



Service Definition document

G-Cloud 15 ServiceNow licenses

Bus ine ss Uni t	Pro duc t Co de	Product Name	Product Description	Workf low
AI Platform Foundations	PR OD 210 95	Additional 1TB Capacity - Shared Environment	Additional 1TB of storage within a logical single-tenant architecture on multi-tenant cloud infrastructure that is logically and physically separate from ServiceNow's corporate infrastructure. This additional 1TB storage covers any overages in excess of the storage limit of Customer's production and non-production instances that are within the shared cloud infrastructure.	AI Platfo rm
	PR OD 212 23	Additional Assist Pack - 500K Assists	Assist Pack includes entitlement for up to 500,000 Assists annually (unused transactions expire annually). Subscription term length cannot be less than 12 months. Usage is measured in both production and sub-production instances. Use of this Subscription Product requires a subscription and entitlement to an Advanced AI and Data product and use of Next Experience as well as the Generative AI Controller. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview..	AI Platfo rm
	PR OD 211 35	Additional Non-Production Instance - Shared Environment - Instance (2TB)	Additional non-production instance within a logical single-tenant architecture on multi-tenant cloud infrastructure that is logically and physically separate from ServiceNow's corporate infrastructure. The storage limit for each non-production instance is 2TB of storage, unless additional storage is purchased. Storage included with the non-production instance cannot be shared with other production or non-production instances. The foregoing storage limit applies only to this additional non-production instance.	AI Platfo rm
	PR OD 209 26	Additional Production Instance - Instance (2TB)	Additional production instance within a logical single-tenant architecture on multi-tenant cloud infrastructure that is logically and physically separate from ServiceNow's corporate infrastructure. The storage limit for each production instance is 2TB of storage, unless additional storage is purchased. Storage included with the production instance cannot be shared with other production or non-production instances. The foregoing storage limit applies only to this additional production instance.	AI Platfo rm

	PR OD 253 31	Platform Encryption - Percent of Net Spend v2	Included Application(s): Field Encryption Enterprise; ServiceNow Cloud Encryption The annual subscription fee for ServiceNow Platform Encryption (“ServiceNow Platform Encryption Fee”) is based on the total of the annual subscription fees of all products subscribed by Customer. As Customer exceeds capacity of purchased Subscription Products, or if Customer purchases additional Subscriptions, additional ServiceNow Platform Encryption Fee may apply. Field Encryption Enterprise provides application level data-at-rest encryption to eligible ServiceNow fields, and decrypts Customer Data in those fields for eligible users and scripts. ServiceNow Cloud Encryption offers encrypted storage for the database using block encryption, along with enhanced key management. ServiceNow Cloud Encryption allows the customer the option to use a ServiceNow generated key, or a key created and supplied by the Customer. Purchase of Platform Encryption includes encryption for all of Customer’s production and non-production ServiceNow instances.	AI Platfo rm
	PR OD 253 28	ServiceNow Vault - Percent of Net Spend v2	Included Application(s): Platform Encryption (which includes Cloud Encryption and Field Encryption Enterprise); Code Signing; Data Privacy; Log Export Service; and Zero Trust Access The annual subscription fee for ServiceNow Vault (“ServiceNow Vault Fee”) is based on the total of the annual subscription fees of all products subscribed by Customer. As Customer exceeds entitled capacity of Subscription Products, or if Customer procures additional Subscriptions, additional ServiceNow Vault Fees may apply. Platform Encryption includes encryption for all of Customer’s production and non-production ServiceNow instances. Platform Encryption functionality is dependent on Customer’s correct configuration as specified in the Product Documentation. Field Encryption Enterprise provides application-level and database-level data-at-rest encryption to eligible ServiceNow fields, and decrypts Customer Data in those fields for eligible users and scripts as directed by Customer. ServiceNow Cloud Encryption is block encryption of the full database host with industry standard key lifecycle management. ServiceNow Cloud Encryption allows Customer the option to use a ServiceNow generated key, or a key created and supplied by Customer. Customer acknowledges that, to the extent it activates and uses Log Export Service, Customer Data will be processed outside of Customer’s ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer’s originating ServiceNow instance. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow’s security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow’s internal policies and procedures. As of the ordering document effective date, Log Export Service is available only in the data center regions specified in the applicable Documentation. .	AI Platfo rm

Workflow Data Fabric		Workflow Data Fabric Professional - Data Fabric Credit Pack	Included Application(s): RPA Hub; Automation Center; Integration Hub Enterprise; Now Assist for Spokes; Orchestration Core (Activity Designer; Activity Packs; Password Reset; and Client Software Distribution Application); External Content Connectors; Stream Connect for Apache Kafka; Zero Copy Connectors; Zero Copy Connectors for ERP; ERP Semantic Mining; Data Catalog; AI Data Explorer; and entitlement for up to 2 million Fabric Credits annually per Pack (unused Data Fabric Credits expire annually without credit or refund) Data fabric credits are measured in production instances based on the count of various actions representing usage of Workflow Data Fabric features in the prior 365 days using defined ratios. A list of Workflow Data Fabric Capabilities and defined ratios that correlate to how many Data Fabric Credits are consumed are set forth in the ServiceNow Data Fabric Credit Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Data Fabric Credit Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Data Fabric Credit Overview. Workflow Data Fabric Professional includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Integration Hub and Workflow Data Fabric Overview are expressly incorporated herein by reference. Use of Now Assist for Spokes requires a separate and active entitlement to at least one applicable Now Assist subscription product and will utilize Assists. Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. This Subscription Product may not be available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where	
	PR OD 268 98		Data & Analytics	

			the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms	
PR OD 268 97		Workflow Data Fabric Standard – Data Fabric Credit Pack	Included Application(s): RPA Hub; Automation Center; Integration Hub Enterprise; Now Assist for Spokes; Orchestration Core (Activity Designer; Activity Packs; Password Reset; and Client Software Distribution Application); External Content Connectors; AI Data Explorer; and entitlement for up to 2 million Fabric Credits annually per Pack (unused Data Fabric Credits expire annually without credit or refund) Data fabric credits are measured in production instances based on the count of various actions representing usage of Workflow Data Fabric features in the prior 365 days using defined ratios. A list of Workflow Data Fabric Capabilities and defined ratios that correlate to how many Data Fabric Credits are consumed are set forth in the ServiceNow Data Fabric Credit Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Data Fabric Credit Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Data Fabric Credit Overview. Workflow Data Fabric Standard includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Integration Hub and Workflow Data Fabric Overview are expressly incorporated herein by reference. Use of Now Assist for Spokes requires a separate and active entitlement to at least one applicable Now Assist subscription product and will utilize Assists. Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. This Subscription Product may not be available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where	Data & Analytics

			the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms	
ITSM	PR OD 178 00	Business Stakeholder User v4	A Business Stakeholder User may approve requests by email that were routed to the User or via the Subscription Service and view and drill through reports within the Subscription Products to which the Customer is subscribed. Customers with a separately purchased IT Service Management Subscription?product?may provide Business Stakeholder Users with the right to update?comments to incidents or requests?on behalf of other?Users.? Customers with a separately purchased product with Customer Service Management application may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations. Customer may grant Business Stakeholder User rights to users that are either internal or external to Customer's organization. Customer is wholly responsible for Business Stakeholder Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such Users. Such Users will not have the right to take any legal action against ServiceNow under this Agreement or any ordering document. Customers with a separately purchased App Engine Subscription Product may provide Business Stakeholder Users with the right to create or update comments to records in an App Engine?Custom?Table. Use of Custom Tables with Business Stakeholder User rights requires: (i) use of the ServiceNow created approvals module; and (ii) creation of a read role on the Custom Table associated with the Business Stakeholder User role.	Techn ology Workf low
	PR OD 222 60	Digital End-User Experience - Subscription Unit v2	Included Applications: Digital End-User Experience Includes entitlement to use Agent Client Collector for Visibility, Event Management, and Investigation Framework only for End User Computing Devices managed by Digital End-User Experience. Includes entitlement for up to the number of Subscription Units purchased. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow) and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the Digital End-User Experience (DEX) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . MetricBase: Customer may use up to a limited number of MetricBase Series, per each configuration item in the Customer's instance, as described in the Documentation and the Digital End-User Experience (DEX) - ServiceNow Subscription Unit Overview. A MetricBase Series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. The MetricBase Series limit is controlled by data collection and	Techn ology Workf low

			retention policies for applications and devices as listed in Documentation which cannot be modified by Customer. MetricBase Series may be used within the Digital End-User Experience application only. Metric Rule: Customer may use up to a limited number of Metric Rules as described in the Documentation. Metric Rules analyze streams of metric data against sets of criteria and thresholds, triggering alerts when performance metrics deviate from specified parameters. Metric Rules may only be used within the Digital End-User Experience application only. Active Applications: Customer may use Digital End-User Experience (DEX) to monitor up to a limited number of Active Applications as described in the Documentation. Active Applications are Software as a Service (SaaS) and installed applications on End User Computing Devices that are monitored by Digital End-User Experience. Customer acknowledges that, in using Digital End-User Experience, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, which may be hosted in a different data center region from Customer's originating ServiceNow instance, to the extent specified in the Documentation. Customer acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures.	
	PR OD 172 59	IT Service Management Enterprise - Fulfiller User v3	Included Applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; Workforce Optimization; Process Mining; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Enterprise Applications and App Engine Starter 50 Custom Tables. Usage is limited by the number of purchased Fulfiller Users App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the	Techn ology Workf low

			family release indicated below:San Diego - Digital Portfolio Management; DevOps Change Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo	
	PR OD 172 56	IT Service Management Professional - Fulfiller User v3	Included Applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Digital Portfolio Management; Financial Modeling; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to IT Service Management Professional Applications and App Engine Starter 50 Custom Tables. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated below.San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo	Techn ology Workf low
	PR OD 172 43	IT Service Management Standard - Fulfiller User v3	Included Applications: Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Digital Portfolio Management and Universal Request Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. Usage is limited by the number of purchased Fulfiller Users. Universal Request use rights apply only to IT Service Management Standard applications and App Engine Starter 25 Custom Tables App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User the right to access those Custom Tables and perform the actions granted to that User Type. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available according to the release indicated below. San Diego - Digital Portfolio Management	Techn ology Workf low
	PR OD	ITSM Enterprise Plus - Fulfiller User	Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or	Techn ology

	211 92		refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use ITSM Enterprise Plus for the procured number of Fulfiller Users and use-cases contractually allowed for IT Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Workf low
	PR OD 211 93	ITSM Enterprise Plus - Unrestricted User	Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 800 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is	Techn ology Workf low

			entitled to use ITSM Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for IT Service Management. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 211 90	ITSM Professional Plus - Fulfiller User	Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use ITSM Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for IT Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of	Techn ology Workf low

			this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 211 91	ITSM Professional Plus - Unrestricted User	Included Applications: Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 800 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use ITSM Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for IT Service Management. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to IT Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and	Techn ology Workf low

		defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 244 42	Operational Technology Service Management Enterprise - High Site Value - Industrial Site	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Workforce Optimization; Process Mining; DevOps Change Velocity; Digital Portfolio Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited to the number of purchased Industrial Sites. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Any use outside the purchased Industrial Sites is expressly prohibited. Each Industrial Site may have up to 50 OT Site Users. An OT Site User is defined as an individual who participates in processes or performs tasks within an OT Site. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Operational Technology Service Management Professional Applications and App Engine Starter 50 Custom Tables. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
PR OD 173 63	Operational Technology Service Management Enterprise – Unrestricted User v2	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Industrial Process Manager; Cost Management; Walk-Up Experience; Continual Improvement Management; Workforce Optimization; Process Mining; DevOps Change Velocity; Digital Portfolio Management; Mobile Publishing;	Techn ology Workf low

		Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro: Use rights apply only to Operational Technology Service Management Enterprise Applications and App Engine Starter 50 Custom Tables. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type. The following Application(s) became available in the family release indicated below. Paris - Workforce Optimization; Process Mining Quebec - Operational Technology Incident Management San Diego - Digital Portfolio Management	
PR OD 244 39	Operational Technology Service Management Professional - High Site Value - Industrial Site	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Financial Modeling; DevOps Change Velocity; DevOps Config; Digital Portfolio Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited to the number of purchased Industrial Sites. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Includes entitlement of ServiceNow Operational Technology Discovery downloadable software, Operational Technology Sensor application and Operational Technology Console application, for unlimited installations within Industrial Sites. This is a non-transferable right to utilize with Discovery for Operational Technology application only. Any use outside the purchased Industrial Sites is expressly prohibited. Each Industrial Site may have up to 50 OT Site Users. An OT Site User is defined as an individual who participates in processes or performs tasks within an OT Site. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
PR OD 173 61	Operational Technology Service Management Professional – Unrestricted User v2	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Industrial Process Manager; Cost Management; Walk-Up Experience; Continual Improvement Management; DevOps Change Velocity; Digital Portfolio Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence;	Techn ology Workf low

			Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Operational Technology Service Management Professional Applications and App Engine Starter 50 Custom Tables. App Engine Starter 50: Customer is granted the right to create or install up to 50 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type. The following Application(s) became available in the family release indicated below. Quebec - Operational Technology Incident Management San Diego - Digital Portfolio Management	
	PR OD 244 36	Operational Technology Service Management Standard - High Site Value - Industrial Site	Included Applications: Operational Technology Incident Management; Incident Management; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; and Digital Portfolio Management Usage is limited to the number of purchased Industrial Sites. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. 5,000 OT Devices is the default base within the largest Industrial Site. For the avoidance of doubt, this max fair usage compliance limit is superseded with additional Operational Technology Maximum OT Devices Pack(s). An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site. An OT Device may only be assigned to one Industrial Site. Exceeding these limitations for any Industrial Site is a material violation of the license may require Customer to procure a separate offering and additional fees. The number of OT Devices will be monitored throughout the subscription period to establish a baseline volume per Industrial Site and identify any subsequent volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Any use outside the purchased Industrial Sites is expressly prohibited. Each Industrial Site may have up to 50 OT Site Users. An OT Site User is defined as an individual who participates in processes or performs tasks within an OT Site. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".	Techn ology Workf low
	PR OD	Operational Technology Service Management Standard – Unrestricted User v2	Included Applications: Operational Technology Incident Management; Incident Management; Problem Management; Operational Technology Change Management; Change Management; Asset Management; Request Management; Industrial Process Manager; Cost Management; Walk-Up Experience; Digital	Techn ology

	173 42		Portfolio Management; and Universal Request Usage is limited by the number of purchased Unrestricted Users as defined in the User Type Definitions Section. Universal Request use rights apply only to Operational Technology Service Management Standard applications and App Engine Starter 25 Custom Tables App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions granted to that User Type. The following Application(s) became available according to the release indicated below. Quebec - Operational Technology Incident Management	Workf low
	PR OD 254 37	OTSM Enterprise Plus - Industrial Site	Included Applications: Now Assist for OTSM; Now Assist for IT Service Management; Now Assist for CMDB; and entitlement for up to 300,000 Assists annually per Industrial Site (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use OTSM Enterprise Plus for the procured number of Industrial Sites and use-cases contractually allowed Operational Technology Service Management. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Now Assist for OTSM and Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to Operational Technology Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after	Techn ology Workf low

			Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 254 32	OTSM Professional Plus - Industrial Site	Included Applications: Now Assist for OTSM; Now Assist for IT Service Management; Now Assist for CMDB; and entitlement for up to 300,000 Assists annually per Industrial Site (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use OTSM Professional Plus for the procured number of Industrial Sites and use-cases contractually allowed Operational Technology Service Management. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Now Assist for OTSM and Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to Operational Technology Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Techn ology Workf low
	PR OD	Performance Analytics - Enterprise - Application	Performance Analytics - Enterprise. Performance Analytics use rights apply to all Subscription Products. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of all Subscription Products subscribed to by Customer. As Customer exceeds	Techn ology

	016 27		capacity of purchased Subscription Products, or if Customer purchases additional Subscription Products, additional PA Subscription Fees shall apply.	Workf low
	PR OD 034 26	Performance Analytics For IT Service Management - Application	Performance Analytics For IT Service Management Any User may use Performance Analytics with IT Service Management for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of IT Service Management subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of IT Service Management, additional PA Subscription Fees shall apply.	Techn ology Workf low
	PR OD 252 91	Technology Transformation Base v2 - Unrestricted User	Technology Transformation Base Suite v2 includes: IT Service Management Professional v3 applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Financial Modeling; Digital Portfolio Management; DevOps Change Velocity; Universal Request Pro; and Mobile Publishing Strategic Portfolio Management Professional v2 applications: Project Portfolio Management; Collaborative Work Management; Cost Management; Demand Management; Agile Development; Digital Portfolio Management; Test Management; Resource Management; Financial Planning; Investment Funding; and Innovation Management; Portfolio Planning; and Strategic Planning Enterprise Architecture Professional applications: Application Rationalization; Digital Integration Management; Application Total Cost of Ownership; Digital Portfolio Management; Technology Portfolio Management; Enterprise Modeling & Visualization; GRC Integration Framework; Predictive Intelligence; and Platform Analytics Advanced. Integrated Risk Management (IRM) Professional v2 applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; GRC: Metrics; Parallel Review and Feedback, Regulatory Change Management; and Cybersecurity Executive Dashboard An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. Third-Party Risk Management applications: Vendor Risk Management; Third-Party Risk Management Additional applications: Predictive Intelligence; Virtual Agent; Platform Analytics Advanced; and Universal Request Pro: Use rights apply only to Technology Transformation Base Suite v2 applications and App Engine Starter Custom Tables. App Engine Starter 70 : Customer is granted the right to create or install up to 70 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. Usage of Technology Transformation Base Suite v2 is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low

	PR OD 252 94	Technology Transformation Premium v2 - Unrestricted User	Technology Transformation Premium Suite v2 includes: IT Service Management Enterprise v3 applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement Management; Financial Modeling; Mobile Publishing; Workforce Optimization; Process Mining; Digital Portfolio Management; DevOps Change Velocity; and Universal Request Pro Strategic Portfolio Management Professional applications: Project Portfolio Management; Collaborative Work Management; Cost Management; Demand Management; Agile Development; Digital Portfolio Management, Test Management; Resource Management; Financial Planning; Investment Funding; Innovation Management; Portfolio Planning; and Strategic Planning Enterprise Architecture Professional applications: Application Rationalization; Digital Integration Management; Application Total Cost of Ownership; Digital Portfolio Management; Technology Portfolio Management; Enterprise Modeling & Visualization; GRC Integration Framework; Predictive Intelligence; and Platform Analytics Advanced. Integrated Risk Management (IRM) Enterprise v2 applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; GRC: Metrics; Advanced Audit Management; Advanced Risk Management; Parallel Review and Feedback; Regulatory Change Management; and Cybersecurity Executive Dashboard An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. Third-Party Risk Management applications: Vendor Risk Management; Third-Party Risk Management Additional applications: Predictive Intelligence; Virtual Agent; Platform Analytics Advanced; and Universal Request Pro: Use rights apply only to Technology Transformation Premium Suite v2 applications and App Engine Starter 75 Custom Tables. App Engine Starter 70 : Customer is granted the right to create or install up to 70 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. Usage of Technology Transformation Premium Suite v2 is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
Risk	PR OD 262 38	AI Control Tower - Subscription Unit	Included Applications: AI Control Tower; AI Risk and Compliance Management; Policy and Compliance Management; Use Case Accelerators; Risk Management; Advanced Risk Management; and AI Case Management Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to various types of AI Assets using Defined Ratios. A list of AI Assets, and Defined Ratios for a Subscription Unit, are set forth in the AI Control Tower - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED	Techn ology Workf low

		INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Smart Assessment Engine; Policy and Compliance Management; Risk Management; and Advanced Risk Management shall be used only for the purpose of managing Risk and Compliance of AI Assets and not for other types of Governance, Risk and Compliance activities. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	
PR OD 181 27	Business Continuity Management - BCM Lite Operator	A BCM Lite Operator is any User that can perform one or more of: respond to Business Impact Analyses (BIA) and update Status of Recovery Task records, approve BIA, Business Continuity Plans (BCP), Exercises, Crisis Events, update Recovery Task Status and Emergency Notification Template records, and read any data (based on the corresponding Operator SKU). Any User that exceeds the above use rights would require a BCM Operator subscription. The purchase of BCM Lite Operator requires the purchase of Operators for at least one of the following - BCM (Standard or Professional) subscription product. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
PR OD 142 01	Business Continuity Management Professional v2 - BCM Operator	Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; BCM mobile app; and Platform Analytics Advanced A Business Continuity Management (BCM) Operator is any User who contributes to, or is part of, any BCM application workflow or process in any way. A BCM Operator may perform any or all functions within the BCM Applications. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per BCM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s) Platform Analytics Advanced, Virtual Agent, and Predictive Intelligence: Use rights apply only to BCM Professional Applications and included Bundled Custom Tables. Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available according to the release indicated below: Business Continuity Planning; Business Impact Analysis; and Crisis Management - Paris	Techn ology Workf low

	PR OD 132 19	Business Continuity Management Standard - BCM Operator	Included Applications: Business Impact Analysis; Business Continuity Planning; BCM mobile app; and Crisis Management A Business Continuity Management (BCM) Operator is any User who contributes to, or is part of, any BCM Application workflow or process in any way. A BCM Operator may perform any or all functions within the BCM Applications. Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each BCM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available according to the release indicated below: Business Continuity Planning and Business Impact Analysis - Paris	Techn ology Workf low
	PR OD 181 24	Environmental, Social, and Governance Management - Metric Definition	Included Application(s): Environmental, Social, and Governance Management; GRC: Metrics; ESG Framework Content Accelerators; ESG Risk Management and entitlement for up to 100 ESG Metric Definitions monthly. An ESG Metric Definition is any Metric based on a Metric Definition that is directly (or through an aggregation) used in an ESG Goal, ESG Sub-Goal, ESG Target, or ESG Disclosure. Use of GRC: Metrics is limited to Environmental, Social, and Governance (ESG) use cases only. Use for non-ESG use cases will consume license as per the respective SKU purchased. ESG Risk Management: ESG risk assessments are powered by Advanced Risk Assessment. ESG roles performing risk assessments will only have access to ESG-related risk assessments. Access to non-ESG risk assessments will require the appropriate license based on the respective SKU purchased. ESG Risk Management will permit 2 risk assessment methodologies (RAM) - (1) entity-based assessments and (2) material topic (object) assessment. ESG Risk Management supports manual, automated, scripted automated and group factors. It also supports risk hierarchy, defining risk assessment scope, conducting ESG risk assessments, monitoring and risk scores roll up. Use of Sustainable IT: ESG Management requires the license of HAM Professional to access Sustainable IT. Mapping capability within Sustainable IT requires a separate license from Google, which is not bundled within the license fee for ESG. Use of SPM: ESG Management together with SPM gives the ESG roles read-only access to projects and programs objects. App Engine Starter 5: Customer is granted the right to create and install up to 5 custom tables.	Techn ology Workf low
	PR OD 269 83	ESG Professional Plus - Metric Definition Pack	Included Applications: Now Assist for ESG; Now Assist for CMDB; and entitlement for up to 100,000 Assists annually per Metric Definition pack (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to ESG Professional Plus for the procured number of Metric Definition packs and use-cases contractually	Techn ology Workf low

		allowed for ESG. Usage of ESG Professional Plus is limited to the number of Metric Definition packs. A Metric Definition is defined as any Metric based on a Metric Definition that is directly (or through an aggregation) used in an ESG Goal, ESG Sub-Goal, ESG Target within an ESG Goal/Sub-Goal, or ESG Disclosure. Usage is limited to the number of Metric Definition packs. The number of ESG Professional Plus Metric Definition packs must match the number of ESG Metric Definition packs procured by the customer. Now Assist for ESG and Now Assist for CMDB: Use rights apply only to ESG Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 238 07	Integrated Risk Management - IRM Lite Operator v2	An IRM Lite Operator is any user that can perform one or more of: Respond to policy acknowledgments, control attestations, evidence requests, risk identification questionnaire, classic risk assessments, manual indicator and metric data tasks. Update assigned compliance case tasks, issues (including the ones from issue triage), remediation tasks, risk event tasks (applicable to customers with IRM Enterprise product subscription only), risk identification questionnaires, classic risk assessments, risk response tasks, indicator and metric data tasks. Make updates to requested policy exception, logged or reported issues (including the ones from issue triage), and risk events (applicable to customers with IRM Enterprise product subscription only). Request policy exceptions. Report issues, risk events (applicable to customers with IRM Enterprise product subscription only). Create remediation tasks for issues assigned to the logged in User. Review remediation tasks tagged to that issue as well as review and close the issue (if User is the owner of such issue). Approve policy exceptions assigned for business approvals, risk events, advanced risk	Techn ology Workf low

			assessments (applicable to customers with IRM Professional and Enterprise product subscription only), risk response tasks, metric data tasks assigned to them. Perform model risk assessments or approve model risk task Read any data (based on the corresponding Operator SKU) excluding data pertaining to the Audit tables and its related tables. Any User that exceeds the above use rights would require an IRM Operator subscription. The purchase of IRM Lite Operator requires the purchase of Operators for at least one of the following - IRM (Standard, Professional, or Enterprise) subscription product. The following Applications require the release indicated below in order to function: Now Assist for Security – Vancouver Patch 2 or later	
PR OD 237 95	Integrated Risk Management Enterprise v2 - IRM Operator	Included Applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; AI Risk and Compliance Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; GRC: Metrics; Parallel Review and Feedback; Regulatory Change Management; Cybersecurity Executive Dashboard; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced. Customer is granted use rights for the following Applications as described herein: Predictive Intelligence, Virtual Agent, and Platform Analytics Advanced: Use rights apply only to IRM Enterprise Applications and included App Engine Starter Custom Tables. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. An Integrated Risk Management (IRM) Operator excludes IRM Employee Users and hence doesn't count as part of license. An IRM Employee User is any User that can perform only the following activities: · Respond to policy acknowledgment requests, report and update the logged issue (including issue triage), report a risk event and update reported events, raise requests for policy exception and update the requested exceptions, raise requests via employee center for new AI assets (including AI systems, AI models, and datasets) to the risk and compliance team to understand the regulatory and risk implication, raise inquiries and requests to Compliance team to get advice or provide feedback on policy improvements, and report policy or compliance violations and update the reported cases. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current	Techn ology Workf low	

			applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 237 92	Integrated Risk Management Professional v2 - IRM Operator	Included Applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; AI Risk and Compliance Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; GRC: Metrics; Parallel Review and Feedback, Regulatory Change Management; Predictive Intelligence; Cybersecurity Executive Dashboard; Platform Analytics Advanced and Virtual Agent. Customer is granted use rights for the following Applications as described herein: Advanced Risk Management: Customer is granted the right to manage advanced risk assessments through manual risk factors, risk-rollups, and risk hierarchies. Predictive Intelligence, Platform Analytics Advanced and Virtual Agent: Use rights apply only to Integrated Risk Management (IRM) Professional Applications and included App Engine Starter Custom Tables. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. An Integrated Risk Management (IRM) Operator excludes IRM Employee Users and hence doesn't count as part of license. An IRM Employee User is any User that can perform only the following activities: · Respond to policy acknowledgment requests, report and update the logged issue (including issue triage), report a risk event and update reported events, raise requests for policy exception and update the requested exceptions, submit and view new models through the employee center for Model Risk Management, raise inquiries and requests to Compliance team to get advice or provide feedback on policy improvements, and report policy or compliance violations and update the reported cases. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
	PR OD	Integrated Risk Management Standard v2 - IRM Operator	Included Applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; AI Risk and Compliance Management; Audit Management; Model Risk Management; and Use Case Accelerators. An Integrated Risk Management (IRM)	Techn ology

	237 89		Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. An Integrated Risk Management (IRM) Operator excludes IRM Employee Users and hence doesn't count as part of license. An IRM Employee User is any User that can perform only the following activities: · Respond to policy acknowledgment requests, report and update the logged issue (including issue triage), report a risk event and update reported events, raise requests for policy exception and update the requested exceptions, submit and view new models through the employee center for Model Risk Management, raise inquiries and requests to Compliance team to get advice or provide feedback on policy improvements, and report policy or compliance violations and update the reported cases. IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Workf low
	PR OD 253 99	IRM Enterprise Plus - Now Assist User	Included Applications: Now Assist for IRM; Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per Now Assist User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use IRM Enterprise Plus for the procured number of Now Assist Users and use-cases contractually allowed for Integrated Risk Management. A Now Assist User is defined as a User with the right to use and access the application(s) within the applicable purchased product. Now Assist for IRM and Now Assist for CMDB: Use rights apply only to Integrated Risk Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements	Techn ology Workf low

		located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 253 94	IRM Professional Plus - Now Assist User	Included Applications: Now Assist for IRM; Now Assist for CMDB; and entitlement for up to 6,000 Assists annually per Now Assist User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use IRM Professional Plus for the procured number of Now Assist Users and use-cases contractually allowed for Integrated Risk Management. A Now Assist User is defined as a User with the right to use and access the application(s) within the applicable purchased product. Now Assist for IRM and Now Assist for CMDB: Use rights apply only to Integrated Risk Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required	Techn ology Workf low

			version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 034 27	Performance Analytics For Governance, Risk and Compliance - Application	Performance Analytics For Governance, Risk and Compliance Any User may use Performance Analytics with Governance, Risk and Compliance application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Governance, Risk and Compliance subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of Governance, Risk and Compliance, additional PA Subscription Fees shall apply.	Techn ology Workf low	
PR OD 142 09	Policy and Compliance Management - IRM Operator	Included Application: Policy and Compliance Management; AI Risk and Compliance Management An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each IRM Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low	
PR OD 238 25	Privacy Management - Privacy Lite Operator	A PRM Lite Operator is any User that can perform one or more of: Respond to privacy assessment tasks, criticality assessment, privacy risk assessments, privacy case tasks, breach assessments, policy acknowledgments, control attestations, personal data request tasks, manual indicator; Update processing activities, issues, remediation tasks, manual indicator tasks; Make updates to requested policy exception, logged or reported issues; Request policy exceptions, Report issues, Privacy cases, create remediation tasks for issues assigned to the logged in User; Review remediation tasks tagged to that issue as well as review and close the issue (if User is the owner of such issue); Approve policy exceptions assigned for business approvals and Read any data (based on the corresponding Operator SKU) excluding data pertaining to the Audit tables and its related tables. Any User that exceeds the above use rights would require an PRM Operator subscription. The purchase of PRM Lite Operator requires the purchase of Privacy Operator subscription product	Techn ology Workf low	
PR OD 238 10	Privacy Management - Privacy Operator v2	Included Applications: Privacy Management; Policy & Compliance Management; Privacy Case Management; Risk Management; Advanced Risk Management; and Personal Data Rights A Privacy Operator is any User who manages privacy screening assessments, privacy impact assessments, processing activity criticality assessments, and privacy risk assessments within the Privacy Management Application. A Privacy Operator is also any User that applies and reviews controls based on assessment responses, maintains a record of all the processing activities, and identifies and reports issues, assigns and reviews breach	Techn ology Workf low	

		assessments, manages privacy cases and manages personal data rights. Risk Management: Use limited to Privacy-specific use cases. Advanced Risk Management: Customer may define and manage privacy risk taxonomy, assess privacy risks (limited to 2 active risk assessment methodologies pertaining to Privacy-specific use cases) using manual and automated factors, manage the risk response pertaining to such privacy risks, and aggregate individual privacy risks to monitor and report across the organization. Policy & Compliance Management: Features that utilize spokes within the Policy & Compliance Management application may be used for Privacy-specific use cases only. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Privacy Operator the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 280 32	PRM Professional Plus - Now Assist User	Included Applications: Now Assist for Privacy Management; Now Assist for CMDB; and entitlement for up to 2,500 Assists annually per Transaction (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Privacy Risk Management (PRM) Professional Plus for the procured number of Now Assist Users and use-cases contractually allowed for PRM. A Now Assist User is defined as a User with the right to use and access the application(s) within the applicable purchased product. Now Assist for PRM use rights apply only to PRM Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes	Techn ology Workf low

		Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 209 17	Third-party Risk Management - Transactions	Included Applications: Third-Party Risk Management Entitles Customer to the number of procured Transactions. Transactions are each Actively Managed Third Party or Actively Managed Engagement during any prior 365-day period. Third Parties are entities or individuals that are entered as records in the third party table. An Engagement is any record in the engagement table for any given Third Party. The location of the aforementioned tables will be specified in the then-current Documentation. Actively Managed refers to any activity not included in the Third-Party Risk Management – Base subscription during any prior 365-day period. Third-Party Risk Management Standard requires Third-Party Risk Management Base as a prerequisite.	Techn ology Workf low
PR OD 209 14	Third-party Risk Management Base - Module	Included Applications: Vendor Risk Management Entitles an unlimited number of Users to manage Onboarding Due Diligence workflow for the First Engagement for an unlimited number of new Third Parties. Third Parties are entities or individuals that are entered as records in the Third Party table. A Third Party record is considered to be new if a record for such Third Party does not already exist in the company table ('core_company'). An Engagement refers to a relationship that has been established with a third-party entity or individual, and a First Engagement shall be the first record in the Engagement table for any given Third Party. The location of the aforementioned tables will be specified in the then-current Documentation. Onboarding Due Diligence is a defined workflow. App Engine Starter 5: Customer is granted the right to create up to 5 custom tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Third-Party Risk Management Base requires a subscription to a Third-Party Risk Management tier.	Techn ology Workf low
PR OD 280 23	TPRM Professional Plus - Transactions	Included Applications: Now Assist for Third-Party Risk Management (TPRM); Now Assist for CMDB; and entitlement for up to 800 Assists annually per Transaction (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Usage of TPRM Professional Plus is limited to the number of Transactions. A Transaction is defined as an Actively Managed Third Party or Actively Managed Engagement	Techn ology Workf low

		during any prior 365-day period. A third-party engagement is any proposed or existing business purpose or relationship with a Third Party regardless of an executed contract. An entity may have one or more third-party engagements within a given Third Party. Actively Managed refers to any activity not included in the TPRM – Base/Module, including but not limited to, information updates, assessments, questionnaires, issues, tasks, internal score or rating updates, and communications that would indicate that the Third-party or the Third-party Relationship is actively managed. Customer is entitled to TPRM Professional Plus for the procured number of Transactions and use-cases contractually allowed for Third-Party Risk Management. Usage is limited to the number of Transactions. The number of TPRM Professional Plus Transactions must match the number of TPRM Transactions procured by the customer. Now Assist for TPRM use rights apply only to TPRM Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow’s Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer’s continued use of the Subscription Product after any update constitutes Customer’s agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer’s purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 156 79	Virtual Agent IRM Conversation - Transaction Pack Virtual Agent IRM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Virtual Agent use rights apply only to Integrated Risk Management applications. Requires Integrated Risk Management Professional or Integrated Risk Management Enterprise.	Techn ology Workf low

Creator App Engine	PR OD 193 51	App Engine Enterprise - Fulfiller User	Included Applications: App Engine Studio; App Engine Management Center; Creator Studio; Table Builder for App Engine; Workspace Builder; Mobile Publishing; ServiceNow Studio for App Engine; Platform Analytics Advanced; Virtual Agent; Universal Request Pro and Predictive Intelligence App Engine provides the Customer with the right to deploy Custom Tables in a production instance. Each Fulfiller User has the right to access an unlimited number of Custom Tables to perform the actions of a Fulfiller User. Notwithstanding the definition of Fulfiller User above, an External App Engine Requester is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. Customer may grant External App Engine Requesters the right to access App Engine as Requester Users. External App Engine Requesters are not included in the App Engine Fulfiller User count and are not subject to App Engine Subscription Product fees. Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to App Engine.	AI Platfo rm
	PR OD 192 31	App Engine Enterprise for ERP – Fulfiller User	Included Applications: App Engine Studio; App Engine Management Center; Workspace Builder; Mobile Publishing; ServiceNow Studio for App Engine; Platform Analytics Advanced; Virtual Agent; Universal Request Pro; ERP Semantic Mining; Zero Copy Connectors for ERP; Predictive Intelligence; and entitlement to one (1) ERP Systems App Engine provides the Customer with the right to deploy Custom Tables in a production instance. Each Fulfiller User has the right to access an unlimited number of Custom Tables to perform the actions of a Fulfiller User. Customer is granted rights for the entitled number of ERP systems identified by unique System ID connected to the instance via the ERP Customization Mining application. An ERP System is a server running ERP software, external to ServiceNow environment. Notwithstanding the definition of Fulfiller User above, an External App Engine Requester is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. Customer may grant External App Engine Requesters the right to access App Engine as Requester Users. External App Engine Requesters are not included in the App Engine Fulfiller User count and are not subject to App Engine Subscription Product fees. Customer is wholly responsible for External App Engine Requester compliance with the terms of the Agreement and this ordering document, and all acts of omissions of such user. Such Users will not have the right to take any legal action against ServiceNow under this Agreement or any ordering document. ServiceNow will not be responsible for Customer's ERP System and disclaims all liability as it relates to Customer's ERP System. Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may consume Integration Hub transactions that may require purchase of Integration Hub or Automation Engine subscription at an additional fee. Customer may use the spoke(s) included in Subscription Product for use cases even beyond the Subscription Product. Integration Hub Transactions are not included in the Subscription Product. Platform Analytics Advanced, Virtual Agent and Predictive	AI Platfo rm

			Intelligence use rights apply only to App Engine. The following Application(s) became available according to the release indicated below: Utah - ERP Semantic Mining	
	PR OD 258 83	App Engine Enterprise Plus - Fulfiller User	Included Applications: Now Assist for App Engine; and entitlement for up to 3,600 Assists annually per Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customer in self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use App Engine Enterprise Plus for the procured number of Fulfiller Users and use-cases contractually allowed for App Engine Enterprise. An Fulfiller User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Fulfiller User count and are not subject to App Engine Enterprise Plus Product fees. Usage is limited to the number of Fulfiller Users. Now Assist for App Engine: Use rights apply only to App Engine Enterprise Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	AI Platfo rm
	PR OD	App Engine Enterprise Plus - Unrestricted User	Included Applications: Now Assist for App Engine; and entitlement for up to 480 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the	AI Platfo rm

	25884		term. This Subscription Product is not available to Customer in self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use App Engine Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for App Engine Enterprise. An Unrestricted User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Unrestricted User count and are not subject to App Engine Enterprise Plus Product fees. Usage is limited to the number of Unrestricted Users. Now Assist for App Engine: Use rights apply only to App Engine Enterprise Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 252 04	Creator Professional Plus v2 - Module	Included Applications: App Engine Studio; Now Assist for Creator; and entitlement for up to 300,000 Assists annually per Module (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller.	AI Platfo rm

			Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 267 51	Developer Sandbox - Instance	Included Application: Developer Sandbox, includes entitlement for up to 10 sandboxes. A Sandbox is an isolated virtual environment for developers to work in parallel on the same instance without developer conflicts.	AI Platfo rm
	PR OD 160 44	Manufacturing Foundation - Fulfiller User	Included Applications: Industrial Process Manager; App Engine; App Engine Studio; Mobile Publishing; Platform Analytics Advanced; Virtual Agent; Universal Request Pro and Predictive Intelligence Manufacturing Foundation provides the Customer with the right to deploy Custom Tables in a production instance. Each Fulfiller User has the right to access an unlimited number of Custom Tables to perform the actions of a Fulfiller User. App Engine, App Engine Studio, Platform Analytics Advanced, Virtual Agent, Universal Request Pro, and Predictive Intelligence use rights apply only to Manufacturing Foundation. Usage of App Engine is limited to the development and customization of Industrial Process Manager only. This development and customization must only utilize the ServiceNow out of box manufacturing roles and any other App Engine usage constitutes unentitled usage for which an additional subscription may be required.	AI Platfo rm
	PR OD 130 79	Now Platform® App Engine for IT Service Management - Module	Bundled Custom Tables: Customer is granted the right to create or install an unlimited number of Custom Tables and to grant each separately subscribed IT Service Management (ITSM) Fulfiller User the right to access those Custom Tables. The annual subscription fee for Now Platform® App Engine for IT Service Management ("App Engine Subscription Fee") is based on the total of the annual subscription fees of ITSM	AI Platfo rm

			products subscribed to by Customer. As Customer exceeds capacity of purchased ITSM Fulfillers, or if Customer purchases additional ITSM Fulfillers, additional App Engine Subscription Fees shall apply.	
FSM	PR OD 221 14	Contractor Marketplace - Contractor User	Included Applications: Contractor Management; Field Service Marketplace Field Service Management Contractor may only view and edit tasks assigned to that Field Service Management Contractor by Customer. Contractor may also bid on tasks in the Field Service Marketplace. The following application(s) became available according to the release indicated below: Washington - Field Service Marketplace	CRM and Indust ry
	PR OD 193 81	EAM Field Service Technician - Fulfiller User	Included Applications: Field Service Management Basic Usage is limited by the number of purchased Fulfiller Users. Requester Users are not included in the Fulfiller User count and are not subject to EAM Field Service Technician Subscription Product fees. The following application(s) became available according to the release indicated below. Utah - Field Service Management Basic	CRM and Indust ry
	PR OD 193 73	Field Service Management Enterprise - Fulfiller User	Included Applications: Field Service Management; Field Service Management Basic; Cost Management; Planned Maintenance; Asset Management; Continual Improvement; Contractor Management; Mobile Publishing; Universal Request Pro; Advanced Dispatching; Planned Work Management; Predictive Intelligence; Virtual Agent; Platform Analytics Advanced; Schedule Optimization; Process Mining; & Workforce Optimization Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subjected to Field Service Management Enterprise Subscription Product fees. Notwithstanding the definition of User, External User is defined as a Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External Users may create and view Field Service Management work orders and appointments of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts of omissions of such user. Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, Requester User, and External User the right to access those Custom Tables and perform the actions granted to that User Type. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Field Service Management Enterprise Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following application(s) became available according to the release indicated below: Tokyo – Advanced Dispatching, Planned Work Management Utah – Field Service Management Basic	CRM and Indust ry

	PR OD 193 72	Field Service Management Professional - Fulfiller User v2	Included Applications: Field Service Management; Field Service Management Basic; Cost Management; Planned Maintenance; Asset Management; Continual Improvement; Contractor Management; Mobile Publishing; Universal Request Pro; Advanced Dispatching; Planned Work Management; Predictive Intelligence; Virtual Agent and Platform Analytics Advanced Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Field Service Management Professional Subscription Product fees. Notwithstanding the definition of User, External User is defined as a Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External Users may create and view Field Service Management work orders and appointments of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts of omissions of such user. Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, Requester User, and External User the right to access those Custom Tables and perform the actions granted to that User Type. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Field Service Management Professional Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following application(s) became available according to the release indicated below. Tokyo - Advanced Dispatching; Planned Work Management Utah – Field Service Management Basic	CRM and Industry
	PR OD 193 71	Field Service Management Standard - Fulfiller User v2	Included Applications: Field Service Management; Field Service Management Basic; Cost Management; Planned Maintenance; Asset Management; Universal Request and Contractor Management Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Field Service Management Standard Subscription Product fees. Notwithstanding the definition of User, External User is defined as a Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External Users may create and view Field Service Management work orders and appointments of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts of omissions of such user. Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, Requester User and External User the right to access those Custom Tables and perform the actions granted to that User Type.	CRM and Industry

			Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following application(s) became available according to the release indicated below. Utah – Field Service Management Basic	
PR OD 215 71	FSM Enterprise Plus - Fulfiller User	Included Applications: Now Assist for Field Service Management (FSM); and entitlement for up to 7,800 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use FSM Enterprise Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Field Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for Field Service Management (FSM): Use rights apply only to Field Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.		CRM and Industry
PR OD	FSM Professional Plus - Fulfiller User	Included Applications: Now Assist for Field Service Management (FSM); and entitlement for up to 7,800 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund).		CRM and

	21569		Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use FSM Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Field Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for Field Service Management (FSM): Use rights apply only to Field Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Industry
	PR OD 034 32	Performance Analytics For Field Service Management - Application	Performance Analytics For Field Service Management Any User may use Performance Analytics with Field Service Management for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Field Service Management subscribed by Customer. As Customer exceeds capacity of purchased users or purchases additional users of Field Service Management, additional PA Subscription Fees shall apply.	CRM and Industry
	PR OD	Schedule Optimization Add-on Fulfiller User - Application	Included Applications: Schedule Optimization Customer is entitled to use Schedule Optimization for the procured number of Fulfiller Users and use-cases contractually allowed for Field Service Management Professional. Field Service Management Professional is required for use of Schedule Optimization Add-on.	CRM and

19382		The annual subscription fee for Schedule Optimization for Field Service Management is based on the total annual subscription fee for all Field Service Management Professional Subscription Products subscribed to by Customer. As Customer exceeds capacity of procured Field Service Management Professional Subscription Products, or if Customer procures additional Field Service Management Professional capacity, additional Schedule Optimization Subscription Fees shall apply. The following application(s) became available according to the release indicated below. Tokyo – Schedule Optimization	Industry
PR OD 247 12	Schedule Optimization for FSMT Professional - Application	Included Applications: Schedule Optimization The annual subscription fee for Schedule Optimization for Field Service Management for Telecommunications is based on the total annual subscription fee for all Field Service Management for Telecommunications Professional Subscription Products subscribed to by Customer. As Customer exceeds capacity of procured Field Service Management for Telecommunications Professional Subscription Products, or if Customer procures additional Field Service Management for Telecommunications Professional capacity, additional Schedule Optimization Subscription Fees shall apply.	CRM and Industry
PR OD 202 74	Virtual Agent FSM Conversation - Transaction Pack	Virtual Agent FSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Virtual Agent use rights apply only to Field Service Management Professional or Enterprise applications. Requires Field Service Management Professional or Enterprise.	CRM and Industry
PR OD 193 77	Workforce Optimization for Field Service Management Professional Fulfiller User - Application	Included Applications: Workforce Optimization Customer is entitled to use Workforce Optimization for the procured number of Fulfiller Users and use-cases contractually allowed for Field Service Management Professional. The annual subscription fee for Workforce Optimization for Field Service Management is based on the total annual subscription fee for all Field Service Management Professional Subscription Products subscribed to by Customer. As Customer exceeds capacity of procured Field Service Management Professional Subscription Products, or if Customer procures additional Field Service Management Professional capacity, additional Workforce Optimization Subscription Fees shall apply. Fulfiller User is defined in the User Type Definitions or Subscription Meter Definitions sections, as specified in the applicable ordering document or Entitlements sheet.	CRM and Industry
PR OD 247 03	Workforce Optimization for FSMT Professional - Application	Included Applications: Workforce Optimization The annual subscription fee for Workforce Optimization for Field Service Management for Telecommunications is based on the total annual subscription fee for all Field Service Management for Telecommunications Professional Subscription Products subscribed to by Customer. As Customer exceeds capacity of procured Field Service Management for Telecommunications Professional Subscription Products, or if Customer procures additional Field Service Management for	CRM and Industry

			Telecommunications Professional capacity, additional Workforce Optimization Subscription Fees shall apply.	
HR	PR OD 278 81	CBS Enterprise Plus - Unrestricted User	Included Applications: Case and Knowledge Management; Employee Center Pro; Talent; Employee Journey Management; Communities; Continual Improvement Management; Workplace Case Management; Workplace Agent for mobile; Workplace Move Management; Workplace Core; Asset Management; Workplace Connectors; Workplace Indoor Mapping; Workplace Lease Administration; Workplace Space Mapping; Workplace Space Management; Workplace Reservation; Workplace Maintenance Management; Workplace Concierge; Workplace Safety Management; Workplace Visitor Management; Workplace Central; Health and Safety Case Management; Health and Safety Contractor Management; Contractor Service Center; Health and Safety Incident Management; Health and Safety Risk Management; Environmental Management; Workplace Core; Health and Safety Core; Critical Event Management; Workplace Case Management; Contract Management Pro; Legal Practice Apps; Legal Matter Management; Legal Request Management; Legal Simple Compliance; Contract Management Pro; Source-to-Pay Operations with Contract Management Pro; Procurement Case Management; Invoice Case Management; ERP Integration Framework; Shopping Hub; Sourcing and Purchasing Automation; Spend and Savings Management; Supplier Lifecycle Operations; Supplier Collaboration Portal; Supplier Relationship and Performance Management; Accounts Payable Invoice Processing; Sourcing Pipeline Management, Supplier Operations, Supplier Payment Optimization, Supplier Case Management, Shopping Hub, Purchase Order Management; Finance Case Management, ERP Integration Framework. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service Delivery Enterprise as Users and these Users do not require a subscription. Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and the applicable Documentation. "External User" is defined as Customer's external contacts, including, but not limited to Customer's	Core Busin ess

			accounts, consumers, households, partners, or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the supplier portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Platform Analytics Advanced, Universal Request Pro, Virtual Agent and Predictive Intelligence: Use rights apply only to Core Business Suite Enterprise Plus Applications and App Engine Starter Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables. Usage of Core	
	PR OD 276 76	EC Professional Plus - Unrestricted User	Included Applications: Now Assist for Employee Center Pro, Employee Center Pro, External Content Connectors, Virtual Agent, Mobile Publishing; and entitlement for up to 350 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund) and entitlement for up to 3 million Data Fabric Credits annually (unused Data Fabric Credits expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use this Subscription Product for the procured number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the	Core Busin ess

PR OD 244 09		Subscription Product may be available in the ServiceNow Store or the Documentation. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. Data fabric credits are measured in production instances based on the count of various actions representing usage of External Content Connectors and spokes and protocols in the prior 365 days using defined ratios. The defined ratios are set forth in the ServiceNow Data Fabric Credit Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation.	
	Enterprise Service Management Base Suite v4 - Unrestricted User	Enterprise Service Management Base Suite includes: HR Service Delivery Professional applications: Case and Knowledge Management; Employee Center Pro; Communities; and Continual Improvement Workplace Service Delivery Professional applications: Workplace Case Management; Workplace Reservation Management; Workplace Visitor Management; Workplace Agent for mobile; Workplace Central; Workplace Core; Workplace Space Mapping; Workplace Indoor Mapping; and Mobile Publishing Workplace Indoor Mapping; Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and the applicable Documentation. Health & Safety applications: Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Core; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Health & Safety Case Management; Health and Safety Incident Management; Health and Safety Risk Management, Critical Event Management, Health & Safety Contractor Management Legal Service Delivery applications: Legal Request Management; Legal Simple Compliance; Legal Practice Apps; and Legal Matter Management Source-To-Pay Operations application: Procurement Case Management; Shopping Hub; Sourcing and Purchasing Automation; ERP	Core Busin ess

PR OD 244 12		Integration Framework; Procurement Integration Framework; Supplier Lifecycle Operations; Supplier Collaboration Portal; Accounts Payable Invoice Processing; and Invoice Case Management Integration Hub Professional applications: Activity Designer; Activity Packs; entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); and entitlement for up to 5GB (5,000MB) of API Access Volume per day (unused API Access Volume expire daily without credit or refund). Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call. Additional annual Transactions require the purchase of a	
	Enterprise Service Management Base Suite with App Engine v4 - Unrestricted User	Enterprise Service Management Base Suite includes: HR Service Delivery Professional applications: Case and Knowledge Management; Employee Center Pro; Communities; and Continual Improvement Workplace Service Delivery Professional applications: Workplace Case Management; Workplace Reservation Management; Workplace Visitor Management; Workplace Agent for mobile; Workplace Central; Workplace Core; Workplace Space Mapping; Workplace Indoor Mapping; and Mobile Publishing Workplace Indoor Mapping; Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and	Core Business

		the applicable Documentation. Health & Safety applications: Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Core; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Health & Safety Case Management; Health and Safety Incident Management; Health and Safety Risk Management, Critical Event Management, Health & Safety Contractor Management Legal Service Delivery applications: Legal Request Management; Legal Simple Compliance; Legal Practice Apps; and Legal Matter Management Source-To-Pay Operations application: Procurement Case Management; Shopping Hub; Sourcing and Purchasing Automation; ERP Integration Framework; Procurement Integration Framework; Supplier Lifecycle Operations; Supplier Collaboration Portal; Accounts Payable Invoice Processing; and Invoice Case Management Integration Hub Professional applications: Activity Designer; Activity Packs; entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); and entitlement for up to 5GB (5,000MB) of API Access Volume per day (unused API Access Volume expire daily without credit or refund). Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. An Integration Hub Transaction is defined as any outbound call originating from Integration Hub, FlowDesigner, Remote Tables and/or Orchestration. This includes any operation, action, orchestration from Integration Hub, Remote Tables or Orchestration resulting in an outbound call. Additional annual Transactions require the purchase of a	
PR OD 244 15	Enterprise Service Management Premium Suite v4 - Unrestricted User	Enterprise Service Management Premium Suite includes: HR Service Delivery Enterprise applications: Case and Knowledge Management; Employee Center Pro; Employee Journey Management; Communities; Continual Improvement; Universal Request Pro; Mobile Publishing; Predictive Intelligence; Virtual Agent; and Platform Analytics Workplace Service Delivery Enterprise applications: Workplace Case Management; Workplace Reservation Management; Workplace Visitor Management; Workplace Agent for mobile ; Workplace Central; Workplace Space Management; Workplace Move Management; Workplace Lease Administration; Asset Management; Workplace Maintenance Management; Workplace Concierge; Workplace Connectors; Workplace Core; Workplace Space Mapping; Workplace Indoor Mapping; Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a	Core Busin ess

		centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer’s originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud (“GCC”) shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow’s security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow’s internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer’s Agreement and the applicable Documentation. Health & Safety applications: Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Core; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Health & Safety Case Management; Health and Safety Incident Management; Health and Safety Risk Management, Critical Event Management, Health & Safety Contractor Management Legal Service Delivery applications: Legal Request Management; Legal Simple Compliance; Legal Practice Apps; and Legal Matter Management Source-To-Pay Operations application: Procurement Case Management; Shopping Hub; Sourcing and Purchasing Automation; ERP Integration Framework; Procurement Integration Framework; Supplier Lifecycle Operations; Supplier Collaboration Portal; Accounts Payable Invoice Processing; and Invoice Case Management Integration Hub Professional applications: Activity Designer; Activity Packs; entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); and entitlement for up to 5GB (5,000MB) of API Access Volume per day (unused API Access Volume expire daily without credit or refund). Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . An Integration Hub Transaction is defined as any	
PR OD	Enterprise Service Management Premium Suite	Enterprise Service Management Premium with App Engine Suite includes: HR Service Delivery Enterprise applications: Case and Knowledge Management; Employee Center Pro; Employee Journey Management; Communities; Continual Improvement; Universal Request Pro; Mobile Publishing; Predictive Intelligence;	Core Busin ess

244 18	with App Engine v4 - Unrestricted User	Virtual Agent; and Platform Analytics Workplace Service Delivery Enterprise applications: Workplace Case Management; Workplace Reservation Management; Workplace Visitor Management; Workplace Agent for mobile ; Workplace Central; Workplace Space Management; Workplace Move Management; Workplace Lease Administration; Asset Management; Workplace Maintenance Management; Workplace Concierge; Workplace Connectors; Workplace Core; Workplace Space Mapping; Workplace Indoor Mapping; Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and the applicable Documentation. Health & Safety applications: Employee Readiness Surveys; Employee Health Screening; Workplace PPE Inventory Management; Workplace Core; Contact Tracing; Employee Travel Safety; Health and Safety Testing; Vaccination Status; Health & Safety Case Management; Health and Safety Incident Management; Health and Safety Risk Management, Critical Event Management, Health & Safety Contractor Management Legal Service Delivery applications: Legal Request Management; Legal Practice Apps; Legal Simple Compliance; and Legal Matter Management Source-To-Pay Operations application: Procurement Case Management; Shopping Hub; Sourcing and Purchasing Automation; ERP Integration Framework; Procurement Integration Framework; Supplier Lifecycle Operations; Supplier Collaboration Portal; Accounts Payable Invoice Processing; and Invoice Case Management Integration Hub Professional applications: Activity Designer; Activity Packs; entitlement for up to 1,000,000 Integration Hub Transactions annually (unused Transactions expire annually without credit or refund); and entitlement for up to 5GB (5,000MB) of API Access Volume per day (unused API Access Volume expire daily without credit or refund). Integration Hub Professional includes Protocols and Spokes as set forth in the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Integration Hub Professional includes Protocols and Spokes as set forth in	
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			the Integration Hub Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . An Integration Hub Transaction is	
PR OD 268 67	HR Service Delivery Enterprise - HR User v6	Included Applications: Case and Knowledge Management; Employee Center Pro; Talent; Employee Journey Management; Communities; Continual Improvement Management; Universal Request Pro; Mobile Publishing; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced. Usage of the HR Service Delivery Enterprise Applications is limited based on the count of unique, valid records for employees in the ServiceNow HR Licensing Table. A valid record is defined as any record in the ServiceNow HR Licensing Table for an employee that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Records for applicants to jobs, new hires (i.e. those who need to initiate an onboarding journey) and alumni that are outside of their employment start and end date are not counted against the subscription count. Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to HR Service Delivery Enterprise Applications and App Engine Starter 25 Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each HR User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess	
PR OD 268 69	HR Service Delivery Enterprise - Unrestricted User v4	Included Applications: Case and Knowledge Management; Employee Center Pro; Talent; Employee Journey Management; Communities; Continual Improvement Management; Universal Request Pro; Mobile Publishing; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service Delivery Enterprise as Users and these Users do not require a subscription. Platform Analytics Advanced, Virtual Agent and Predictive Intelligence: Use rights apply only to HR Service Delivery Enterprise Applications and Bundled Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables. Usage of HR Service Delivery Enterprise is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess	

	PR OD 268 63	HR Service Delivery Professional - HR User v6	Included Applications: Case and Knowledge Management; Employee Center Pro; Talent; Continual Improvement; Mobile Publishing; Platform Analytics Advanced; Communities; Universal Request Pro; Predictive Intelligence; and Virtual Agent. Usage of the HR Service Delivery Professional Applications is limited based on the count of unique, valid records for employees in the ServiceNow HR Licensing Table. A valid record is defined as any record in the ServiceNow HR Licensing Table for an employee that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Records for applicants to jobs, new hires (i.e. those who need to initiate an onboarding journey) and alumni that are outside of their employment start and end date are not counted against the subscription count. Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to HR Service Delivery Professional Applications and App Engine Starter 25 Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each HR User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
	PR OD 268 65	HR Service Delivery Professional - Unrestricted User v4	Included Applications: Case and Knowledge Management; Employee Center Pro; Talent; Continual Improvement; Mobile Publishing; Platform Analytics Advanced; Communities; Universal Request Pro; Predictive Intelligence; and Virtual Agent. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service Delivery Professional as Users and these Users do not require a subscription. Virtual Agent and Predictive Intelligence use rights apply only to HR Service Delivery Professional Applications and Bundled Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables. Usage of HR Service Delivery Professional is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
	PR OD 268 59	HR Service Delivery Standard - HR User v3	Included Application: Case and Knowledge Management, Employee Center Pro and Universal Request. Usage of the HR Service Delivery Standard Applications is limited based on the count of unique, valid records for employees in the ServiceNow HR Licensing Table. A valid record is defined as any record in the ServiceNow HR Licensing Table for an employee that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Records for applicants to jobs, new hires (i.e. those who need to initiate an onboarding journey) and alumni that are outside of their employment start and end date are not counted against the subscription count. App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each HR	Core Busin ess

		User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 268 61	HR Service Delivery Standard - Unrestricted User	Included Application: Case and Knowledge Management, Employee Center Pro and Universal Request. Customer may grant applicants and alumni that are outside of their employment start and end date the right to access HR Service Delivery Standard as Users and these Users do not require a subscription. App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each User the right to access those Custom Tables. Usage of HR Service Delivery Standard is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
PR OD 268 75	HRSD Enterprise Plus - HR User v2	Included Applications: Now Assist for HR Service Delivery (HRSD); Now Assist for Employee Center Pro; External Content Connectors; and entitlement for up to 350 Assists annually per HR User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Customer is entitled to use HRSD Enterprise Plus for the procured number of HR Users. An HR User is defined as any active User in the ServiceNow HR Profile table that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Usage is limited to the number of HR Users. Now Assist for HR Service Delivery (HRSD): Use rights apply only to HR Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow’s Entitlement Supplements located at	Core Busin ess

PR OD 268 77		https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. HR Service Delivery Enterprise Plus includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Use of these spokes may require purchase of Workflow Data Fabric Credits at an additional fee.	
	HRSD Enterprise Plus - Unrestricted User v2	Included Applications: Now Assist for HR Service Delivery (HRSD); Now Assist for Employee Center Pro; External Content Connectors; and entitlement for up to 350 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use HRSD Enterprise Plus for the procured number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Now Assist for HR Service Delivery (HRSD): Use rights apply only to HR Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and	Core Busin ess

PR OD 268 71		defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. HR Service Delivery Enterprise Plus includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Use of these spokes may require purchase of Workflow Data Fabric Credits at an additional fee.	
	HRSD Professional Plus - HR User v2	Included Applications: Now Assist for HR Service Delivery (HRSD); Now Assist for Employee Center Pro; External Content Connectors; and entitlement for up to 350 Assists annually per HR User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use HRSD Professional Plus for the procured number of HR Users. An HR User is defined as any active User in the ServiceNow HR Profile table that is within their employment start and end date, including full-time employees, part-time employees, contractors, and contingent workers. Usage is limited to the number of HR Users. Now Assist for HR Service Delivery (HRSD): Use rights apply only to HR Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related	Core Busin ess

PR OD 268 73		locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. HR Service Delivery Professional Plus includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html , which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Use of these spokes may require purchase of Workflow Data Fabric Credits at an additional fee.	
	HRSD Professional Plus - Unrestricted User v2	Included Applications: Now Assist for HR Service Delivery (HRSD); Now Assist for Employee Center Pro; External Content Connectors; and entitlement for up to 350 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This is an Advanced AI and Data Product. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use HRSD Professional Plus for the procured number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Now Assist for HR Service Delivery (HRSD): Use rights apply only to HR Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and	Core Busin ess

		use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation. Customer acknowledges that, to the extent it activates and uses External Content Connectors, Customer Data will be processed outside of Customer's ServiceNow instance in a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center as Customer's originating ServiceNow instance. HR Service Delivery Professional Plus includes Protocols and Spokes as set forth in the Integration Hub and Workflow Data Fabric Overview on www.servicenow.com/products/entitlements-packages.html, which IS EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Use of these spokes may require purchase of Workflow Data Fabric Credits at an additional fee.	
PR OD 016 25	Performance Analytics For HR - Application	Performance Analytics For HR. Any User may use Performance Analytics with an HR application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of HR Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased HR Users, or if Customer purchases additional HR Users, additional PA Subscription Fees shall apply.	Core Busin ess
PR OD 186 82	Talent Development - Application User	Included Applications: Learning; Employee Center Pro; Career Conversations; Leader Hub; Talent Development Core; Talent Feedback; Mobile Publishing; Platform Analytics Advanced, Predictive Intelligence; Virtual Agent Usage of the Employee Growth and Development applications is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product. Platform Analytics Advanced, Virtual Agent, and Predictive Intelligence: Use rights apply only to Employee Growth and Development Applications and	Core Busin ess

			included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 187 01	Talent Development - Unrestricted User		Included Applications: Learning; Employee Center Pro; Career Conversations; Leader Hub; Talent Development Core; Talent Feedback; Mobile Publishing; Platform Analytics Advanced, Predictive Intelligence; and Virtual Agent Usage is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Platform Analytics Advanced, Virtual Agent; and Predictive Intelligence: Use rights apply only to Employee Growth and Development Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
PR OD 192 42	Talent Development (without EC Pro) - Application User		Included Applications: Learning; Mobile Publishing; Career Conversations; Leader Hub; Talent Development Core; Talent Feedback; Platform Analytics Advanced, Predictive Intelligence; Virtual Agent Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product.? Platform Analytics Advanced, Virtual Agent, and Predictive Intelligence: Use rights apply only to Employee Growth and Development Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
PR OD 192 43	Talent Development (without EC Pro) - Unrestricted User		Included Applications: Learning; Mobile Publishing; Career Conversations; Leader Hub; Talent Development Core; Talent Feedback; Platform Analytics Advanced, Predictive Intelligence; and Virtual Agent Usage is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.? Platform Analytics Advanced, Virtual Agent; and Predictive Intelligence: Use rights apply only to Employee Growth and Development Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables. Protocols and Spokes that are available in the	Core Busin ess

			Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
Security	PR OD 270 79	CISO Cyber Risk Enterprise Solution (100 Pack)	Included Applications: Security Operations Enterprise: Security Incident Response; Threat Intelligence; Event Management for Security Operations; Major Security Incident Management; Threat Intelligence Security Center; Security Incident Response Integration Bundles; Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability Solution Management; Application Vulnerability Response; Configuration Compliance; Patch Orchestration; Container Vulnerability Response; Cloud Security (Configuration Compliance); Security Orchestration and Automation; and SBOM Response Integrated Risk Management (IRM) Enterprise: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; AI Risk and Compliance Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; GRC: Metrics; Parallel Review and Feedback; Regulatory Change Management; and Cybersecurity Executive Dashboard Now Assist: Now Assist for Vulnerability Response; Now Assist for Security Incident Response (SIR); Now Assist for CMDB; Now Assist for Service Graph Connectors; and Now Assist for IRM Additional Applications: Predictive Intelligence; Virtual Agent; Platform Analytics Advanced; Entitlement for 1 IRM Operator annually per pack; Entitlement for 4 IRM Lite Operators annually per pack; Entitlement for 5 Now Assist Users annually per pack and Entitlement for up to 70,000 Assists annually per pack (unused Assists expire annually without credit or refund). CISO Solution pack is sold in packs of 100 Unrestricted Users. The quantity necessary to match the total number of Unrestricted Users in Customer's active profile is required to be purchased, rounded up to the highest increment of 100 Unrestricted Users. Usage of CISO Cyber Risk Enterprise Solution is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Virtual Agent includes 100 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. An Integrated Risk Management (IRM) Operator excludes IRM Employee Users and hence doesn't count as part of license. An IRM Employee User is any User that can perform only the following activities: · Respond to policy acknowledgment requests, report and update the logged issue (including issue triage), report a risk event and update reported events,	Techn ology Workf low

			raise requests for policy exception and update the requested exceptions, raise inquiries and requests to Compliance team to get advice or provide feedback on policy improvements, and report policy or compliance violations and update the reported cases. An IRM Lite Operator is any user that can perform one or more of: Respond to policy acknowledgments, control attestations, evidence requests, risk identification questionnaire, classic risk assessments, manual indicator and metric data tasks. Update assigned compliance case tasks, issues (including the ones from issue triage), remediation tasks, risk event tasks (applicable to customers with IRM Enterprise product subscription only), risk identification	
	PR OD 272 15	CISO Cyber Risk Professional Solution (100 Pack)	Included Applications: Security Operations Professional: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability Solution Management; Application Vulnerability Response; Patch Orchestration; SBOM Response; Security Incident Response; Threat Intelligence; Event Management for Security Operations; Security Orchestration and Automation; and Major Security Incident Management Integrated Risk Management (IRM) Professional: Included Applications: Policy and Compliance Management; Governance, Risk, and Compliance; Compliance Case Management; Risk Management; AI Risk and Compliance Management; Audit Management; Use Case Accelerators; Advanced Use Case Accelerators; Advanced Risk Management; Advanced Audit Management; GRC: Metrics; Parallel Review and Feedback, Regulatory Change Management; Cybersecurity Executive Dashboard; Now Assist: Now Assist for Vulnerability Response; Now Assist for SIR; Now Assist for CMDB; Now Assist for Service Graph Connectors; and Now Assist for IRM Additional Applications: Predictive Intelligence; Virtual Agent; Platform Analytics Advanced; Entitlement for 1 IRM Operator annually per pack; Entitlement for 4 IRM Lite Operators annually per pack; Entitlement for 5 Now Assist Users annually per pack; and Entitlement for up to 70,000 Assists annually per pack (unused Assists expire annually without credit or refund). CISO Solution pack is sold in packs of 100 Unrestricted Users. The quantity necessary to match the total number of Unrestricted Users in Customer's active profile is required to be purchased, rounded up to the highest increment of 100 Unrestricted Users. Usage of CISO Cyber Risk Professional Solution is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Virtual Agent includes 100 Virtual Agent Conversation Transactions per IRM Operator per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). An IRM purchase does not include access to Unified Compliance Framework (UCF) which Customer must purchase separately. An Integrated Risk Management (IRM) Operator is any User who contributes to, or is part of, an IRM application workflow or process in any way, including the receipt of an attestation or assessment request. An IRM Operator may perform any or all functions within the Integrated Risk Management Applications. An Integrated Risk	Techn ology Workf low

		Management (IRM) Operator excludes IRM Employee Users and hence doesn't count as part of license. An IRM Employee User is any User that can perform only the following activities: · Respond to policy acknowledgment requests, report and update the logged issue (including issue triage), report a risk event and update reported events, raise requests for policy exception and update the requested exceptions, raise inquiries and requests to Compliance team to get advice or provide feedback on policy improvements, and report policy or compliance violations and update the reported cases. An IRM Lite Operator is any user that can perform one or more of: Respond to policy acknowledgments, control attestations, evidence requests, risk identification questionnaire, classic risk assessments, manual indicator and metric data tasks. Update assigned compliance case tasks, issues (including the ones from issue triage), remediation tasks, risk event tasks (applicable to customers with IRM Ente product subscription only), risk identification questionnaires, classic risk assessments, risk response tasks, indicator and metric data tasks. Make updates to requested policy exception, logged or reported issues (including the ones from issue triage), and	
PR OD 167 46	Data Loss Prevention Incident Response - Unrestricted User	Included Applications: Data Loss Prevention Incident Response and Platform Analytics Advanced Usage of Data Loss Prevention Incident Response is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.	Techn ology Workf low
PR OD 252 42	Operational Technology Vulnerability Response Enterprise - High Site Value - Industrial Site	Included Applications: Operational Technology Vulnerability Response; Vulnerability Response; Industrial Process Manager; Vulnerability Solutions Management; Operational Technology Hardware Vulnerability Assessment; and Process Mining. Usage is limited to the number of purchased Industrial Sites with any number of 'Intended use' OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer's largest industrial site, for intended use, may require a nominal increase in fees. Subject to ServiceNow's discretion, increased fees associated with intended use may be waved. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest	Techn ology Workf low

			industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	
	PR OD 252 39	Operational Technology Vulnerability Response Professional - High Site Value - Industrial Site	Included Applications: Operational Technology Vulnerability Response; Operational Technology Manager; Vulnerability Response; Industrial Process Manager; Vulnerability Solutions Management; and Operational Technology Hardware Vulnerability Assessment. Usage is limited to the number of purchased Industrial Sites with any number of ‘Intended use’ OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. 5000 OT Devices is the default Intended Use Protection threshold, superseded with additional Intended Use Protection - Max IT within OT Devices packs. This limit is set significantly higher than the volume of Customers established OT devices, entitling even the most extensive ‘intended use’ Customer needs. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer’s largest industrial site, for intended use, may require a nominal increase in fees. Subject to ServiceNow’s discretion, increased fees associated with intended use may be waved. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the	Techn ology Workf low

PR OD 244 49		avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".	
	Operational Technology Vulnerability Response Standard - High Site Value - Industrial Site	Included Applications: Operational Technology Vulnerability Response; Vulnerability Response; Operational Technology Manager; Industrial Process Manager Usage is limited to the number of purchased Industrial Sites with any number of 'Intended use' OT Devices, subject to a fair usage maximum limit within the customers largest Industrial Site. Usage is limited to the number of purchased Industrial Sites with any number of 'Intended use' OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. 5000 OT Devices is the default Intended Use Protection threshold, superseded with additional Intended Use Protection - Max IT within OT Devices packs. This limit is set significantly higher than the volume of Customers established OT devices, entitling even the most extensive 'intended use' Customer needs. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer's largest industrial site, for intended use, may require a nominal increase in fees. Subject to ServiceNow's discretion, increased fees associated with intended use may be waved. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is	Techn ology Workf low

			managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".	
	PR OD 016 23	Performance Analytics For Security Operations - Application	Performance Analytics For Security Operations. Performance Analytics use rights apply to Security Operations, Business Management and Governance, Risk and Compliance applications ("Security Operations Subscription Products"). The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Security Operations Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased Security Operations Subscription Products, or if Customer purchases additional Security Operations Subscription Products, additional PA Subscription Fees shall apply.	Techn ology Workf low
	PR OD 263 33	SecOps Enterprise Plus - CISO - Unrestricted User	Included Applications: Now Assist Vulnerability Response; Now Assist SIR; Now Assist for CMDB; Now Assist for Security Incident Response (SIR); Now Assist for Service Graph Connectors and entitlement for up to 400 Assists annually per Unrestricted Users (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to	Techn ology Workf low

			use CISO Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for CISO Enterprise Plus. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. External Users are not included in the User count and are not subject to Healthcare & Life Sciences Service Management Enterprise Subscription Product fees. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Usage is limited to the number of Unrestricted Users. The number of CISO Enterprise Plus Unrestricted Users must match the number of CISO Enterprise Users procured by the Customer. Now Assist for VR and Now Assist for CMDB and Now Assist for Security Incident Response (SIR) and Now Assist for Service Graph Connectors: Use rights apply only to Vulnerability Response Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This User product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be	
	PR OD	SecOps Professional Plus - CISO - Unrestricted User	Included Applications: Now Assist Vulnerability Response; Now Assist SIR; Now Assist for CMDB; Now Assist for Security Incident Response (SIR); Now Assist for Service Graph Connectors and entitlement for up to 400 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund).	Techn ology

263 32		Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use CISO Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for CISO Professional Plus. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. External Users are not included in the User count and are not subject to Healthcare & Life Sciences Service Management Enterprise Subscription Product fees. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Usage is limited to the number of Unrestricted User. The number of CISO Professional Plus Unrestricted User must match the number of CISO Professional Users procured by the Customer. Now Assist for VR and Now Assist for CMDB and Now Assist for Security Incident Response (SIR) and Now Assist for Service Graph Connectors: Use rights apply only to Vulnerability Response Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This User product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their	Workf low
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			instance(s) to a more current version after Customer’s purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be	
PR OD 220 90	Security Operations Enterprise - SIR - Unrestricted User	Included Applications: Security Incident Response; Threat Intelligence; Event Management for Security Operations; Security Incident Response Integration Bundles; Major Security Incident Management; Threat Intelligence Security Center; Predictive Intelligence; Security Orchestration and Automation; and Platform Analytics Advanced Usage of Security Operations Enterprise is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Enterprise Applications and included App Engine Starter Custom Tables. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights. The Event Management for Security Operations application may only be used for managing security-related events.	Techn ology Workf low	
PR OD 182 63	Security Operations Enterprise - VR - Unrestricted User	Included Applications: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability Solution Management; Application Vulnerability Response; Configuration Compliance; Patch Orchestration; Container Vulnerability Response; Cloud Security for Configuration Compliance; Predictive Intelligence; and Platform Analytics Advanced Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Enterprise – VR Applications and included App Engine Starter Custom Tables. Usage is limited by the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.	Techn ology Workf low	
PR OD 208 26	Security Operations Enterprise - VR v2 - Devices	Included Applications: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Managment; Vulnerability Solution Management; Application Vulnerability Response; Configuration Compliance; Patch Orchestration; Container Vulnerability Response; Cloud Security (Configuration Compliance); Predictive Intelligence; and Platform Analytics Advanced; and SBOM ResponseUsage of Security Operations Enterprise - VR is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Enterprise - VR Applications and included App Engine Starter Custom Tables.App Engine Starter 25: Customer is granted the right to create or install up to 25 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User.	Techn ology Workf low	

		An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	
PR OD 167 44	Security Operations Professional - SIR v2 - Unrestricted User	Included Applications: Cybersecurity Executive Dashboard; Security Incident Response; Threat Intelligence; Event Management for Security Operations; Security Incident Response Integration Bundles; Major Security Incident Management; Predictive Intelligence; Security Orchestration and Automation; and Platform Analytics Advanced Usage of Security Operations Professional is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Professional Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights. The Event Management for Security Operations application may only be used for managing security-related events.	Techn ology Workf low
PR OD 182 76	Security Operations Professional - VR - Unrestricted User	Included Applications: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability?Solution Management; Application Vulnerability Response;?Predictive Intelligence; and Platform Analytics Advanced? Usage is limited by the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Professional – VR Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.	Techn ology Workf low
PR OD 208 25	Security Operations Professional - VR v2 - Devices	Included Applications: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability Solution Management; Application Vulnerability Response; Predictive Intelligence; Platform Analytics Advanced; Patch Orchestration; and SBOM ResponseUsage of Security Operations Professional is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events.Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Security Operations Professional Applications and included Bundled Custom Tables.App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	Techn ology Workf low

	PR OD 207 90	Security Operations Standard - SIR v4 - Unrestricted User	Included Applications: Security Incident Response; and Performance Analytics Usage of Security Operations Standard is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Performance Analytics: Use rights apply only to Security Operations Standard Applications and included Bundled Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.	Techn ology Workf low
	PR OD 208 24	Security Operations Standard - VR v2 - Devices	Included Application: Vulnerability Response; and Performance Analytics Usage of Security Operations Standard is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events. Performance Analytics: Use rights apply only to Security Operations Professional Applications and included Bundled Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	Techn ology Workf low
	PR OD 208 60	Security Posture Control - Devices	Included Applications: Asset Security Posture Management; Configuration Compliance; and Performance Analytics Usage of Security Posture Control is limited to the number of Devices. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events. Performance Analytics: Use rights apply only to Security Posture Control Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Security Posture Control requires ITOM Discovery or ITOM Visibility as a prerequisite.	Techn ology Workf low
	PR OD 237 00	SIR Enterprise Plus - Unrestricted User	Included Applications: Now Assist for Security Incident Response (SIR); Now Assist for CMDB; and entitlement for up to 150 Assists annually per procured Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Customer is entitled to use SIR Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Security Operations. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as ‘Active’. Now Assist for	Techn ology Workf low

PR OD 236 97		Security Incident Response (SIR): Use rights apply only to Security Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	SIR Professional Plus - Unrestricted User	Included Applications: Now Assist for Security Incident Response (SIR); Now Assist for CMDB; and entitlement for up to 150 Assists annually per procured Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use SIR Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Security Operations. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Now Assist for Security Incident Response (SIR) and Now Assist for CMDB: Use rights apply only to Security Incident Response Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from	Techn ology Workf low

		time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 222 90	Threat Intelligence Security Center - Unrestricted User	Included Applications: Threat Intelligence Security Center and Platform Analytics AdvancedUsage of Threat Intelligence Security Center is limited to the number of Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".Platform Analytics Advanced: Use rights apply only to the Threat Intelligence Security Center applications and included App Engine Starter Custom Tables.App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables and perform the actions within the granted Unrestricted User rights.	Techn ology Workf low
PR OD 263 50	VR Enterprise Plus - Device	Included Applications: Now Assist Vulnerability Response; Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 100 Assists annually per Device (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use VR Enterprise Plus for the procured number of Devices and use-cases contractually allowed for Vulnerability Response. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events. Usage is limited to the number of Devices. The number of VR Enterprise Plus Devices must match the number of VR Enterprise Devices procured by the Customer. Now Assist for VR and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to Vulnerability Response Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Devices product is not available for Customers in Self-hosted	Techn ology Workf low

			environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 263 49	VR Professional Plus - Device	Included Applications: Now Assist Vulnerability Response; Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 100 Assists annually per Device (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use VR Professional Plus for the procured number of Devices and use-cases contractually allowed for Vulnerability Response. A Device is an active IP device or interface that is monitored or scanned as part of Customer's corporate security infrastructure for which ServiceNow may receive and process security events. Usage is limited to the number of Devices. The number of VR Professional Plus Devices must match the number of VR Professional Devices procured by the Customer. Now Assist for VR and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to Vulnerability Response Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Devices product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Techn ology Workf low

			schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 229 88	XM Cyber Continuous Exposure Management for Enterprise - Tier 4 (1,000 - 4,999 Servers)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Servers. A Server is an IP device or interface designed to provide services, data, or resources to other client IP devices or interfaces. Servers with an installed Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low	
PR OD 229 90	XM Cyber Continuous Exposure Management for Enterprise - Tier 1 (1,000 - 4,999 Workstations)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Workstations. A Workstation is an active IP device or interface that provides enhanced performance, reliability, data integrity, scalability, and expandability. Workstations with an installed XM Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low	
PR OD 229 85	XM Cyber Continuous Exposure Management for Enterprise - Tier 1 (100 - 249 Servers)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Servers. A Server is an IP device or interface designed to provide services, data, or resources to other client IP devices or interfaces. Servers with an installed Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low	
PR OD 229 86	XM Cyber Continuous Exposure Management for Enterprise - Tier 2 (250 - 499 Servers)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Servers. A Server is an IP device or interface designed to provide services, data, or resources to other client IP devices or interfaces. Servers with an installed Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low	

	PR OD 229 91	XM Cyber Continuous Exposure Management for Enterprise - Tier 2 (5,000 - 9,999 Workstations)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Workstations. A Workstation is an active IP device or interface that provides enhanced performance, reliability, data integrity, scalability, and expandability. Workstations with an installed XM Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD 229 92	XM Cyber Continuous Exposure Management for Enterprise - Tier 3 (10,000 - 49,999 Workstations)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Workstations. A Workstation is an active IP device or interface that provides enhanced performance, reliability, data integrity, scalability, and expandability. Workstations with an installed XM Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD 229 87	XM Cyber Continuous Exposure Management for Enterprise - Tier 3 (500 - 999 Servers)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Servers. A Server is an IP device or interface designed to provide services, data, or resources to other client IP devices or interfaces. Servers with an installed Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD 229 93	XM Cyber Continuous Exposure Management for Enterprise - Tier 4 (50,000 - 99,999 Workstations)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Workstations. A Workstation is an active IP device or interface that provides enhanced performance, reliability, data integrity, scalability, and expandability. Workstations with an installed XM Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD 229 94	XM Cyber Continuous Exposure Management for Enterprise - Tier 5 (100,000 Workstations and above)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Workstations. A Workstation is an active IP device or interface that provides enhanced performance, reliability, data integrity, scalability, and expandability. Workstations with an installed XM Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD 229 89	XM Cyber Continuous Exposure Management for Enterprise - Tier 5 (5,000 Servers and above)	Usage of XM Cyber Continuous Exposure Management for Enterprise is limited to the number of Servers. A Server is an IP device or interface designed to provide services, data, or resources to other client IP devices or interfaces. Servers with an installed Cyber sensor are based on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	Techn ology Workf low
	PR OD	XM Cyber Continuous Exposure Management for	Usage of XM Cyber Continuous Exposure Management for Public Cloud Networks is limited to the number of Workloads, Database Services, and K8 Kubernetes Cluster Nodes. Workloads are based on Control Plane API. Workloads are programs or applications that utilize computing resources to accomplish tasks.	Techn ology

	229 95	Public Cloud Networks - Tier 1 (100 - 249 Workloads)	Database Services are cloud offerings that provide the Customer with access to a cloud database system. K8 Kubernetes Cluster Nodes are sets of worker machines, which may be physical or virtual.	Workf low
	PR OD 229 96	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 2 (250 - 499 Workloads)	Usage of XM Cyber Continuous Exposure Management for Public Cloud Networks is limited to the number of Workloads, Database Services, and K8 Kubernetes Cluster Nodes. Workloads are based on Control Plane API. Workloads are programs or applications that utilize computing resources to accomplish tasks. Database Services are cloud offerings that provide the Customer with access to a cloud database system. K8 Kubernetes Cluster Nodes are sets of worker machines, which may be physical or virtual.	Techn ology Workf low
	PR OD 229 97	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 3 (500 - 999 Workloads)	Usage of XM Cyber Continuous Exposure Management for Public Cloud Networks is limited to the number of Workloads, Database Services, and K8 Kubernetes Cluster Nodes. Workloads are based on Control Plane API. Workloads are programs or applications that utilize computing resources to accomplish tasks. Database Services are cloud offerings that provide the Customer with access to a cloud database system. K8 Kubernetes Cluster Nodes are sets of worker machines, which may be physical or virtual.	Techn ology Workf low
	PR OD 229 98	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 4 (1,000 - 4,999 Workloads)	Usage of XM Cyber Continuous Exposure Management for Public Cloud Networks is limited to the number of Workloads, Database Services, and K8 Kubernetes Cluster Nodes. Workloads are based on Control Plane API. Workloads are programs or applications that utilize computing resources to accomplish tasks. Database Services are cloud offerings that provide the Customer with access to a cloud database system. K8 Kubernetes Cluster Nodes are sets of worker machines, which may be physical or virtual.	Techn ology Workf low
	PR OD 229 99	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 5 (5,000 Workloads)	Usage of XM Cyber Continuous Exposure Management for Public Cloud Networks is limited to the number of Workloads, Database Services, and K8 Kubernetes Cluster Nodes. Workloads are based on Control Plane API. Workloads are programs or applications that utilize computing resources to accomplish tasks. Database Services are cloud offerings that provide the Customer with access to a cloud database system. K8 Kubernetes Cluster Nodes are sets of worker machines, which may be physical or virtual.	Techn ology Workf low
Asset Management	PR OD 247 27	Cloud Cost Management - Subscription Unit v2	Included Applications: Cloud Cost Management, Platform Analytics Advanced, and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. Entitlement to Cloud Cost Management is for the Subscription Term only and may not be extended or renewed. Performance Analytics and Predictive Intelligence: Use rights apply only to Cloud Cost Management Applications and included App Engine Starter. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Application User the right to access those Custom Tables. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com .	Techn ology Workf low

			MetricBase: Cloud Cost Management includes entitlement for unlimited MetricBase Series, per each Configuration Item (CI) in the Customer's instance. A CI is any component tracked within a Customer's ServiceNow CMDB. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the Cloud Cost Management Application only. Customer Data may be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, which will be hosted in the same data center region as Customer's originating ServiceNow instance. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. Notwithstanding the foregoing, Customer Data hosted on an instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary.	
PR OD 235 93	Enterprise Asset Management Professional - Subscription Unit v3	Included Applications: Enterprise Asset Management; Asset Management; Planned Maintenance; and Platform Analytics Advanced A Subscription Unit is a unit of measure applied to Managed Enterprise Asset Management (EAM) Resource Types using Defined Ratios. A list of Managed EAM Resource Types and Defined Ratios for a Subscription Unit are set forth in the Enterprise Asset Management (EAM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Enterprise Asset Management Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".	Techn ology Workf low	
PR OD 262 47	HAM Professional Plus - Subscription Unit	Included Applications: Now Assist for Hardware Asset Management; Now Assist for CMDB; Now Assist for SGC; Document Intelligence and entitlement for up to 250 Assists annually per Subscription Unit (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use HAM Professional Plus for the procured number of Subscription Unit and use-cases contractually allowed for Hardware Asset Management. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit are set forth in the Hardware Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-	Techn ology Workf low	

		packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Usage is limited to the number of Subscription Unit. The number of HAM Professional Plus Subscription Unit must match the number of HAM Professional Subscription Unit procured by the Customer. Now Assist for Hardware Asset Management; Now Assist for CMDB; and Now Assist for SGC: Use rights apply only to Hardware Asset Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 238 41	Hardware Asset Management Professional - Subscription Unit v6	Included Applications: Hardware Asset Management; Asset Management; HAM for DaaS; Platform Analytics Advanced; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the Hardware Asset Management (HAM) - ServiceNow Subscription Unit www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Hardware Asset Management Professional Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to	Techn ology Workf low

			grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 268 55	ITAM for Financial Services - Subscription Unit	Included Applications: Asset Audit Response; Policy and Compliance Management; Audit Management; Platform Analytics Advanced; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the ITAM for Financial Services - ServiceNow Subscription Unit www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Hardware Asset Management Professional Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low	
PR OD 253 05	Operational Technology Asset Management - High Site Value - Industrial Site	Included Applications: Operational Technology Asset Management; Asset Management; Hardware Asset Management; OT Obsolescence Management; Planned Maintenance; Predictive Intelligence; and Platform Analytics Advanced. Usage is limited to the number of purchased Industrial Sites with any number of ‘Intended use’ OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. 5000 OT Devices is the default Intended Use Protection threshold, superseded with additional Intended Use Protection - Max IT within OT Devices packs. This limit is set significantly higher than the volume of Customers established OT devices, entitling even the most extensive ‘intended use’ Customer needs. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer’s largest industrial site, for intended use, may require a nominal increase in fees. Subject to ServiceNow’s discretion, increased fees associated with intended use may be waved. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with	Techn ology Workf low	

			additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Operational Technology Asset Management Applications and included App Engine Starter Custom Tables. Hardware Asset Management functionality is limited only to normalization of hardware models and more specifically, hardware models that are mapped to hardware OT entity assets. Additional hardware asset management functionality including normalization of all hardware models as well as hardware asset lifecycle workflows will require licensing of Hardware Asset Management Professional. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted	
	PR OD 253 07	Operational Technology Asset Management - High Site Value - Industrial Site RM Lvl 3	Included Applications: Operational Technology Asset Management; Asset Management; Hardware Asset Management; OT Obsolescence Management; Planned Maintenance; Predictive Intelligence; and Platform Analytics Advanced. Usage is limited to the number of purchased Industrial Sites with any number of 'Intended use' OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. 5000 OT Devices is the default Intended Use Protection threshold, superseded with additional Intended Use Protection - Max IT within OT Devices packs. This limit is set significantly higher than the volume of Customers established OT devices, entitling even the most extensive 'intended use' Customer needs. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT	Techn ology Workf low

			devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer's largest industrial site, for intended use, may require a nominal increase in fees. Subject to ServiceNow's discretion, increased fees associated with intended use may be waived. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Operational Technology Asset Management Applications and included App Engine Starter Custom Tables. Hardware Asset Management functionality is limited only to normalization of hardware models and more specifically, hardware models that are mapped to hardware OT entity assets. Additional hardware asset management functionality including normalization of all hardware models as well as hardware asset lifecycle workflows will require licensing of Hardware Asset Management Professional. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted	
	PR OD 254 50	SAM Enterprise Plus - Subscription Unit	Included Applications: Now Assist for Software Asset Management; Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 350 Assists annually per Subscription Unit (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not	Techn ology Workf low

			available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use SAM Enterprise Plus for the procured number of Subscription Units and use-cases contractually allowed for Software Asset Management. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Usage is limited to the number of Subscription Units. The number of SAM Professional Plus Subscription Units must match the number of SAM Professional Subscription Units procured by the Customer. Now Assist for Software Asset Management and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to Software Asset Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD	SAM Professional Plus - Subscription Unit	Included Applications: Now Assist for Software Asset Management; Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 350 Assists annually per Subscription Unit (unused	Techn ology

254 49		Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use SAM Professional Plus for the procured number of Subscription Units and use-cases contractually allowed for Software Asset Management. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Usage is limited to the number of Subscription Units. The number of SAM Professional Plus Subscription Units must match the number of SAM Professional Subscription Units procured by the Customer. Now Assist for Software Asset Management and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to Software Asset Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Workf low
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	PR OD 247 23	Software Asset Management Enterprise - Subscription Unit v3	Included Applications: Software Asset Management; Asset Management; Software Spend Detection; Cloud Cost Management; Platform Analytics Advanced; Client Software Distribution; ML Normalization; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a Subscription Unit are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Performance Analytics and Predictive Intelligence: Use rights apply only to Software Asset Management Enterprise Applications and included App Engine Starter. MetricBase: Cloud Cost Management includes entitlement for unlimited MetricBase Series, per each Configuration Item (CI) in the Customer's instance. A CI is any component tracked within a Customer's ServiceNow CMDB. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the Cloud Cost Management Application only. Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting. Spend Detection Language: Use of Software Spend Detection is governed by additional terms contained in the Software Spend Detection and Software Asset Management Content Service Addendum located here: https://www.servicenow.com/upgrade-schedules.html Customer Data may be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, which will be hosted in the same data center region as Customer's originating ServiceNow instance. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. Notwithstanding the foregoing, Customer Data hosted on an instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
	PR OD 150 33	Software Asset Management Professional - Subscription Unit v2	Included Applications: Software Asset Management; Asset Management; Software Spend Detection; Platform Analytics Advanced; Client Software Distribution; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, and Defined Ratios for a	Techn ology Workf low

ITOM			Subscription Unit, are set forth in the Software Asset Management - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Software Asset Management Professional Applications and included Bundled Custom Tables. Client Software Distribution for limited use of uninstalling software through the Software Asset Management Application for license harvesting. Use of Software Spend Detection is governed by additional terms contained in the Software Spend Detection and Software Asset Management Content Service Addendum located here: https://www.servicenow.com/upgrade-schedules.html Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 222 46	Telecommunications Network Inventory Professional - Subscription Unit v2	Included Applications: Network Inventory Core; Network Inventory Advance; Hardware Asset Management for TNI; Predictive Intelligence; and Platform Analytics Advanced Includes entitlement for up to the number of Subscription Units purchased. Platform Analytics Advanced and Predictive Intelligence use rights apply only to Telecommunications Network Inventory Professional Applications. A Subscription Unit is a unit of measure applied to Managed Telecommunications Resources using Defined Ratios. A list of Managed Telecommunications Resources and Defined Ratios for a Subscription Unit set forth in the Telecommunications Network Inventory (TNI) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com .	Techn ology Workf low
	PR OD 260 35	Cloud Governance Suite - Module	Included Application: Cloud Workspace Entitles an unlimited number of Users to access Cloud Workspace as a prerequisite for accessing Cloud Solutions capabilities.	Techn ology Workf low
ITOM	PR OD 169 64	Health Log Analytics add-on - Subscription Unit	Included Applications: Health Log Analytics Includes entitlement for up to the number of Subscription Units purchased. Health Log Analytics requires ITOM Health as a prerequisite. Health Log Analytics Subscription Units must be equal to or less than ITOM Health Subscription Units. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit	Techn ology Workf low

		Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	
PR OD 252 73	Industrial Footprint - Industrial Site	Included Applications: Industrial Core Usage is limited to the number of purchased Industrial Sites. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Each Industrial Site may have a number of devices as defined by the Max Device Limit. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site. An OT Device may only be assigned to one Industrial Site. OT Devices require the purchase of a separate Maximum OT Devices pack. Exceeding these limitations for any Industrial Site is a material violation of the license may require Customer to procure a separate offering and additional fees.	Techn ology Workf low
PR OD 277 41	Intended Use Protection Limit Pack - Max IT within OT Devices	Each Intended Use Protection Limit Pack increases the intended usage compliance limit for an additional 1000 IT within OT Devices within the largest Industrial Site. The Intended Use Protection Limit OT Devices Pack(s) supersedes any default base limit. For the avoidance of doubt, the Intended Use Protection limit is monitored against the largest Industrial Site only, all other Industrial sites are not directly subject to this limit. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site. An OT Device may only be assigned to one Industrial Site. OT Devices will be measured on entries associated with the applicable Industrial Site, as specified in the then-current Documentation. An Industrial Site is defined as a physical location, vessel, building, or part of a building in which manufacturing, processing or other industrial activities take place and is managed by the Subscription Service.	Techn ology Workf low
PR OD 149 97	IT Operations Management Visibility v2 - Subscription Unit	Included Applications: ITOM Visibility Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Bundled Custom Tables: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the	Techn ology Workf low

			right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”.	
PR OD 253 58	ITOM AIOps Enterprise v3 - Subscription Unit	Included Applications: ITOM Visibility; ITOM Health; Health Log Analytics; ITOM Cloud Accelerate; Service Observability; Synthetic Monitors; Platform Analytics Advanced; Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. IntegrationHub and App Engine entitlements included in ITOM Cloud Accelerate are solely restricted to use by ITOM Cloud Accelerate features. All other use requires the applicable purchase of additional IntegrationHub and App Engine entitlement. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM AIOps Enterprise Subscription Product. MetricBase: ITOM Health includes entitlement for unlimited MetricBase Series, as collected by the Agent Client Collector, per each Configuration Item (CI) in the Customer’s instance. A CI is any component tracked within a Customer’s ServiceNow CMDB. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the ITOM Health Application only. Platform Analytics Advanced and Predictive Intelligence use rights apply only to ITOM AIOps Enterprise Applications and App Engine Starter 5 Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. Use of ITOM capabilities restricted to Information Technology (IT) use cases only and cannot be used for any manufacturing, processing, or industrial sites or resources. Customer Data may be transferred outside of Customer’s ServiceNow instance to a centralized ServiceNow environment, which will be hosted in the same data center region as Customer’s originating ServiceNow instance. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow’s internal policies and procedures. Cloud Account Management included Feature requires a subscription to Cloud Governance Suite or any subscription entitled to Cloud Workspace.		Techn ology Workf low
PR OD	ITOM AIOps Professional - IoT - Subscription Unit	Included Applications: ITOM Visibility; ITOM Health; Platform Analytics Advanced; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit		Techn ology

177 71		is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources and Defined Ratios for a Subscription Unit are set forth in the IT Operations Management IoT - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. MetricBase: ITOM Health includes entitlement for unlimited MetricBase Series, as collected by the Agent Client Collector, per each Configuration Item (CI) in the Customer's instance. A CI is any component tracked within a Customer's ServiceNow CMDB. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the ITOM Health Application only. Platform Analytics Advanced and Predictive Intelligence use rights apply only to ITOM AIOps Professional Applications and App Engine Starter 5 Custom Tables. App Engine Starter: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Workf low
PR OD 149 95	ITOM AIOps Professional v2 - Subscription Unit	Included Applications: ITOM Visibility; ITOM Health; Platform Analytics Advanced; and Predictive Intelligence Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Protocols and Spokes require IntegrationHub Transactions which are not included in the ITOM AIOps Professional Subscription Product. MetricBase: ITOM Health includes entitlement for unlimited MetricBase Series, as collected by the Agent Client Collector, per each Configuration Item (CI) in the Customer's instance. A CI is any component tracked within a Customer's ServiceNow CMDB. A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy. MetricBase Series may be used within the ITOM Health Application only. Platform Analytics Advanced and Predictive Intelligence use rights apply only to ITOM AIOps Professional Applications and App Engine Starter 5 Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a	Techn ology Workf low

			unique username and has a user profile in the Subscription Service designated as “active”. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 169 60	ITOM Cloud Accelerate - Subscription Unit	Included Applications: ITOM Cloud Accelerate Includes entitlement for up to the number of Subscription Units purchased. ITOM Cloud Accelerate requires ITOM Visibility as a prerequisite. ITOM Cloud Accelerate Subscription Units must be equal to or less than ITOM Visibility Subscription Units. IntegrationHub and App Engine entitlements included in ITOM Cloud Accelerate are solely restricted to use by ITOM Cloud Accelerate features. All other use requires the applicable purchase of additional IntegrationHub and App Engine entitlement. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Cloud Account Management included Feature requires a subscription to Cloud Governance Suite or any subscription entitled to Cloud Workspace.		Techn ology Workf low
PR OD 225 24	ITOM Enterprise Plus - Subscription Unit	Included Applications: Now Assist for IT Operations Management (ITOM); Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 1,000 Assists annually per procured Subscription Unit (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Customer is entitled to use ITOM Enterprise Plus for the procured number of Subscription Units and use-cases contractually allowed for IT Operations Management. Usage is limited to the number of Subscription Units. The number of ITOM Enterprise Plus Subscription Units must match the number of ITOM Enterprise Subscription Units		Techn ology Workf low

PR OD 225 21		procured by the Customer. Now Assist for IT Operations Management (ITOM) and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to IT Operations Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	ITOM Professional Plus - Subscription Unit	Included Applications: Now Assist for IT Operations Management (ITOM); Now Assist for CMDB; Now Assist for Service Graph Connectors and entitlement for up to 1,000 Assists annually per procured Subscription Unit (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Includes entitlement for up to the number of Subscription Units purchased. A Subscription Unit is a unit of measure applied to Managed IT Resources using Defined Ratios. A list of Managed IT Resources, Defined Ratios for a Subscription Unit, and included Protocols and Spokes are set forth in the IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview on www.servicenow.com/products/entitlements-packages.html , which is EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com . Customer is entitled to use ITOM Professional Plus for the procured number of Subscription Units and use-cases contractually	Techn ology Workf low

			allowed for IT Operations Management. Usage is limited to the number of Subscription Units. The number of ITOM Professional Plus Subscription Units must match the number of ITOM Professional Subscription Units procured by the Customer. Now Assist for IT Operations Management (ITOM) and Now Assist for CMDB and Now Assist for Service Graph Connectors: Use rights apply only to IT Operations Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 282 65	Operational Technology Visibility - High Site Value v2 - Industrial Site	Included Applications: Operational Technology Manager; Discovery for Operational Technology, OT Obsolescence Management; Service Graph Connector for ServiceNow OT Discovery; Industrial Process Manager; ITOM Visiblity; Now Assist for OTM; Now Assist for CMDB; and entitlement for up to 52,000 Assists annually per Site (unused Assists expire annually without credit or refund). Usage is limited to the number of purchased Industrial Sites with any number of 'Intended use' OT Devices, subject to an Intended Use Protection - Max IT within OT Devices threshold, within the customer's largest Industrial Site. 5000 OT Devices is the default Intended Use Protection threshold, superseded with additional Intended Use Protection - Max IT within OT Devices packs. This limit is set significantly higher than the volume of Customers established OT devices, entitling even the most extensive 'intended use' Customer needs. An OT Device is defined as a virtual or physical device that is used to monitor or control industrial equipment and processes within an Industrial Site, this includes IT devices operating as OT devices, defined as IT within OT. An OT Device may only be assigned to one Industrial Site. Exceeding the Intended Use Protection threshold within the customer's largest industrial site, for intended use, may require a nominal increase in	Techn ology Workf low

			fees. Subject to ServiceNow's discretion, increased fees associated with intended use may be waived. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering with additional fees. Permitted use is for Industrial Sites, defined as a physical locations, vessels, buildings, or parts of a buildings in which manufacturing, processing or other industrial activities take place, and is managed by the Subscription Service. Use of OT capabilities is restricted to Operational Technology (OT) use cases only, use for Corporate Information Technology (IT) use cases is strictly prohibited. For the avoidance of doubt, the Intended Use Protection threshold is monitored against the customer's largest industrial site only, all other industrial sites are not subject to this threshold. The number of OT Devices will be monitored throughout the subscription period to determine a baseline volume of established OT Devices per Industrial Site and identify any subsequent net new OT Device volume increases. The baseline volume of OT devices per Industrial Site will be determined by the average number of current OT Devices in use during the first three-month period where the number of OT Devices does not fluctuate by more than 10% over such period. For each subsequent renewal order the Net Price associated with Operational Technology subscription services will increase by 0.5% for every 1% increase in OT Devices compared to the baseline volume of OT devices within an Industrial Site. Notwithstanding that contained in the Order Form, ServiceNow reserves the right to waive the increase in the subsequent renewal order Net Price associated with Operational Technology subscription services if the Customer is expanding their Operational Technology subscription service to include additional Industrial Sites or products and demonstrates a verifiable plan to meet their stated expansion. Includes entitlement of ServiceNow Operational Technology Discovery downloadable software, Operational Technology Sensor application and Operational Technology Console application, for unlimited installations within Industrial Sites. This is a non-transferable right to utilize with Discovery for Operational Technology only. Any use outside the purchased Industrial Sites is expressly prohibited. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the	
	PR OD 127 88	Performance Analytics For IT Operations Management (Current) - Application	Performance Analytics For IT Operations Management. Performance Analytics use rights apply to ITOM Visibility, ITOM Health, and ITOM Optimization ("ITOM Subscription Products"). The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of ITOM Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased ITOM Subscription Products, or if Customer purchases additional ITOM Subscription Products, additional PA Subscription Fees shall apply.	Techn ology Workf low

Source to Pay Operations	PR OD 268 38	CM Pro Plus for S2PO - Application User	Included Applications: Now Assist in Contract Management; entitlement for up to 1,000 Assists annually per Application User (unused Assists expire annually without credit or refund). This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use CM Pro Plus for S2PO the procured number of Application Users and use-cases contractually allowed for CM Pro Plus for S2PO. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Application User count and are not subject to CM Pro Plus for S2PO Product fees. Now Assist in Contract Management : Use rights apply only to CM Pro Plus for S2PO Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified professional. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Core Business
	PR OD	CM Pro Plus for S2PO - Unrestricted User	Included Applications: Now Assist in Contract Management; entitlement for up to 140 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription	Core Business

	268 48		Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use CM Pro Plus for S2PO for the procured number of Unrestricted Users and use-cases contractually allowed for CM Pro Plus for S2PO. An Unrestricted User is defined as a User with the right to use and access the application(s) within the applicable purchased product.? External Users are not included in the Unrestricted User count and are not subject to CM Pro Plus for S2PO Product fees. Now Assist in Contract Management : Use rights apply only to CM Pro Plus for S2PO Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified professional. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured in production and sub-production instances based on the count of various Actions representing usage of generative AI features in the prior 365 days using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 268 37	Contract Management Pro for Source To Pay Operations - Application User	Included Applications: Contract Management Pro; Source-to-Pay Operations with Contract Management Pro Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product. Contract Management Pro: Use rights apply only to Source-to-Pay Operations applications and use cases. Use for other applications and use cases require purchase of additional licenses.	Core Busin ess

	PR OD 268 41	Contract Management Pro for Source To Pay Operations - Unrestricted User	Included Applications: Contract Management Pro; Source-to-Pay Operations with Contract Management Pro Usage is limited by the number of procured Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Contract Management Pro: Use rights apply only to Source-to-Pay Operations applications and use cases. Use for other applications and use cases require purchase of additional licenses.	Core Busin ess
	PR OD 236 47	S2P Professional Plus - Application User	Included Applications: Now Assist for Sourcing and Procurement Operations; Now Assist for Supplier Lifecycle Operations; Now Assist for Accounts Payable Operations, Now Assist for FSC Common; and entitlement for up to 1,800 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. Customer is entitled to use S2P Professional Plus for the procured number of Application Users and use-cases contractually allowed for Source To Pay Operations. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Application User count and are not subject to S2P Professional Plus Product fees. Usage is limited to the number of Application Users. Now Assist for Sourcing and Procurement Operations (SPO): Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Now Assist for Supplier Lifecycle Operations: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases require purchase of additional licenses. Now Assist for Accounts Payable Operations: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases require purchase of additional licenses. Now Assist for FSC Common: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customer in self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-	Core Busin ess

		packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. The following Applications require the release indicated below in order to function: Now Assist for Sourcing and Procurement Operations (SPO) – Vancouver Patch 2 or later	
PR OD 236 46	S2P Professional Plus - Unrestricted User	Included Applications: Now Assist for Sourcing and Procurement Operations; Now Assist for Supplier Lifecycle Operations; Now Assist for Accounts Payable Operations, Now Assist for FSC Common; and entitlement for up to 270 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. Customer is entitled to use S2P Professional Plus for the procured number of Application Users and use-cases contractually allowed for Source to Pay Operations. An Unrestricted User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Unrestricted User count and are not subject to S2P Professional Plus Product fees. Usage is limited to the number of Unrestricted Users. Now Assist for Sourcing and Procurement Operations (SPO): Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Now Assist for Supplier Lifecycle Operations: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases require purchase of additional licenses. Now Assist for Accounts Payable Operations: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases require purchase of additional licenses. Now Assist for FSC Common: Use rights apply only to Source to Pay Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customer in self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on	Core Busin ess

			ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. The following Applications require the release indicated below in order to function: Now Assist for Sourcing and Procurement Operations (SPO) – Vancouver Patch 2 or later	
PR OD 267 64	Source To Pay Operations Professional - Application User	Included Applications: Accounts Payable Invoice Processing; ERP Integration Framework; Invoice Case Management; Procurement Case Management; Purchase Order Management; Shopping Hub; Sourcing and Purchasing Automation; Sourcing Pipeline Management; Spend and Savings Management; Supplier Case Management; Supplier Collaboration Portal; Supplier Operations; Supplier Payment Optimization; Supplier Relationship & Performance Management; Platform Analytics Advanced; Virtual Agent Usage of the Source To Pay Operations applications is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product.? External Users are not included in the Application User count and are not subject to Source To Pay Operations Subscription Product fees. "External User" is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners, or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the supplier portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Notwithstanding the above, any Requester User may, with respect to the records such Requester User has submitted or is assigned, approve procurement and invoicing requests, and complete tasks, which arise from Source-to-Pay Operations. Virtual Agent and Platform Analytics Advanced: Use rights apply only to Source-to-Pay Operations Applications and included App Engine Starter Custom Tables. App Engine Starter 20: Customer is granted the right to create or install up to 20 Custom Tables and to grant each Application Users, Requester User, and External User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess	
PR OD 267 61	Source To Pay Operations Professional - Unrestricted User	Included Applications: Accounts Payable Invoice Processing; ERP Integration Framework; Invoice Case Management; Procurement Case Management; Purchase Order Management; Shopping Hub; Sourcing and Purchasing Automation; Sourcing Pipeline Management; Spend and Savings Management; Supplier Case Management; Supplier Collaboration Portal; Supplier Operations; Supplier Payment Optimization; Supplier Relationship & Performance Management; Platform Analytics Advanced; Virtual Agent Usage is limited to	Core Busin ess	

			the number of Unrestricted Users. An Unrestricted User is every user that is assigned a unique username and has a user profile in the Subscription Service designated as "active". An Unrestricted User may perform any or all functions within the Source-to-Pay Operations Applications. External Users are not counted as an Unrestricted User. "External User" is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners, or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the supplier portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Virtual Agent and Platform Analytics Advanced: Use rights apply only to Source-to-Pay Operations Applications and included App Engine Starter Custom Tables. App Engine Starter 20: Customer is granted the right to create or install up to 20 Custom Tables and to grant each unrestricted user the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 267 66	Source To Pay Operations Standard - Application User	Included Applications: ERP Integration Framework; Invoice Case Management; Procurement Case Management; Supplier Case Management; Supplier Collaboration Portal Usage of the Source To Pay Operations applications is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product.? External Users are not included in the Application User count and are not subject to Source To Pay Operations Subscription Product fees. "External User" is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners, or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the supplier portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Notwithstanding the above, any Requester User may, with respect to the records such Requester User has submitted or is assigned, approve procurement and invoicing requests, and complete tasks, which arise from Source-to-Pay Operations. App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each Application Users, Requester User, and External User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess

Portfolio Management	PR OD 267 59	Source To Pay Operations Standard - Unrestricted User	Included Applications: ERP Integration Framework; Invoice Case Management; Procurement Case Management; Supplier Case Management; Supplier Collaboration Portal Usage is limited to the number of Unrestricted Users. An Unrestricted User is every user that is assigned a unique username and has a user profile in the Subscription Service designated as "active". An Unrestricted User may perform any or all functions within the Source-to-Pay Operations Applications. External Users are not counted as an Unrestricted User. "External User" is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners, or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the supplier portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each unrestricted user the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Business
	PR OD 221 88	Collaborative Work Management - CWM User	Included Applications: Collaborative Work Management Usage is limited to the number of CWM Users. A CWM User is defined as any user with the right to access one or more of the Collaborative Work Management applications above and may perform any or all functions within the Collaborative Work Management applications.	Technology Workflow
	PR OD 252 25	Collaborative Work Management Promo - CWM User	Included Applications: Collaborative Work Management Usage is limited to the number of CWM Users. A CWM User is defined as any user with the right to access one or more of the Collaborative Work Management applications above and may perform any or all functions within the Collaborative Work Management applications. This is a one-time promotion offering with a limit of one per contract and maximum entitlement of 25 CWM Users. Entitlement to Collaborative Work Management is for the Subscription Term only and may not be extended or renewed. At the end of the Subscription Term, Customer must purchase the paid Collaborative Work Management offering to maintain its entitlement to Collaborative Work Management. Additional CWM Users may be purchased for an additional fee through the paid Collaborative Work Management offering.	Technology Workflow
	PR OD 262 56	CWM Professional Plus - CWM User	Included Applications: Now Assist for Collaborative Work Management; Now Assist for CMDB; Document Intelligence and entitlement for up to 900 Assists annually per CWM User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-	Technology Workflow

			Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use CWM Professional Plus for the procured number of CWM Users and use-cases contractually allowed for Collaborative Work Management. A CWM User is defined as any user with the right to access one or more of the Collaborative Work Management applications(s) within the applicable procured product Usage is limited to the number of CWM User. Now Assist for Collaborative Work Management; Now Assist for CMDB: Use rights apply only to Collaborative Work Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 254 26	EA Professional Plus - Business Application	Included Applications: Now Assist for Enterprise Architecture (EA); Now Assist for CMDB; and entitlement for up to 1,800 Assists annually per Business Application (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use EA Professional Plus for the procured number of Business Applications and use-cases contractually allowed Enterprise Architecture. A Business Application is a record in the ServiceNow Business Application table, including records in any table that extends it. Retired Business Applications will	Techn ology Workf low

		not be counted in the license. Now Assist for Enterprise Architecture (EA) and Now Assist for CMDB: Use rights apply only to Enterprise Architecture Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 235 27	Enterprise Architecture Professional - Business Application	Included Applications: Application Rationalization; Digital Integration Management; Application Total Cost of Ownership; Digital Portfolio Management; Technology Portfolio Management; Enterprise Modeling & Visualization; GRC Integration Framework; Predictive Intelligence; and Platform Analytics Advanced. Platform Analytics Advanced and Predictive Intelligence: Use rights apply only to Enterprise Architecture Professional and included App Engine Starter Custom Tables. A Business Application is a record in the ServiceNow Business Application table, including records in any table that extends it. Retired Business Application will not be counted in the license. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active." Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low
PR OD 235 24	Enterprise Architecture Standard - Business Application	Included Applications: Application Rationalization, Digital Integration Management, Application Total Cost of Ownership, Digital Portfolio Management. A Business Application is a record in the ServiceNow Business Application table, including records in any table that extends it. Retired Business Application will not be counted in the license. App Engine Starter 5: Customer is granted the right to create or install up to 5	Techn ology Workf low

			Custom Tables and to grant each User the right to access those Custom Tables as an Unrestricted User. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active.” Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
PR OD 022 29	Performance Analytics For IT Business Management - Application		Performance Analytics For IT Business Management. Any User may use Performance Analytics with an IT Business Management application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of IT Business Management Subscription Products subscribed to by Customer. As Customer exceeds capacity of purchased IT Business Management Users, or if Customer purchases additional IT Business Management Users, additional PA Subscription Fees shall apply.	Techn ology Workf low
PR OD 228 94	SPM Professional Plus - SPM User		Included Applications: Now Assist for Strategic Portfolio Management (SPM); Now Assist for CMDB; Now Assist for Collaborative Work Management; and entitlement for up to 4,500 Assists annually per procured SPM User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Usage of Strategic Portfolio Management (SPM) Professional Plus is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the SPM Applications above and may perform any or all functions within the SPM Applications. Customer is entitled to use SPM Professional Plus for the procured number of SPM Users and use-cases contractually allowed for Strategic Portfolio Management. Usage is limited to the number of SPM Users. Now Assist for Strategic Portfolio Management (SPM), Now Assist for Collaborative Work Management, and Now Assist for CMDB: Use rights apply only to SPM Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-	Techn ology Workf low

		packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 228 95	SPM Professional Plus - Unrestricted User	Included Applications: Now Assist for Strategic Portfolio Management (SPM); Now Assist for CMDB; Now Assist for Collaborative Work Management; and entitlement for up to 550 Assists annually per procured Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Strategic Portfolio Management (SPM) Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Strategic Portfolio Management. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Usage is limited to the number of Unrestricted Users. Now Assist for Strategic Portfolio Management (SPM), Now Assist for Collaborative Work Management, and Now Assist for CMDB: Use rights apply only to SPM Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow	Techn ology Workf low

			Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 237 74	Strategic Portfolio Management Professional v2 - SPM User	Included Applications: Project Portfolio Management; Collaborative Work Management; Collaborative Work Management; Cost Management; Demand Management; Agile Development; Digital Portfolio Management; Test Management; Resource Management; Financial Planning; Investment Funding; Innovation Management; Portfolio Planning; Strategic Planning; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage of Strategic Portfolio Management (SPM) Professional is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the SPM Applications above and may perform any or all functions within the SPM Applications. Alignment Planner Workspace: Customer is granted the right to build and maintain roadmaps of projects, demands, scrum epics and programs. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per SPM User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent, and Predictive Intelligence: Use rights apply only to SPM Professional Applications and included App Engine Starter 5 Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low	
PR OD 169 51	Strategic Portfolio Management Standard - SPM User	Included Applications: Collaborative Work Management; Cost Management; Project Portfolio Management; Demand Management; Resource Management; Financial Planning; Digital Portfolio Management; Innovation Management; Portfolio Planning and Performance Analytics Usage is limited to the number of SPM Users. An SPM User is defined as any User with the right to access one or more of the Strategic Portfolio Management Applications above and may perform any or all functions within the Strategic Portfolio Management Applications. Performance Analytics use rights apply only to Strategic Portfolio Management Standard Applications and included App Engine Starter Custom Tables. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each SPM User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Techn ology Workf low	

	PR OD 120 14	Time Card User v2 - Time Card User	Included Applications: Time Card Management and Platform Analytics Advanced Usage is limited by the number of purchased Time Card Users. A Time Card User may only update and submit one's own time card(s). Platform Analytics Advanced use rights apply only to the Time Card Management Application.	Techn ology Workf low
Customer Service	PR OD 212 04	CSM Enterprise Plus - Fulfiller User	Included Applications: Now Assist for Customer Service Management (CSM); Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 10,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use CSM Enterprise Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Customer Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for Customer Service Management (CSM) and Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to Customer Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	CRM and Indust ry

	PR OD 212 02	CSM Professional Plus - Fulfiller User	Included Applications: Now Assist for Customer Service Management (CSM); Now Assist for IT Service Management (ITSM); Now Assist for CMDB; and entitlement for up to 10,000 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use CSM Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Customer Service Management. Usage is limited to the number of Fulfiller Users. Now Assist for Customer Service Management (CSM) and Now Assist for IT Service Management (ITSM) and Now Assist for CMDB: Use rights apply only to Customer Service Management Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	CRM and Industry
	PR OD 102 46	Customer Service Management (1,000 Additional Portal Visits) - 1,000 Visit Pack	The Customer Portal is a web interface that external requesters can use to access the Customer Service Management functionality. Access to the Customer Portal is measured by Visits. A Visit is a period of activity on the Customer Portal, including a Community visit. A new Visit is generated if an anonymous,	CRM and Industry

			unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.	
	PR OD 192 80	Customer Service Management Enterprise - Fulfiller User v7	Included Applications: Customer Service Management; Engagement Messenger; Communities; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; Workforce Optimization; Process Mining; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Enterprise Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 4,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Customer Service Management Enterprise Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights) Tokyo - DevOps Config	CRM and Industry

PR OD 192 79	Customer Service Management Professional - Fulfiller User v7	Included Applications: Customer Service Management; Engagement Messenger; Communities; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Professional Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Customer Service Management Professional Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights) Tokyo - DevOps Config	CRM and Industry
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	PR OD 192 78	Customer Service Management Standard - Fulfiller User v7	Included Applications: Customer Service Management; Engagement Messenger; Communities; Walk-Up Experience; Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Standard Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly without credit or refund). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, External User or Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Universal Request use rights apply only to Customer Service Management Standard applications and 25 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management	CRM and Industry
	PR OD 016 24	Performance Analytics For Customer Service Management - Application	Performance Analytics For Customer Service Management. Any User may use Performance Analytics with a Customer Service Management application for which he or she has use rights. The annual subscription fee for Performance Analytics ("PA Subscription Fee") is based on the total of the annual subscription fees of Customer Service Management offers subscribed to by Customer. As Customer exceeds capacity of purchased Customer Service Management Users, or if Customer purchases additional Customer Service Management Users, additional PA Subscription Fees shall apply.	CRM and Industry
	PR OD 212 40	PSDS Enterprise Plus - Fulfiller User	Included Applications: Now Assist for Customer Service Management (CSM); Now Assist for IT Service Management (ITSM); Now Assist for CMDB; Now Assist for PSDS; and entitlement for up to 13,300 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in	CRM and Industry

		the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use PSDS Enterprise Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Public Sector Digital Services. Usage is limited to the number of Fulfiller Users. Now Assist for Customer Service Management (CSM), Now Assist for IT Service Management (ITSM) , Now Assist for PSDS and Now Assist for CMDB: Use rights apply only to Public Sector Digital Services Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 212 38	PSDS Professional Plus - Fulfiller User Included Applications: Now Assist for Customer Service Management (CSM); Now Assist for IT Service Management (ITSM); Now Assist for CMDB; Now Assist for PSDS; and entitlement for up to 13,300 Assists annually per procured Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is granted the	CRM and Indust ry

			rights for Fulfiller Users. A Fulfiller User is any User that may perform a function beyond that entitled within a Business Stakeholder User or Requester User. Customer is entitled to use PSDS Professional Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Public Sector Digital Services. Usage is limited to the number of Fulfiller Users. Now Assist for Customer Service Management (CSM), Now Assist for IT Service Management (ITSM) , Now Assist for PSDS and Now Assist for CMDB: Use rights apply only to Public Sector Digital Services Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 192 92	Public Sector Digital Services Enterprise - Fulfiller User v2	Included Applications: Public Sector Digital Services Core; Public Sector Digital Services Applications; Customer Service Management; Engagement Messenger; Communities; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; Workforce Optimization; Process Mining; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Enterprise Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve	CRM and Indust ry

			requests for new contact creation; and manage users or assets of their own or related accounts. Each Fulfiller User purchased includes 4,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Public Sector Digital Services Enterprise Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. Entitlement to Public Sector Digital Services Enterprise is for the Subscription Term only and may not be extended or renewed. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights); Public Sector Digital Services Core Tokyo - DevOps Config	
	PR OD 192 90	Public Sector Digital Services Professional - Fulfiller User v2	Included Applications: Public Sector Digital Services Core; Public Sector Digital Services Applications; Customer Service Management; Engagement Messenger; Communities; Continual Improvement Management; Proactive Customer Service Operations; Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Outsourced Customer Service; Digital Portfolio Management; DevOps Change Velocity; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Professional Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for	CRM and Indust ry

			External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 2,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Customer is granted the right to create or install up to 50 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Platform Analytics Advanced, Virtual Agent, Predictive Intelligence, and Universal Request Pro use rights apply only to Public Sector Digital Services Applications and 50 Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management and DevOps Change Velocity (Formerly: DevOps and DevOps Insights); Public Sector Digital Services Core Tokyo - DevOps Config	
	PR OD 192 88	Public Sector Digital Services Standard - Fulfiller User v2	Included Applications: Public Sector Digital Services Core; Customer Service Management; Engagement Messenger; Communities; Walk-Up Experience; Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Public Sector Digital Services Standard Subscription Product fees. Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts. Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users. Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A	CRM and Indust ry

		new Visit is generated if an anonymous, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above. Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type. Extensions to the case table are exempt from the custom table count. Universal Request use rights apply only to Public Sector Digital Services Standard applications and 25 Custom Tables Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee. The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management; Public Sector Digital Services Core	
PR OD 092 74	Virtual Agent CSM Conversation -Transaction Pack	Virtual Agent CSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Virtual Agent use rights apply only to Customer Service Management Professional applications. Requires Customer Service Management Professional or Enterprise.	CRM and Indust ry
PR OD 187 11	Workforce Optimization for Customer Service Management Professional Fulfiller User - Application	Included Applications: Workforce Optimization Customer is entitled to use Workforce Optimization for the procured number of Fulfiller Users and use-cases contractually allowed for Customer Service Management Professional. The annual subscription fee for Workforce Optimization is based on the annual subscription fee for the Customer Service Management Professional product subscribed to by Customer. As Customer exceeds capacity of procured Customer Service Management Professional, or purchases additional Customer Service Management Professional capacity, additional Workforce Optimization Subscription Fees shall apply. Fulfiller User is defined in the User Type Definitions or Subscription Meter Definitions sections, as specified in the applicable ordering document or Entitlements sheet. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	CRM and Indust ry
PR OD 187 12	Workforce Optimization for Customer Service Management Professional Unrestricted User - Application	Included Applications: Workforce Optimization Customer is entitled to use Workforce Optimization for the procured number of Unrestricted Users and use-cases contractually allowed for Customer Service Management Professional. The annual subscription fee for Workforce Optimization is based on the annual subscription fee for the Customer Service Management Professional product subscribed to by Customer. As Customer exceeds capacity of procured Customer Service Management Professional, or purchases additional Customer Service Management Professional capacity, additional Workforce Optimization Subscription Fees shall apply. Unrestricted User is defined in the User Type Definitions or Subscription Meter Definitions section s , as specified in the applicable ordering document or Entitlements sheet.	CRM and Indust ry

			Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 187 25	Workforce Optimization for Public Sector Digital Services Professional Fulfiller User - Application	Included Applications: Workforce Optimization Customer is entitled to use Workforce Optimization for the procured number of Fulfiller Users and use-cases contractually allowed for Public Sector Digital Services Professional. The annual subscription fee for Workforce Optimization is based on the annual subscription fee for the Public Sector Digital Services Professional product subscribed to by Customer. As Customer exceeds capacity of procured Public Sector Digital Services Professional, or purchases additional Public Sector Digital Services Professional capacity, additional Workforce Optimization Subscription Fees shall apply. Fulfiller User is defined in the User Type Definitions or Subscription Meter Definitions section s , as specified in the applicable ordering document or Entitlements sheet.	CRM and Indust ry
	PR OD 187 27	Workforce Optimization for Public Sector Digital Services Professional Unrestricted User - App	Included Applications: Workforce Optimization Customer is entitled to use Workforce Optimization for the procured number of Unrestricted Users and use-cases contractually allowed for Public Sector Digital Services Professional. The annual subscription fee for Workforce Optimization is based on the annual subscription fee for the Public Sector Digital Services Professional product subscribed to by Customer. As Customer exceeds capacity of procured Public Sector Digital Services Professional, or purchases additional Public Sector Digital Services Professional capacity, additional Workforce Optimization Subscription Fees shall apply. Unrestricted User is defined in the User Type Definitions or Subscription Meter Definitions section s , as specified in the applicable ordering document or Entitlements sheet	CRM and Indust ry
Impact	PR OD 244 04	Impact Guided v3 - Package	The Impact Guided v3 Package is subject to the Impact Guided v3 Package Description.? If not attached to this Order Form, the Impact Guided v3 Package Description is set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.?	Impac t Workf low
	PR OD 244 07	Impact Total v3 - Package	The Impact Total v3 Package is subject to the Impact Total v3.? If not attached to this Order Form, the Impact Total v3 Package Description is set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.?	Impac t Workf low
	PR OD 224 74	Managed Support	Managed Support is subject to the Managed Support Package Description. If not attached to the ordering document, the Managed Support Package Description is as set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Impac t Workf low
	PR OD	Platform Governance	Platform Governance is subject to the Platform Governance Package Description. If not attached to the ordering document, the Platform Governance Package Description is as set forth on	Impac t

	22473		https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Workf low
	PR OD 27418	Platform Health	Platform Health is subject to the Platform Health Package Description. If not attached to the ordering document, the Platform Health Package Description is as set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Impac t Workf low
	PR OD 26598	Preventive Care v2	Preventive Care v2 is subject to the Preventive Care v2 Package Description. If not attached to the ordering document, the Preventive Care v2 Package Description is as set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Impac t Workf low
	PR OD 22472	Strategic Value	Strategic Value is subject to the Strategic Value Package Description. If not attached to the ordering document, the Strategic Value Package Description is as set forth on https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Impac t Workf low
Workplace	PR OD 26939	Health & Safety Enterprise - Application User	Included Applications: Health and Safety Case Management, Health and Safety Contractor Management, Contractor Service Center, Health and Safety Incident Management; Health and Safety Risk Management; Workplace Core; Health and Safety Core; Critical Event Management; Workplace Case Management; Universal Request Pro; Predictive Intelligence, Mobile Publishing, Virtual Agent; Platform Analytics Advanced; Environmental Management Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product. Users receiving services supported within the Health and Safety Applications will be counted as Application Users. Visitors that do not meet the definition of “User” are not included in the Application User count and are not subject to Subscription Product fees. Virtual Agent and Platform Analytics Advanced: Use rights apply only to Health and Safety Applications and included App Engine Starter Custom Tables. App Engine Starter 20: Customer is granted the right to create or install up to 20 Custom Tables and to grant each Application User the right to access those Custom Tables. "Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
	PR OD 26941	Health & Safety Enterprise - Unrestricted User	Included Applications: Health and Safety Case Management, Health and Safety Contractor Management, Contractor Service Center, Health and Safety Incident Management; Health and Safety Risk Management; Workplace Core; Health and Safety Core; Critical Event Management; Workplace Case Management; Universal Request Pro; Predictive Intelligence, Mobile Publishing, Virtual Agent; Platform Analytics Advanced; Environmental Management Usage of Health & Safety is limited by the number of purchased	Core Busin ess

			Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Virtual Agent and Performance Analytics: Use rights apply only to Health and Safety Applications and included App Engine Starter Custom Tables. App Engine Starter 20: Customer is granted the right to create or install up to 20 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 269 63	Health & Safety Enterprise Plus - Application User	Included Applications: Now Assist for Health and Safety; and entitlement for up to 100 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Customer is entitled to use Health & Safety Enterprise Plus for the procured number of Application Users and use-cases contractually allowed for Health & Safety. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product Usage is limited to the number of Application Users. Now Assist for Health & Safety: Use rights apply only to Health & Safety Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow’s Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer’s continued use of the Subscription Product after any update constitutes Customer’s agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after	Core Busin ess

			Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 269 54	Health & Safety Enterprise Plus - Unrestricted User	Included Applications: Now Assist for Health & Safety; and entitlement for up to 100 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Health & Safety Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Health & Safety. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Usage is limited to the number of Unrestricted Users. Now Assist for Health & Safety: Use rights apply only to Health & Safety Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Core Busin ess
	PR OD	Health & Safety Professional - Application User	Included Applications: Health and Safety Case Management, Health and Safety Contractor Management; Health and Safety Incident Management; Health and Safety Risk Management; Workplace Core; Health and Safety Core; Critical Event Management; Workplace Case Management; Universal Request Pro; Predictive	Core Busin ess

	269 35		Intelligence, Mobile Publishing, Virtual Agent; Platform Analytics Advanced Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product. Users receiving services supported within the Health and Safety Applications will be counted as Application Users. Visitors that do not meet the definition of “User” are not included in the Application User count and are not subject to Subscription Product fees. Virtual Agent and Platform Analytics Advanced: Use rights apply only to Health and Safety Applications and included App Engine Starter Custom Tables. App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each Application User the right to access those Custom Tables. "Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 269 37	Health & Safety Professional - Unrestricted User	Included Applications: Health and Safety Case Management, Health and Safety Contractor Management; Health and Safety Incident Management; Health and Safety Risk Management; Workplace Core; Health and Safety Core; Critical Event Management; Workplace Case Management; Universal Request Pro; Predictive Intelligence, Mobile Publishing, Virtual Agent; Platform Analytics Advanced Usage of Health & Safety is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Virtual Agent and Platform Analytics Advanced: Use rights apply only to Health and Safety Applications and included App Engine Starter Custom Tables.? App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Busin ess
	PR OD 244 63	Health & Safety Professional Plus - Application User	Included Applications: Now Assist for Health and Safety; and entitlement for up to 100 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Customer is entitled to use Health & Safety Professional Plus for the procured number of Application Users and use-cases contractually allowed for Health & Safety. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product Usage is limited to the number of Application Users. Now Assist for Health & Safety: Use rights apply only to Health & Safety Applications and	Core Busin ess

PR OD 244 62		use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	Health & Safety Professional Plus - Unrestricted User	Included Applications: Now Assist for Health & Safety; and entitlement for up to 100 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Health & Safety Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Health & Safety. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Usage is limited to the number of Unrestricted Users. Now Assist for Health & Safety: Use rights apply only to Health & Safety Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such	Core Busin ess

		successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 228 78	Indoor Mapping Service - Floor	Included Applications: Indoor Mapping Service Usage is limited to the number of purchased Floors. A Floor is any floor in a building with an associated file (or files) or campus with an associated file (or files). Indoor Mapping Service Customer acknowledges that, to the extent it activates and uses Indoor Mapping Service, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Indoor Mapping Service on its infrastructure, subject to Customer's Agreement and the applicable Documentation.	Core Busin ess
PR OD 236 15	Workplace Service Delivery Enterprise - Unrestricted User v2	Included Applications: Workplace Case Management; Workplace Agent for mobile; Workplace Move Management; Workplace Core; Asset Management; Workplace Connectors; Workplace Indoor Mapping; Workplace Lease Administration; Workplace Space Mapping; Workplace Space Management; Workplace Reservation; Workplace Maintenance Management; Workplace Concierge; Workplace Safety Management; Workplace Visitor Management; Mobile Publishing; Universal Request Pro; Workplace Central; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage of Workplace Service Delivery is limited	Core Busin ess

			by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer’s ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer’s originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud (“GCC”) shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow’s security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow’s internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer’s Agreement and the applicable Documentation. Predictive Intelligence; Virtual Agent; Universal Request Pro; and Platform Analytics Advanced: Use rights apply only to Workplace Service Delivery Enterprise Applications and included App Engine Starter 15 Custom Tables. App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each Application User the right to access those Custom Tables. "Protocols and spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 269 16	Workplace Service Delivery Professional v3 - Application User	Included Applications: Workplace Concierge, Workplace Connectors, Workplace Agent for mobile; Workplace Case Management; Workplace Central; Workplace Indoor Mapping; Workplace Space Mapping; Workplace Reservation; Workplace Core; Workplace Visitor Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product. Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer’s ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer’s originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud (“GCC”) shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow’s security and data protection program shall apply, except for those generally	Core Busin ess

			relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and the applicable Documentation. Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced: Use rights apply only to Workplace Service Delivery Professional Applications and included App Engine Starter 10 Custom Tables. App Engine Starter 10: Customer is granted the right to create or install up to 10 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 269 18	Workplace Service Delivery Professional v3 - Unrestricted User	Included Applications: Workplace Concierge, Workplace Connectors, Workplace Agent for mobile; Workplace Case Management; Workplace Central; Workplace Indoor Mapping; Workplace Space Mapping; Workplace Reservation; Workplace Core; Workplace Visitor Management; Mobile Publishing; Universal Request Pro; Predictive Intelligence; Virtual Agent; and Platform Analytics Advanced Usage of Workplace Service Delivery is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Workplace Indoor Mapping: Customer acknowledges that, to the extent it activates and uses Workplace Indoor Mapping, Customer Data will be transferred outside of Customer's ServiceNow instance to a centralized ServiceNow environment, provided that such centralized ServiceNow environment shall be hosted in the same ServiceNow data center region as Customer's originating ServiceNow instance. For the avoidance of doubt, Customer Data hosted on an originating instance in the U.S. Government Community Cloud ("GCC") shall not be transferred outside the GCC boundary. Customer further acknowledges that the relevant terms set forth in the Agreement pertaining to ServiceNow's security and data protection program shall apply, except for those generally relating to certifications, attestations, or audits, and penetration testing. Any Customer Data transferred to such centralized ServiceNow environment will be deleted in accordance with ServiceNow's internal policies and procedures. To the extent Customer is Self-Hosted, then the foregoing with respect to Customer Data export shall not apply. Customer shall be responsible for configuring the deployment of the Workplace Indoor Mapping on its infrastructure, subject to Customer's Agreement and the applicable Documentation. Predictive Intelligence; Virtual Agent; Universal Request Pro; and Platform Analytics Advanced: Use rights apply only to Workplace Service Delivery Enterprise Applications and included App Engine Starter 15 Custom Tables. App Engine Starter 15: Customer is granted the right to create or install up to 15 Custom Tables and to grant each Application User the right to access those Custom Tables. "Protocols and spokes that are available in the Subscription	Core Busin ess

			Product are set forth in the then-current applicable Product Documentation. Use of protocols and spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PR OD 253 40	WSD Enterprise Plus - Application User	Included Applications: Document Intelligence; Now Assist for Workplace Service Delivery; and entitlement for up to 200 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use WSD Enterprise Plus for the procured number of Application Users and use-cases contractually allowed for Workplace Service Delivery. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product Usage is limited to the number of Application Users. Now Assist for Workplace Service Delivery: Use rights apply only to Workplace Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	Core Business
	PR OD	WSD Enterprise Plus - Unrestricted User	Included Applications: Document Intelligence; Now Assist for Workplace Service Delivery; and entitlement for up to 200 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the	Core Business

	253 41		number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use WSD Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Workplace Service Delivery. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Usage is limited to the number of Unrestricted Users. Now Assist for Workplace Service Delivery: Use rights apply only to Workplace Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PR OD 253 38	WSD Professional Plus - Application User	Included Applications: Document Intelligence; Now Assist for Workplace Service Delivery; and entitlement for up to 200 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use WSD Professional Plus for the procured number of Application Users and use-cases	Core Busin ess

PR OD 253 39		contractually allowed for Workplace Service Delivery. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product Usage is limited to the number of Application Users. Now Assist for Workplace Service Delivery: Use rights apply only to Workplace Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	WSD Professional Plus - Unrestricted User	Included Applications: Document Intelligence; Now Assist for Workplace Service Delivery; and entitlement for up to 200 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available to Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use WSD Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Workplace Service Delivery. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as 'Active'. Usage is limited to the number of Unrestricted Users. Now Assist for Workplace Service Delivery: Use rights apply only to Workplace Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. This Subscription Product is not available for Customers in Self-hosted	Core Busin ess

			environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
Legal and Contract Operations	PR OD 254 63	LCO Professional Plus - Application User	Included Applications: Document Intelligence; Now Assist for Legal Service Delivery; Now Assist for Contract Management. Entitlement for up to 2,000 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use LCO Professional Plus for the procured number of Application Users and use-cases contractually allowed for Legal and Contract Operations. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Application User count and are not subject to Legal and Contract Operations Product fees. Now Assist for Legal Service Delivery: Use rights apply only to Legal and Contract Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Now Assist for Contract Management: Use rights apply only to Legal and Contract Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified	Core Business

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	PR OD 254 62	LCO Professional Plus - Unrestricted User Included Applications: Document Intelligence; Now Assist for Legal Service Delivery; Now Assist for Contract Management. Entitlement for up to 200 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use LCO Professional Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Legal and Contract Operations. An Unrestricted User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Unrestricted User count and are not subject to Legal and Contract Operations Product fees. Now Assist for Legal Service Delivery: Use rights apply only to Legal and Contract Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Now Assist for Contract Management: Use rights apply only to Legal and Contract Operations Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified	Core Business

		professional. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack. Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
PR OD 237 27	Legal and Contract Operations - Application User	Included Application: Contract Management Pro, Legal Practice Apps; Legal Matter Management; Legal Request Management, Legal Simple Compliance, Virtual Agent, Platform Analytics Advanced, Predictive Intelligence Usage is limited to the number of Application Users. An Application User is defined as a User with the right to use and access the application(s) within the applicable procured product. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Application User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to the Legal and Contract Operation Applications.	Core Busin ess
PR OD 237 33	Legal and Contract Operations - Unrestricted User	Included Application: Contract Management Pro, Legal Practice Apps; Legal Matter Management; Legal Request Management, Legal Simple Compliance, Virtual Agent, Platform Analytics Advanced, Predictive Intelligence Usage is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active". Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to the Legal and Contract Operation Applications.	Core Busin ess

	PR OD 234 97	Legal Service Delivery - Application User	Included Applications: Legal Request Management; Legal Matter Management; Legal Practice Apps; Legal Simple Compliance; Virtual Agent; Predictive Intelligence; and Platform Analytics Advanced Usage is limited to the number of Application Users. An Application User is defined as any User with the right to access the application(s) within Legal Service Delivery. Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Application User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s). Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Application User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Business
	PR OD 152 69	Legal Service Delivery - Unrestricted User	Included Applications: Legal Request Management; Legal Matter Management; Legal Practice Apps; Legal Simple Compliance; Virtual Agent; Predictive Intelligence; and Platform Analytics Advanced Usage is limited by the number of purchased Unrestricted Users. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as “active”. Platform Analytics Advanced, Virtual Agent and Predictive Intelligence use rights apply only to the Legal Service Delivery Applications. App Engine Starter 5: Customer is granted the right to create or install up to 5 Custom Tables and to grant each Unrestricted User the right to access those Custom Tables. Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	Core Business
	PR OD 247 56	LSD Professional Plus - Application User	Included Applications: Now Assist for Legal Service Delivery. Entitlement for up to 1,500 Assists annually per Application User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer’s contract terms. Customer is entitled to use Legal Service Delivery Pro Plus for the procured number of Application Users and use-cases contractually allowed for Legal Service Delivery Pro. An Application User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Application User count and are not subject to LSD Professional Plus Product fees. Now	Core Business

PR OD 247 54		Assist for Legal Service Delivery: Use rights apply only to Legal Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified professional. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription Product is governed by the Product-Specific Terms located at https://www.servicenow.com/upgrade-schedules.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The Product-Specific Terms are expressly incorporated herein by reference. Assists are measured based on the count of various Actions representing usage of generative AI features using defined ratios. A list of Assist Actions and defined ratios that correlate to how many Assists are consumed are set forth in the ServiceNow Assist Overview on ServiceNow's Entitlement Supplements located at https://www.servicenow.com/products/entitlements-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time to time. The ServiceNow Assist Overview is expressly incorporated herein by reference, and Customer's continued use of the Subscription Product after any update constitutes Customer's agreement to the updated ServiceNow Assist Overview. Additional annual Assists require the purchase of a separate Assist Pack Use of the Subscription Product may require Customer to upgrade their instance(s) to a more current version after Customer's purchase of this Subscription Product. Required version and technical requirements for the Subscription Product may be available in the ServiceNow Store or the Documentation.	
	LSD Professional Plus - Fulfiller User	Included Applications: Now Assist for Legal Service Delivery. Entitlement for up to 8,500 Assists annually per Fulfiller User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Legal Service Delivery Pro Plus for the procured number of Fulfiller Users and use-cases contractually allowed for Legal Service Delivery Pro. A Fulfiller User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Fulfiller User count and are not subject to Legal Service Delivery Professional Plus Product fees. Now Assist for Legal Service Delivery: Use rights apply only to Legal Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship.	Core Busin ess

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	LSD Professional Plus - Unrestricted User	Included Applications: Now Assist for Legal Service Delivery. entitlement for up to 170 Assists annually per Unrestricted User (unused Assists expire annually without credit or refund). Entitlements for any Subscription Term shorter than 12 months will be prorated proportional to the number of months in the term. This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments. This Subscription Product is not available to Public Sector Customers that cannot accept the applicable Product-Specific Terms, or where the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms. Customer is entitled to use Legal Service Delivery Pro Plus for the procured number of Unrestricted Users and use-cases contractually allowed for Legal Service Delivery Pro. An Unrestricted User is defined as a User with the right to use and access the application(s) within the applicable purchased product. External Users are not included in the Unrestricted User count and are not subject to LSD Professional Plus Product fees. Now Assist for Legal Service Delivery: Use rights apply only to Legal Service Delivery Applications and use cases. Use for other applications and use cases requires purchase of additional licenses. Outputs from the Subscription Product do not constitute legal or professional advice and do not create an attorney-client relationship. Outputs provided by the Subscription Products are for informational purposes only and are not a substitute for advice from a qualified professional. Use of this Subscription Product requires use of Next Experience to access full functionality and use of the Generative AI Controller. Use of this Subscription	Core Busin ess

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RaptorDB	PR OD 234 94	RaptorDB Professional - Application	RaptorDB Professional is a performance optimized version of RaptorDB, the instance primary relational database. The annual subscription fee for RaptorDB Professional ("RaptorDB Professional Fee") is based on the total of the annual subscription fees of all products subscribed by Customer. As Customer exceeds entitled capacity of Subscription Products, or if Customer procures additional Subscriptions, additional RaptorDB Professional Fees may apply.	Data & Analytics