become the purchased quantity for the next year (subject to payment and irrespective of the Buffer).

Renewals: This order renews for additional 1 year periods upon written (including email) acceptance of said renewal by the parties.

Terms: This Order Form is governed by the terms of the Master Subscription Agreement ( https://www.ownbackup.com/legal/msa ) which terms are incorporated into this Order Form. If Customer has an applicable signed master agreement with OwnBackup, then that agreement will apply instead of the linked agreement. If there is a conflict between the terms of this Order Form and the agreement, this Order Form governs. The terms of this Service Order Form are confidential. This Service Order Form is effective as of the Order Date listed above. If the last signature on this Order Form is made by or provided to OwnBackup after the Order Date above, OwnBackup may adjust the Order Date and subscription end date accordingly, without changing the fees or term length. Any such adjustment will be reflected in the invoice.

Product Special Terms:

Backup & Recovery Plans, Secure, Sandbox Seeding, Advanced Key Management:

Unit Definition:

OwnBackup for Salesforce: Active Salesforce.com SalesCloud, ServiceCloud, Force.com Platform, and Community Licenses.

OwnBackup for Microsoft: Assigned active Microsoft Dynamics 365 Customer Engagement, Power Pages, and Power Apps Licenses.

OwnBackup for ServiceNow:

Fulfiller Licenses: Automated backup and recovery solution for ServiceNow, licenses for Assigned active ServiceNow Fulfiller users.

Unrestricted: Automated backup and recovery solution for ServiceNow, licenses for Assigned active ServiceNow Unrestricted users, Business Stakeholder users and Subscription Units.

User Reporting: Upon request and no more than once a quarter, Customer must provide OwnBackup with its Salesforce and/or Microsoft (as applicable) User counts.

OwnBackup for Microsoft Dynamics Terms: Notwithstanding anything to the contrary in the Service Level Addendum (SLA), where a Customer Data set to be backed up from a Microsoft Dynamics instance exceeds 20 million records, the backup frequency commitments in the SLA will not apply, and OwnBackup will work with Customer to provide backups as frequently as reasonably possible, including by endeavoring to optimize backup run times.

OwnBackup for ServiceNow Terms: Notwithstanding anything to the contrary in the Service Level Addendum (SLA), where a Customer Data set to be backed up from a ServiceNow instance exceeds 50 million records, the backup frequency commitments in the SLA will not apply, and OwnBackup will work with Customer to provide backups as frequently as reasonably possible, including by endeavoring to optimize backup run times.