



Transforming IT, Powering Growth

G-Cloud 15: Pricing

~~Service Offering - Neyo ServiceNow Cloud Platform – SaaS
Licensing~~

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Executive Summary

Noyo provides Software as a Service (SaaS) access to the ServiceNow platform for UK public-sector organisations under G-Cloud 15 Lot 2a, covering ITSM, CSM, ITOM, CMDB, SecOps, HRSD and ITAM capabilities. The service is delivered from ServiceNow's secure cloud infrastructure, with platform availability and core support governed by the vendor's published SLAs.

Noyo acts as a reseller and strategic partner, supplying licences and acting as a primary commercial/operational contact where required.

Buyers can optionally procure implementation, integration, support and managed services under Noyo's separate G-Cloud 15 Lot 3 Cloud Support offerings

Company Overview

Formation & Heritage

Neyo was established in 2014 in England and Wales, United Kingdom, with headquarters in London (Wenlock Road). In continuation of our growth journey, we opened a subsidiary company in Mumbai, India, enabling us to provide 24/7 delivery capacity and surge support for large-scale transformations.

Leadership & Experience

Neyo's leadership team brings more than two decades of global experience working with enterprise organisations across retail, telecom, financial services and public sector. Our leaders have delivered large-scale IT projects across the UK, EU, Middle East, North America and South America, leading highly cross-cultural teams through complex transformations.

Core Strength

We specialise in modernising service operations, optimising processes, and delivering measurable business outcomes across complex enterprise environments. Our expertise spans ITSM, CSM, ITOM, ITAM, CMDB and security operations capabilities—applied across the ServiceNow platform.

Mission, Vision & Core Values

Mission

Our mission is to help organisations transform their IT operations through clear advisory, practical delivery, and long-term accountability. We guide clients through complex transformation journeys with expert insight, hands-on execution, and structured enablement—ensuring solutions are not only delivered but embedded successfully.

Vision

Neyo envisions a world where technology enables organisations to operate with clarity, confidence, and purpose. We aspire to be a trusted partner in IT transformation—recognised for helping organisations achieve operational excellence through transparency, efficiency, and sustainable growth. We shape resilient digital ecosystems where businesses are empowered to evolve continuously and unlock their full potential through effective use of technology.

Core Values

- **Fact-based Guidance**
Our guidance is grounded in expertise, evidence, and experience—helping clients make informed decisions based on facts, not assumptions.
- **Trust as Foundation**
Trust is the foundation of everything we do—from the advice we provide to the relationships we build. We earn trust through consistency, openness, and a commitment to doing what is right for our clients.
- **Integrity**

We believe in absolute transparency with our clients, ensuring every interaction is grounded in honesty, clarity, and accountability.

- **Journey Empowerment**

We empower our clients throughout their transformation journey by sharing knowledge, building capability, and enabling long-term self-sufficiency.

- **Client-Centric**

We put our clients at the centre of every decision, tailoring our approach to their unique needs and delivering meaningful value without unnecessary complexity.

Why Choose Noyo for ServiceNow?

Certified ServiceNow Expertise

Deep domain expertise across ITSM, CSM, ITOM, ITAM, CMDB, and security operations disciplines for **ServiceNow implementations and support**. Proven track record delivering enterprise-scale ServiceNow transformations.

ServiceNow-Focused Partnership

We specialise in ServiceNow as a strategic platform for IT service management and enterprise service management. Our approach is tailored to ServiceNow's capabilities, best practices and continuous innovation roadmap.

Proven Experience

Proven experience delivering complex, enterprise-scale ServiceNow transformation programmes including cloud support and managed services for public and private sector organisations across multiple industries.

Advisory-Led Partnership

We combine strategic guidance, hands-on delivery, and long-term accountability. We don't just implement; we advise, execute, and stand behind our work.

Strong Focus on Enablement

We build long-term capability, not dependency. Structured knowledge transfer and training ensure your team operates independently post-implementation and can optimise your ServiceNow investment.

Service Overview

This Lot 2a service provides subscription-based access to ServiceNow as a multi-tenant cloud platform, accessed via web browser and mobile apps.

Licences are provisioned and managed by Neyo, with the underlying hosting, infrastructure, and core application services operated by ServiceNow.

The service is suitable for central government, local authorities, health, education and other public-sector organisations seeking to modernise service management and operations.

Neyo's role under this Lot 2a service is to: supply ServiceNow licences; support buyers in selecting appropriate modules and entitlements; coordinate with ServiceNow on provisioning; and act as a point of escalation for commercial and operational queries related to the subscription.

Configuration, implementation, integrations, training and ongoing support are not included in the SaaS licence price and are available separately under Neyo's Lot 3 Cloud Support services.

Pricing

Business Unit	Product Code	Product Name	Meter	Price per month (£)	Lifecycle	Product Description	Workflow
AI Platform Foundations	PROD21095	Additional 1TB Capacity - Shared Environment		£ 1,012.50	General Availability	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 Platform
	PROD21223	Additional Assist Pack - 500K Assists	Assist	£ 10,125.00	General Availability	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	AI Platform

						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..	
	PROD21135	Additional Non-Production Instance - Shared Environment - Instance (2TB)	Instance	£ 1,350.00	General Availability	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 Platform
	PROD20926	Additional Production Instance - Instance (2TB)	Instance	£ 2,025.00	General Availability	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 Platform
	PROD25331	Platform Encryption - Percent of Net Spend v2	Percent of Net Spend	VLP to calculate 20% of Cumulative ACV (CACV)	General Availability	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	AI Platform

				for all Subscription SKUs. This VLP is same for the below VLP products Field Encryption Enterprise - Application - 20% Platform Encryption - Application - 20% Edge Encryption - Application - 20% Platform Encryption - Application v2 - 20% Cloud Encryption - Application - 20%		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.	
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	PROD25328	ServiceNow Vault - Percent of Net Spend v2	Percent of Net Spend	VLP to calculate 30% of Cumulative ACV (CACV) for all Subscriptions SKUs	General Availability	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	AI Platform
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						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. .	
Workflow Data Fabric	PROD26898	Workflow Data Fabric Professional - Data Fabric Credit Pack	Data Fabric Credit Pack	£ 6,750.01	General Availability	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	Data & Analytics

						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	
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						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 the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms	
	PROD26897	Workflow Data Fabric Standard – Data Fabric Credit Pack	Data Fabric Credit Pack	£ 6,750.01	General Availability	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	Data & Analytics

					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	
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						ents-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 the Product-Specific Terms are otherwise inconsistent with applicable law or the Public Sector Customer's contract terms	
ITSM	PROD17800	Business Stakeholder User v4	Business Stakeholder User	£ 28.35	General Availability	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	Technology Workflow

						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.	
	PROD22260	Digital End-User Experience - Subscription Unit v2	Subscription Unit	£ 19.44	General Availability	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	Technology Workflow

					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 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	
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						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.	
	PROD17259	IT Service Management Enterprise - Fulfiller User v3	Fulfiller User	£ 182.25	General Availability	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	Technology Workflow

						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 family release indicated below: San Diego - Digital Portfolio Management; DevOps Change Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo	
	PROD17256	IT Service Management Professional	Fulfiller User	£ 121.50	General Availability	Included Applications: Incident Management; Digital Product Release; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Walk-Up Experience; Continual Improvement	Technology Workflow

		- Fulfiller User v3				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	
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						Velocity (Formerly: DevOps and DevOps Insights) DevOps Config - Tokyo	
	PROD1724 3	IT Service Management Standard - Fulfiller User v3	Fulfiller User	£ 81.00	General Availability	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	Technology Workflow
	PROD2119 2	ITSM Enterprise Plus - Fulfiller User	Fulfiller User	£ 72.90	General Availability	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.	Technology Workflow

					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	
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						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.	
	PROD21193	ITSM Enterprise Plus - Unrestricted User	Unrestricted User	£ 9.72	General Availability	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 Enterprise Plus for the procured number of Unrestricted Users and use-cases contractually allowed for IT Service	Technology Workflow

					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	
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						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.	
	PROD21190	ITSM Professional Plus - Fulfiller User	Fulfiller User	£ 72.90	General Availability	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	Technology Workflow

					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.	
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	PROD2119 1	ITSM Professional Plus - Unrestricted User	Unrest ricted User	£ 9.72	General Availability	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.	Technolo gy Workflow
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						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.	
	PROD24442	Operational Technology Service Management Enterprise - High Site Value - Industrial Site	Industrial Site	£ 8,100.00	General Availability	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	Technology Workflow

						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.	
	PROD17363	Operational Technology Service Management Enterprise	Unrestricted User	£ 28.35	General Availability	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release; Problem Management; Operational Technology Change Management; Change	Technology Workflow

		– Unrestricted User v2				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; 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	
	PROD24439	Operational Technology Service Management Professional - High Site Value - Industrial Site	Industrial Site	£ 6,480.00	General Availability	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	Technology Workflow

						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.	
	PROD17361	Operational Technology Service	Unrestricted User	£ 20.25	General Availability	Included Applications: Operational Technology Incident Management; Digital Product Release; Incident Management; Digital Product Release;	Technology Workflow

		Management Professional – Unrestricted User v2				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; 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	
	PROD24436	Operational Technology Service Management Standard - High Site Value - Industrial Site	Industrial Site	£ 4,860.00	General Availability	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	Technology Workflow

					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	
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						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".	
	PROD1734 2	Operational Technology Service Managem ent Standard – Unrestricted User v2	Unrest ricted User	£ 16.20	General Availability	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 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	Technolo gy Workflow
	PROD2543 7	OTSM Enterprise Plus - Industrial Site	Industr ial Site	£ 5,670.00	General Availability	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	Technolo gy Workflow

						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	
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						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.	
	PROD25432	OTSM Professional Plus - Industrial Site	Industrial Site	£ 5,670.00	General Availability	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	Technology Workflow

					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	
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						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.	
	PROD01627	Performance Analytics - Enterprise - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of all subscription SKUs	General Availability	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 capacity of purchased Subscription Products, or if Customer purchases additional Subscription Products, additional PA Subscription Fees shall apply.	Technology Workflow
	PROD03426	Performance Analytics For IT Service Management - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of ITSM Standard SKU	General Availability	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.	Technology Workflow

	PROD2529 1	Technology Transformati on Base v2 - Unrestricted User	Unrest ricted User	£ 61.56	General Availability	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	Technolo gy Workflow
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						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.	
	PROD25294	Technology Transformation Premium v2 - Unrestricted User	Unrestricted User	£ 77.76	General Availability	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	Technology Workflow

					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	
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						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.	
Risk	PROD26238	AI Control Tower - Subscription Unit	Subscription Unit	£ 64.80	General Availability	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 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	Technology Workflow

						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".	
	PROD18127	Business Continuity Management - BCM Lite Operator	BCM Lite Operator	£ 40.50	General Availability	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.	Technology Workflow
	PROD14201	Business Continuity Management	BCM Operator	£ 243.00	General Availability	Included Applications: Business Impact Analysis; Business Continuity Planning; Crisis Management; Predictive Intelligence; Virtual Agent; BCM mobile app; and Platform Analytics	Technology Workflow

		Professional v2 - BCM Operator				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	
	PROD13219	Business Continuity Management Standard	BCM Operator	£ 162.00	General Availability	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	Technology Workflow

		- BCM Operator				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	
	PROD18124	Environmental, Social, and Governance Management - Metric Definition	ESG Metric Definition	£ 4,050.00	General Availability	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	Technology Workflow

						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.	
	PROD26983	ESG Professional Plus - Metric Definition Pack	Metric Definition Pack	£ 2,430.00	General Availability	Included Applications: Now Assist for ESG; Now Assist for CMDDB; 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 allowed for ESG. Usage of ESG Professional Plus is limited to the number of Metric Definition packs. A Metric Definition is	Technology Workflow

					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 CMDDB: 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	
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						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.	
	PROD23807	Integrated Risk Management - IRM Lite Operator v2	IRM Lite Operator	£60.75	General Availability	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	Technology Workflow

						for business approvals, risk events, advanced risk 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	
	PROD23795	Integrated Risk Management Enterprise v2 - IRM Operator	IRM Operator	£ 303.75	General Availability	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	Technology Workflow

					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	
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						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.	
	PROD23792	Integrated Risk Management Professional v2 - IRM Operator	IRM Operator	£ 202.50	General Availability	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	Technology Workflow

					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	
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						may require purchase of Integration Hub Transactions at an additional fee.	
	PROD23789	Integrated Risk Management Standard v2 - IRM Operator	IRM Operator	£ 101.25	General Availability	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) 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	Technology Workflow

						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.	
	PROD25399	IRM Enterprise Plus - Now Assist User	Now Assist User	£ 121.50	General Availability	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	Technology Workflow

						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.	
	PROD25394	IRM Professional Plus - Now Assist User	Now Assist User	£121.50	General Availability	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	Technology Workflow

					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	
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						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.	
	PROD03427	Performance Analytics For Governance, Risk and Compliance - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of GRC Standard SKU	General Availability	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.	Technology Workflow
	PROD14209	Policy and Compliance Management	IRM Operator	£ 40.50	General Availability	Included Application: Policy and Compliance Management; AI Risk and Compliance Management An Integrated Risk Management (IRM) Operator is any User who contributes to, or	Technology Workflow

		nt - IRM Operator				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.	
	PROD23825	Privacy Management - Privacy Lite Operator	Privacy Lite Operator	£60.75	General Availability	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	Technology Workflow

						requires the purchase of Privacy Operator subscription product	
	PROD23810	Privacy Management - Privacy Operator v2	Privacy Operator	£101.25	General Availability	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 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	Technology Workflow

						then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PROD2803 2	PRM Professional Plus - Now Assist User	Now Assist User	£ 60.75	General Availability	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-	Technolo gy Workflow

						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.	
	PROD20917	Third-party Risk Management - Transactions	Transactions	£ 32.40	General Availability	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	Technology Workflow

						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.	
	PROD20914	Third-party Risk Management Base - Module	Module	£3,240.00	General Availability	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.	Technology Workflow

	PROD28023	TPRM Professional Plus - Transactions	Transactions	£19.44	General Availability	Included Applications: Now Assist for Third-Party Risk Management (TPRM); Now Assist for CMDDB; 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 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	Technology Workflow
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						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	
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						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.	
	PROD15679	Virtual Agent IRM Conversation - Transaction Pack	Transaction Pack	£ 1,687.50	General Availability	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.	Technology Workflow
Creator App Engine	PROD19351	App Engine Enterprise - Fulfiller User	Fulfiller User	£ 121.50	General Availability	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	AI Platform

						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.	
	PROD1923 1	App Engine Enterprise for ERP – Fulfiller User	Fulfiller User	£ 202.50	General Availability	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	AI Platform

						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 Intelligence use rights apply only to App Engine. The following Application(s) became available according to the release indicated below: Utah - ERP Semantic Mining	
	PROD25883	App Engine Enterprise Plus - Fulfiller User	Fulfiller User	£ 72.90	General Availability	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	AI Platform

					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/entitlement	
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						ents-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.	
	PROD25884	App Engine Enterprise Plus - Unrestricted User	Unrestricted User	£ 9.72	General Availability	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 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	AI Platform

					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	
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						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.	
	PROD25204	Creator Professional Plus v2 - Module	Module	£6,075.00	General Availability	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. 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	AI Platform

						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.	
	PROD26751	Developer Sandbox - Instance	Instance	£ 3,375.00	General Availability	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 Platform
	PROD16044	Manufacturing Foundation - Fulfiller User	Fulfiller User	£ 162.00	General Availability	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	AI Platform

						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.	
	PROD13079	Now Platform® App Engine for IT Service Management - Module	Module	VLP to calculate 20% of Cumulative ACV (CACV) ITSM (STD, PRO & ENT Fulfiller) ACV. Provides unlimited Custom Tables	General Availability	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 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.	AI Platform
FSM	PROD22114	Contractor Marketplace - Contractor User	Contractor User	£ 28.35	General Availability	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	CRM and Industry

						application(s) became available according to the release indicated below: Washington - Field Service Marketplace	
	PROD1938 1	EAM Field Service Technician - Fulfiller User	Fulfiller User	£ 28.35	General Availability	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 Industry
	PROD1937 3	Field Service Management Enterprise - Fulfiller User	Fulfiller User	£ 222.75	General Availability	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	CRM and Industry

						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	
	PROD19372	Field Service Management Professional - Fulfiller User v2	Fulfiller User	£ 141.75	General Availability	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	CRM and Industry

					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-	
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						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	
	PROD1937 1	Field Service Management Standard - Fulfiller User v2	Fulfiller User	£ 81.00	General Availability	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. 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	CRM and Industry

						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	
	PROD2157 1	FSM Enterprise Plus - Fulfiller User	Fulfiller User	£ 85.05	General Availability	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	CRM and Industry

						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.	
	PROD21569	FSM Professional Plus - Fulfiller User	Fulfiller User	£ 85.05	General Availability	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	CRM and Industry

					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 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	
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						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.	
	PROD03432	Performance Analytics For Field Service Management - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of FSM Standard SKU	General Availability	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

	PROD1938 2	Schedule Optimization Add-on Fulfiller User - Application	Application	VLP to calculate 30% Cumulative ACV (CACV) of FSm Professional SKU	General Availability	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. 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	CRM and Industry
	PROD2471 2	Schedule Optimization for FSMT Professional - Application	Application	VLP to calculate 30% Cumulative ACV (CACV) of FSMT Professional SKU	General Availability	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

	PROD20274	Virtual Agent FSM Conversation - Transaction Pack	Transaction Pack	£ 1,687.50	General Availability	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
	PROD19377	Workforce Optimization for Field Service Management Professional Fulfiller User - Application	Application	VLP to calculate 30% Cumulative ACV (CACV) of FSm Professional SKU	General Availability	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
	PROD24703	Workforce Optimization for FSMT Professional	Application	VLP to calculate 30% Cumulative	General Availability	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	CRM and Industry

		- Application		ACV (CACV) of FSMT Professional SKU		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 Workforce Optimization Subscription Fees shall apply.	
HR	PROD27881	CBS Enterprise Plus - Unrestricted User	Unrestricted User	£ 28.35	General Availability	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	Core Business

					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.	
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						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 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	
	PROD27676	EC Professional Plus - Unrestricted User	Unrestricted User	£ 7.29	General Availability	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	Core Business

					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	
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					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. 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	
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						ents-packages.html Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation.	
	PROD24409	Enterprise Service Management Base Suite v4 - Unrestricted User	Unrestricted User	£ 36.45	General Availability	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	Core Business

					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).	
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						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	
	PROD24412	Enterprise Service Management Base Suite with App Engine v4 - Unrestricted User	Unrestricted User	£ 52.65	General Availability	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;	Core Business

					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	
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					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	
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						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	
	PROD24415	Enterprise Service Management Premium Suite v4 - Unrestricted User	Unrestricted User	£ 44.55	General Availability	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 centralized ServiceNow environment, provided	Core Business

					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	
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					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	
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	PROD24418	Enterprise Service Management Premium Suite with App Engine v4 - Unrestricted User	Unrestricted User	£60.75	General Availability	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; 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	Core Business
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					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	
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						(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	
	PROD26867	HR Service Delivery Enterprise - HR User v6	HR User	£ 16.20	General Availability	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	Core Business

						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.	
	PROD26869	HR Service Delivery Enterprise - Unrestricted User v4	Unrestricted User	£ 16.20	General Availability	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	Core Business

						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.	
	PROD26863	HR Service Delivery Professional - HR User v6	HR User	£12.96	General Availability	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	Core Business

						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.	
	PROD26865	HR Service Delivery Professional - Unrestricted User v4	Unrestricted User	£ 12.96	General Availability	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 Business
	PROD26859	HR Service Delivery Standard - HR User v3	HR User	£ 7.29	General Availability	Included Application: Case and Knowledge Management, Employee Center Pro and Universal Request. Usage of the HR Service Delivery Standard Applications is limited based	Core Business

						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 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.	
	PROD26861	HR Service Delivery Standard - Unrestricted User	Unrestricted User	£ 7.29	General Availability	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".	Core Business

						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.	
	PROD26875	HRSD Enterprise Plus - HR User v2	HR User	£8.10	General Availability	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	Core Business

					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. Customer acknowledges that, to the extent it activates and uses External Content	
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						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.	
	PROD26877	HRSD Enterprise Plus - Unrestricted User v2	Unrestricted User	£ 8.10	General Availability	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	Core Business

					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 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	
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						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.	
	PROD26871	HRSD Professional Plus - HR User v2	HR User	£ 8.10	General Availability	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	Core Business

						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 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	
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						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.	
	PROD26873	HRSD Professional Plus -	Unrestricted User	£ 8.10	General Availability	Included Applications: Now Assist for HR Service Delivery (HRSD); Now Assist for Employee Center Pro; External Content Connectors; and	Core Business

		Unrestricted User v2				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 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	
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					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-	
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						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.	
	PROD01625	Performance Analytics For HR - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of HRSD Standard SKU	General Availability	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 Business
	PROD18682	Talent Development - Application User	Application User	£ 6.48	General Availability	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 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	Core Business

						Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.	
	PROD1870 1	Talent Development - Unrestricted User	Unrestricted User	£ 6.48	General Availability	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 Business
	PROD1924 2	Talent Development (without EC Pro) - Application User	Application User	£ 4.05	General Availability	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	Core Business

						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.	
	PROD19243	Talent Development (without EC Pro) - Unrestricted User	Unrestricted User	£ 4.05	General Availability	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 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

Security	PROD27079	CISO Cyber Risk Enterprise Solution (100 Pack)	Unrestricted User Pack	£2,693.25	General Availability	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	Technology Workflow
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					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	
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						(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 Enterprise product subscription only), risk identification	
	PROD27215	CISO Cyber Risk Professional Solution (100 Pack)	Unrestricted User Pack	£ 2,268.00	General Availability	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	Technology Workflow

					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	
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					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 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	
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	PROD1674 6	Data Loss Prevention Incident Response - Unrestricted User	Unrestricted User	£ 1.82	General Availability	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.	Technology Workflow
	PROD2524 2	Operational Technology Vulnerability Response Enterprise - High Site Value - Industrial Site	Industrial Site	£ 8,100.00	General Availability	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 waived. Exceeding these limitations outside intended use is a material violation of the license and will require Customer to procure a separate offering	Technology Workflow

					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	
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						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".	
	PROD25239	Operational Technology Vulnerability Response Professional - High Site Value - Industrial Site	Industrial Site	£ 6,480.00	General Availability	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	Technology Workflow

					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 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	
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						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".	
	PROD24449	Operational Technology Vulnerability Response Standard - High Site Value - Industrial Site	Industrial Site	£ 4,860.00	General Availability	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.	Technology Workflow

					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 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	
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						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".	
	PROD01623	Performance Analytics For Security Operations - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of SecOps Standard SKU	General Availability	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.	Technology Workflow
	PROD26333	SecOps Enterprise Plus - CISO -	Unrestricted User	£ 4.46	General Availability	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	Technology Workflow

		Unrestricted User				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 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	
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					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	
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						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	
	PROD2633 2	SecOps Professional Plus - CISO - Unrestricted User	Unrest ricted User	£ 4.46	General Availability	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). 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	Technolo gy Workflow

					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	
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						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	
	PROD22090	Security Operations Enterprise - SIR - Unrestricted User	Unrestricted User	£ 4.86	General Availability	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	Technology Workflow

						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.	
	PROD18263	Security Operations Enterprise - VR - Unrestricted User	Unrestricted User	£ 6.08	General Availability	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.	Technology Workflow

	PROD20826	Security Operations Enterprise - VR v2 - Devices	Devices	£ 2.43	General Availability	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 (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. An Unrestricted User is every User that is assigned a unique username and has a user profile in the Subscription Service designated as "active".	Technology Workflow
	PROD16744	Security Operations Professional - SIR v2 - Unrestricted User	Unrestricted User	£ 3.24	General Availability	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	Technology Workflow

						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.	
	PROD18276	Security Operations Professional - VR - Unrestricted User	Unrestricted User	£ 4.25	General Availability	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.	Technology Workflow
	PROD20825	Security Operations Professional	Devices	£ 1.82	General Availability	Included Applications: Cybersecurity Executive Dashboard; Vulnerability Response; Vulnerability Crisis Management; Vulnerability Solution	Technology Workflow

		- VR v2 - Devices				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".	
	PROD20790	Security Operations Standard - SIR v4 - Unrestricted User	Unrestricted User	£ 2.03	General Availability	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.	Technology Workflow

	PROD20824	Security Operations Standard - VR v2 - Devices	Devices	£ 1.01	General Availability	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".	Technology Workflow
	PROD20860	Security Posture Control - Devices	Devices	£ 1.62	General Availability	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	Technology Workflow

						requires ITOM Discovery or ITOM Visibility as a prerequisite.	
	PROD23700	SIR Enterprise Plus - Unrestricted User	Unrestricted User	£ 1.94	General Availability	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 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	Technology Workflow

						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.	
	PROD23697	SIR Professional Plus - Unrestricted User	Unrestricted User	£ 1.94	General Availability	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	Technology Workflow

					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 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	
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						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.	
	PROD22290	Threat Intelligence Security Center - Unrestricted User	Unrestricted User	£ 2.43	General Availability	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.	Technology Workflow

	PROD26350	VR Enterprise Plus - Device	Devices	£ 1.13	General Availability	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 environments or other restricted environments. Use of this Subscription Product requires use of Next Experience to access full	Technology Workflow
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					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.	
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	PROD26349	VR Professional Plus - Device	Devices	£ 1.13	General Availability	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	Technology Workflow
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					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.	
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	PROD22988	XM Cyber Continuous Exposure Management for Enterprise - Tier 4 (1,000 - 4,999 Servers)	Server	£ 10.94	General Availability	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.	Technology Workflow
	PROD22990	XM Cyber Continuous Exposure Management for Enterprise - Tier 1 (1,000 - 4,999 Workstations)	Workstation	£ 2.70	General Availability	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.	Technology Workflow
	PROD22985	XM Cyber Continuous Exposure Management for Enterprise - Tier 1 (100 - 249 Servers)	Server	£ 19.17	General Availability	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.	Technology Workflow
	PROD22986	XM Cyber Continuous Exposure Management for Enterprise -	Server	£ 16.47	General Availability	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	Technology Workflow

		Tier 2 (250 - 499 Servers)				on Control Plane API. XM Cyber Continuous Exposure Management for Enterprise must be purchased in a package of units including both Servers and Workstations.	
	PROD2299 1	XM Cyber Continuous Exposure Management for Enterprise - Tier 2 (5,000 - 9,999 Workstations)	Workstation	£ 2.37	General Availability	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.	Technology Workflow
	PROD2299 2	XM Cyber Continuous Exposure Management for Enterprise - Tier 3 (10,000 - 49,999 Workstations)	Workstation	£ 2.03	General Availability	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.	Technology Workflow
	PROD2298 7	XM Cyber Continuous Exposure Management for Enterprise - Tier 3 (500 - 999 Servers)	Server	£ 13.63	General Availability	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.	Technology Workflow

	PROD22993	XM Cyber Continuous Exposure Management for Enterprise - Tier 4 (50,000 - 99,999 Workstations)	Workstation	£ 1.68	General Availability	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.	Technology Workflow
	PROD22994	XM Cyber Continuous Exposure Management for Enterprise - Tier 5 (100,000 Workstations and above)	Workstation	£ 1.22	General Availability	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.	Technology Workflow
	PROD22989	XM Cyber Continuous Exposure Management for Enterprise - Tier 5 (5,000 Servers and above)	Server	£ 8.24	General Availability	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.	Technology Workflow
	PROD22995	XM Cyber Continuous Exposure Management for Public	Cloud Workloads	£ 19.17	General Availability	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.	Technology Workflow

		Cloud Networks - Tier 1 (100 - 249 Workloads)				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.	
	PROD22996	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 2 (250 - 499 Workloads)	Cloud Workloads	£ 16.47	General Availability	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.	Technology Workflow
	PROD22997	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 3 (500 - 999 Workloads)	Cloud Workloads	£ 13.63	General Availability	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.	Technology Workflow
	PROD22998	XM Cyber Continuous Exposure Management for Public Cloud	Cloud Workloads	£ 10.94	General Availability	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	Technology Workflow

		Networks - Tier 4 (1,000 - 4,999 Workloads)				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.	
	PROD22999	XM Cyber Continuous Exposure Management for Public Cloud Networks - Tier 5 (5,000 Workloads)	Cloud Workloads	£ 8.24	General Availability	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.	Technology Workflow
Asset Management	PROD24727	Cloud Cost Management - Subscription Unit v2	Subscription Unit	£ 6.48	General Availability	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	Technology Workflow

						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: 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.	
	PROD23593	Enterprise Asset Management Professional -	Subscription Unit	£ 9.72	General Availability	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	Technology Workflow

		Subscription Unit v3				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".	
	PROD26247	HAM Professional Plus - Subscription Unit	Subscription Unit	£ 2.92	General Availability	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	Technology Workflow

					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-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	
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						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.	
	PROD23841	Hardware Asset Management Professional -	Subscription Unit	£ 4.86	General Availability	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	Technology Workflow

		Subscription Unit v6				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 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.	
	PROD26855	ITAM for Financial Services - Subscription Unit	Subscription Unit	£ 3.24	General Availability	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	Technology Workflow

						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.	
	PROD25305	Operational Technology Asset Management - High Site Value - Industrial Site	Industrial Site	£ 8,100.00	General Availability	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	Technology Workflow

					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 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	
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					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	
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						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	
	PROD25307	Operational Technology Asset Management - High Site Value - Industrial Site RM Lvl 3	Industrial Site	£ 10,530.00	General Availability	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 waived. Exceeding these limitations outside intended use is a material violation of the license and will	Technology Workflow

					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	
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						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	
	PROD25450	SAM Enterprise Plus - Subscription Unit	Subscription Unit	£ 4.05	General Availability	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 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	Technology Workflow

					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-	
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						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.	
	PROD25449	SAM Professional Plus - Subscription Unit	Subscription Unit	£ 4.05	General Availability	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	Technology Workflow

					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.	
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					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	
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						Subscription Product may be available in the ServiceNow Store or the Documentation.	
	PROD24723	Software Asset Management Enterprise - Subscription Unit v3	Subscription Unit	£ 9.72	General Availability	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	Technology Workflow

						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.	
	PROD15033	Software Asset Manageme	Subscription Unit	£ 6.48	General Availability	Included Applications: Software Asset Management; Asset Management; Software Spend Detection; Platform Analytics Advanced;	Technology Workflow

		nt Professional - Subscription Unit v2				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 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	
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						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.	
	PROD22246	Telecommunications Network Inventory Professional - Subscription Unit v2	Subscription Unit	£ 19.44	General Availability	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 .	Technology Workflow
ITOM	PROD26035	Cloud Governance Suite - Module	Module	£ 3,375.00	General Availability	Included Application: Cloud Workspace Entitles an unlimited number of Users to access Cloud Workspace as a prerequisite for accessing Cloud Solutions capabilities.	Technology Workflow
	PROD16964	Health Log Analytics add-on - Subscription Unit	Subscription Unit	£ 11.34	General Availability	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	Technology Workflow

						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 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".	
	PROD25273	Industrial Footprint - Industrial Site	Industrial Site	£ 8.10	General Availability	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	Technology Workflow

						violation of the license may require Customer to procure a separate offering and additional fees.	
	PROD2774 1	Intended Use Protection Limit Pack - Max IT within OT Devices	OT Devices	£ 405.00	General Availability	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.	Technology Workflow
	PROD1499 7	IT Operations Management Visibility v2 - Subscription Unit	Subscription Unit	£ 9.72	General Availability	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.	Technology Workflow

						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 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".	
	PROD25358	ITOM AIOps Enterprise v3 - Subscription Unit	Subscription Unit	£ 34.02	General Availability	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	Technology Workflow

					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.	
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						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.	
	PROD1777 1	ITOM AIOps Professional - IoT - Subscription Unit	Subscription Unit	£ 19.44	General Availability	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 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	Technology Workflow

						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.	
	PROD1499 5	ITOM AIOps Professional v2 - Subscription Unit	Subscription Unit	£ 19.44	General Availability	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	Technology Workflow

						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 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.	
	PROD16960	ITOM Cloud Accelerate - Subscription Unit	Subscription Unit	£ 6.48	General Availability	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	Technology Workflow

						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.	
	PROD22524	ITOM Enterprise Plus - Subscription Unit	Subscription Unit	£ 11.34	General Availability	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	Technology Workflow

					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 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	
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						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.	
	PROD22521	ITOM Professional Plus - Subscription Unit	Subscription Unit	£ 11.34	General Availability	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	Technology Workflow

					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 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	
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						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.	
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	PROD2826 5	Operational Technology Visibility - High Site Value v2 - Industrial Site	Industr ial Site	£ 8,100.00	General Availability	Included Applications: Operational Technology Manager; Discovery for Operational Technology, OT Obsolescence Management; Service Graph Connector for ServiceNow OT Discovery; Industrial Process Manager; ITOM Visibility; 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 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,	Technolo gy Workflow
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					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	
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						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	
	PROD12788	Performance Analytics For IT Operations Management (Current) - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of ITOM Standard SKU	General Availability	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.	Technology Workflow
Source to Pay Operations	PROD26838	CM Pro Plus for S2PO - Application User	Application User	£ 24.30	General Availability	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-	Core Business

					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	
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						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.	
	PROD26848	CM Pro Plus for S2PO - Unrestricted User	Unrestricted User	£ 3.24	General Availability	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 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	Core Business

					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	
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						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.	
	PROD26837	Contract Management Pro for Source To Pay Operations - Application User	Application User	£ 40.50	General Availability	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 Business
	PROD26841	Contract Management Pro for Source To Pay Operations	Unrestricted User	£ 4.86	General Availability	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	Core Business

		- Unrestricted User				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.	
	PROD2364 7	S2P Professional Plus - Application User	Applic ation User	£ 43.74	General Availability	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	Core Business

					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-packages.html (or such successor site or related locations designated by ServiceNow), and may be updated by ServiceNow from time	
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						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	
	PROD23646	S2P Professional Plus - Unrestricted User	Unrestricted User	£ 6.48	General Availability	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	Core Business

					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	
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						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	
	PROD26764	Source To Pay Operations Professional - Application User	Application User	£ 72.90	General Availability	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,	Core Business

						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.	
	PROD2676 1	Source To Pay Operations Professional -	Unrest ricted User	£ 11.34	General Availability	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;	Core Business

		Unrestricted User				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 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	
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						of Integration Hub Transactions at an additional fee.	
	PROD26766	Source To Pay Operations Standard - Application User	Application User	£ 40.50	General Availability	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	Core Business

						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.	
	PROD26759	Source To Pay Operations Standard - Unrestricted User	Unrestricted User	£ 6.48	General Availability	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	Core Business

						of Integration Hub Transactions at an additional fee.	
Portfolio Management	PROD22188	Collaborative Work Management - CWM User	CWM User	£ 20.25	General Availability	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
	PROD25225	Collaborative Work Management Promo - CWM User	CWM User	£ -	General Availability	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
	PROD26256	CWM Professional Plus - CWM User	CWM User	£ 12.15	General Availability	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	Technology Workflow

					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 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	
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						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.	
	PROD25426	EA Professional Plus - Business Application	Business Application	£ 34.02	General Availability	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	Technology Workflow

					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 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),	
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						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.	
	PROD23527	Enterprise Architecture Professional - Business Application	Business Application	£56.70	General Availability	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	Technology Workflow

						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.	
	PROD23524	Enterprise Architecture Standard - Business Application	Business Application	£ 36.45	General Availability	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 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.	Technology Workflow
	PROD02229	Performance Analytics For IT Business Management - Application	Application	VLP to calculate 20% Cumulative ACV (CACV) of ITBM SKU	General Availability	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	Technology Workflow

						Management Users, or if Customer purchases additional IT Business Management Users, additional PA Subscription Fees shall apply.	
	PROD2289 4	SPM Professional Plus - SPM User	SPM User	£ 60.75	General Availability	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	Technolo gy Workflow

					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.	
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	PROD2289 5	SPM Professional Plus - Unrestricted User	Unrest ricted User	£ 7.29	General Availability	Included Applications: Now Assist for Strategic Portfolio Management (SPM); Now Assist for CMDDB; 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 CMDDB: 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	Technolo gy Workflow
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						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.	
	PROD23774	Strategic Portfolio Management Professional	SPM User	£ 101.25	General Availability	Included Applications: Project Portfolio Management; Collaborative Work Management; Collaborative Work Management; Cost Management; Demand Management; Agile Development; Digital	Technology Workflow

		v2 - SPM User				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.	
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	PROD16951	Strategic Portfolio Management Standard - SPM User	SPM User	£ 60.75	General Availability	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.	Technology Workflow
	PROD12014	Time Card User v2 - Time Card User	Time Card User	£ 12.15	General Availability	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.	Technology Workflow
Customer Service	PROD21204	CSM Enterprise Plus - Fulfiller User	Fulfiller User	£ 109.35	General Availability	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	CRM and Industry

					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	
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						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.	
	PROD21202	CSM Professional Plus - Fulfiller User	Fulfiller User	£ 109.35	General Availability	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	CRM and Industry

						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	
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						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.	
	PROD10246	Customer Service Management (1,000 Additional Portal Visits) - 1,000 Visit Pack	1,000 Visit Pack	£ 48.60	General Availability	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, unauthenticated, or External Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.	CRM and Industry
	PROD19280	Customer Service Management	Fulfiller User	£ 263.25	General Availability	Included Applications: Customer Service Management; Engagement Messenger; Communities; Continual Improvement	CRM and Industry

		nt Enterprise - Fulfiller User v7				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	
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						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	
	PROD19279	Customer Service Management	Fulfiller User	£ 182.25	General Availability	Included Applications: Customer Service Management; Engagement Messenger; Communities; Continual Improvement Management; Proactive Customer Service	CRM and Industry

		Professional - Fulfiller User v7				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	
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						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	
	PROD19278	Customer Service Management Standard - Fulfiller User v7	Fulfiller User	£ 101.25	General Availability	Included Applications: Customer Service Management; Engagement Messenger; Communities; Walk-Up Experience; Incident Management; Problem Management; Change Management; Asset Management; Request Management; Cost Management; Digital	CRM and Industry

						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	
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						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	
	PROD01624	Performance Analytics For Customer Service Management - Application	Application	VLP to Calculate 20% Cumulative ACV (CACV) of CSM Standard SKU	General Availability	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
	PROD21240	PSDS Enterprise Plus - Fulfiller User	Fulfiller User	£ 145.80	General Availability	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.	CRM and Industry

					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	
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						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.	
	PROD21238	PSDS Professional Plus - Fulfiller User	Fulfiller User	£ 145.80	General Availability	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	CRM and Industry

					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 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 CMDDB: 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),	
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						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.	
	PROD1929 2	Public Sector Digital Services Enterprise - Fulfiller User v2	Fulfiller User	£ 324.00	General Availability	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	CRM and Industry

					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. 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	
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						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	
	PROD19290	Public Sector Digital Services Professional - Fulfiller User v2	Fulfiller User	£ 243.00	General Availability	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	CRM and Industry

						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	
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						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	
	PROD19288	Public Sector Digital Services Standard - Fulfiller User v2	Fulfiller User	£ 162.00	General Availability	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	CRM and Industry

						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 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	
	PROD09274	Virtual Agent CSM Conversation -	Transaction Pack	£ 1,687.50	General Availability	Virtual Agent CSM Conversation Transaction Pack includes entitlement for up to 4000 Virtual Agent Conversation Transactions per month (unused Virtual Agent Conversation	CRM and Industry

		Transaction Pack				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.	
	PROD18711	Workforce Optimization for Customer Service Management Professional Fulfiller User - Application	Application	VLP to calculate 30% of Cumulative ACV (CACV) of CSM Professional SKU.	General Availability	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 Industry
	PROD18712	Workforce Optimization for Customer Service	Application	VLP to calculate 30% of Cumulative	General Availability	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	CRM and Industry

		Management Professional Unrestricted User - Application		ACV (CACV) of CSM Professional SKU.		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 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.	
	PROD18725	Workforce Optimization for Public Sector Digital Services Professional Fulfiller User - Application	Application	VLP to calculate 30% of Cumulative ACV (CACV) of PSDS Professional SKU.	General Availability	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 sections, as specified in the	CRM and Industry

						applicable ordering document or Entitlements sheet.	
	PROD18727	Workforce Optimization for Public Sector Digital Services Professional Unrestricted User - App	Application	VLP to calculate 30% of Cumulative ACV (CACV) of PSDS Professional SKU.	General Availability	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 sections, as specified in the applicable ordering document or Entitlements sheet	CRM and Industry
Impact	PROD24404	Impact Guided v3 - Package	Success	Impact Guided v3 - Package - 10% CACV	General Availability	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.	Impact Workflow
	PROD24407	Impact Total v3 - Package	Success	Impact Total v3 - Package - 30% CACV	General Availability	The Impact Total v3 Package is subject to the Impact Total v3 Package Description. 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.	Impact Workflow
	PROD22474	Managed Support	Success	£ 10,125.00	General Availability	Managed Support is subject to the Managed Support Package Description. If not attached to	Impact Workflow

						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.	
	PROD22473	Platform Governance	Success	£16,875.01	General Availability	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 https://www.servicenow.com/upgrade-schedules.html and is INCORPORATED HEREIN BY THIS REFERENCE.	Impact Workflow
	PROD27418	Platform Health	Success	£3,375.00	General Availability	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.	Impact Workflow
	PROD26598	Preventive Care v2	Success	£13,500.00	General Availability	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.	Impact Workflow
	PROD22472	Strategic Value	Success	£16,875.01	General Availability	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.	Impact Workflow
Workplace	PROD26939	Health & Safety Enterprise -	Application User	£6.48	General Availability	Included Applications: Health and Safety Case Management, Health and Safety Contractor Management, Contractor Service Center,	Core Business

		Application User				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.	
	PROD26941	Health & Safety Enterprise - Unrestricted User	Unrestricted User	£ 6.48	General Availability	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	Core Business

						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 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.	
	PROD26963	Health & Safety Enterprise Plus - Application User	Application User	£2.43	General Availability	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	Core Business

					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	
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						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.	
	PROD26954	Health & Safety Enterprise Plus - Unrestricted User	Unrestricted User	£ 2.43	General Availability	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	Core Business

					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	
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						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.	
	PROD2693 5	Health & Safety Professional - Application User	Applic ation User	£ 4.05	General Availability	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 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.	Core Business

	PROD2693 7	Health & Safety Professional - Unrestricted User	Unrest ricted User	£ 4.05	General Availability	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 Business
	PROD2446 3	Health & Safety Professional Plus - Application User	Applic ation User	£ 2.43	General Availability	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	Core Business

					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 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	
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						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.	
	PROD2446 2	Health & Safety Professional Plus - Unrestricted User	Unrestricted User	£ 2.43	General Availability	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-	Core Business

					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	
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						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.	
	PROD22878	Indoor Mapping Service - Floor	Floor	£81.00	General Availability	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	Core Business

						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.	
	PROD23615	Workplace Service Delivery Enterprise - Unrestricted User v2	Unrestricted User	£ 9.72	General Availability	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 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	Core Business

					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.	
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	PROD2691 6	Workplace Service Delivery Professional v3 - Application User	Applic ation User	£ 7.29	General Availability	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 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	Core Business
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						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.	
	PROD26918	Workplace Service Delivery Professional v3 - Unrestricted User	Unrestricted User	£ 7.29	General Availability	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	Core Business

					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	
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						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.	
	PROD25340	WSD Enterprise Plus - Application User	Application User	£ 4.86	General Availability	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	Core Business

						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.	
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	PROD2534 1	WSD Enterprise Plus - Unrestricted User	Unrest ricted User	£ 4.86	General Availability	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 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-	Core Business
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						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.	
	PROD25338	WSD Professional Plus - Application User	Application User	£ 4.86	General Availability	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	Core Business

					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 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	
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						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.	
	PROD25339	WSD Professional Plus - Unrestricted User	Unrestricted User	£ 4.86	General Availability	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	Core Business

					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 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	
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Legal and Contract Operations	PROD25463	LCO Professional Plus - Application User	Application User	£48.60	General Availability	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	Core Business

					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 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	
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						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.	
	PROD25462	LCO Professional Plus - Unrestricted User	Unrestricted User	£ 4.86	General Availability	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	Core Business

					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 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	
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						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.	
	PROD23727	Legal and Contract Operations - Application User	Application User	£81.00	General Availability	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	Core Business

						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.	
	PROD23733	Legal and Contract Operations - Unrestricted User	Unrestricted User	£ 8.10	General Availability	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 Business
	PROD23497	Legal Service Delivery - Application User	Application User	£ 60.75	General Availability	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	Core Business

						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.	
	PROD15269	Legal Service Delivery - Unrestricted User	Unrestricted User	£ 6.48	General Availability	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

	PROD2475 6	LSD Professional Plus - Application User	Applic ation User	£ 36.45	General Availability	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 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	Core Business
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						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.	
	PROD24754	LSD Professional	Fulfiller User	£ 206.55	General Availability	Included Applications: Now Assist for Legal Service Delivery. Entitlement for up to 8,500	Core Business

		Plus - Fulfiller User				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. 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	
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	PROD24755	LSD Professional Plus -	Unrestricted User	£ 4.05	General Availability	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).	Core Business

		Unrestricted User				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 Product is governed by the Product-Specific Terms located at	
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						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.	
RaptorDB	PROD23494	RaptorDB Professional - Application	Application	VLP to calculate 20% of ACV for all ACV. RaptorDB	General Availability	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	Data & Analytics

			is the new, modern DB that ServiceNow is migrating customers to from MariaDB		products subscribed by Customer. As Customer exceeds entitled capacity of Subscription Products, or if Customer procures additional Subscriptions, additional RaptorDB Professional Fees may apply.	
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Key Details - Neyo

For any clarifications reach out to below resources:

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Document Version Control

Version	Date	Author	Changes
1.0	January 2026	Chirag Karnik	Initial document creation; comprehensive Service Definition for G-Cloud 15