

# Softcat Plc - Salesforce Agentforce Sales (formerly Sales Cloud)

## Detailed Pricing

| Agentforce Sales (formerly Sales Cloud)                             |            | Unit Price by Volume Band (subscribers from-to) |         |         |         |        |
|---------------------------------------------------------------------|------------|-------------------------------------------------|---------|---------|---------|--------|
| Description                                                         | Unit       | 1-99                                            | 100-199 | 200-499 | 500-999 | 1000+  |
| Agentforce Sales - Enterprise Edition                               | User/Month | £95.55                                          | £69.09  | £66.15  | £58.80  | £49.98 |
| Agentforce Sales - Unlimited Edition                                | User/Month | £164.64                                         | £138.18 | £126.42 | £111.72 | £99.96 |
| Description - Restricted Use                                        | Unit       | 1-99                                            | 100-199 | 200-499 | 500-999 | 1000+  |
| Agentforce Sales - Enterprise Edition (Restricted Use) <sup>1</sup> | User/Month | £76.44                                          | £55.27  | £52.92  | £47.04  | £39.98 |
| Agentforce Sales - Unlimited Edition (Restricted Use) <sup>2</sup>  | User/Month | £131.71                                         | £110.54 | £101.14 | £89.38  | £79.97 |
| Description                                                         | Unit       | 1-49                                            | 50-199  | 200-499 | 500-999 | 1000+  |
| Quip Advanced                                                       | User/Month | £36.12                                          | £18.48  | £13.44  | £11.76  | £10.08 |
| Description                                                         | Unit       | 1+                                              |         |         |         |        |
| Einstein for Sales Add-On*                                          | User/Month | £42.21                                          |         |         |         |        |

All prices are exclusive of VAT.

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| Percentage Based Products            |                | Unit Price |
|--------------------------------------|----------------|------------|
| Description                          | Unit           | %          |
| Salesforce Shield                    | % of Net Price | 30%        |
| Platform Encryption                  | % of Net Price | 20%        |
| Event Monitoring                     | % of Net Price | 10%        |
| Field Audit Trail                    | % of Net Price | 10%        |
| Description                          | Unit           | %          |
| Sandbox (Developer Pro) <sup>3</sup> | % of Net Price | 5%         |
| Sandbox (Partial Copy) <sup>3</sup>  | % of Net Price | 20%        |
| Sandbox (Full Copy) <sup>3</sup>     | % of Net Price | 30%        |
| Salesforce Data Mask                 | % of Net Price | 10%        |
| Description                          | Unit           | %          |
| Premier Success Plan                 | % of Net Price | 18%        |
| Premier Success Plan - Heroku        | % of Net Price | 18%        |
| Premier Success Plan - Pardot        | % of Net Price | 18%        |

All prices are exclusive of VAT.

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| Description                                                       | Term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| *                                                                 | Products identified with asterisk (*) are Phased Out Products. Phased Out Products can only be purchased by Customer that has already purchased the same Phased Out Product before and continues using the Phased Out Product at least until the end of the term identified in the new Order Form.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>1 - Agentforce Sales - Enterprise Edition (Restricted Use)</b> | <p>Subscriptions ordered hereunder are Restricted Use Subscriptions, and shall be subject to the following restriction(s): Restricted Use Subscriptions shall (1) include no more than twenty (20) Custom Objects; and (2) be used only by the following type(s) of Users: Customer's employees who work less than twenty (20) hours per week. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customer must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com (<a href="http://salesforce.com/">http://salesforce.com/</a>) may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within thirty (30) days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term. Customer expressly agrees to Salesforce's use of the Salesforce Optimizer functionality (or any successor equivalent or comparable) to access and review data about Customer's usage for the sole purpose of auditing Customer's use of such Restricted Use Subscriptions. Upon the Order Start Date, in order for SFDC to run the Salesforce Optimizer, Customer shall enable the Salesforce Optimizer, as described in Documentation &lt; <a href="http://bit.ly/optimizeroverview">http://bit.ly/optimizeroverview</a> &gt;, on the applicable Org where the Restricted Use Subscriptions are deployed. Should the Salesforce Optimizer functionality be made part of the Service at a future date without the need to enable this functionality or in the event the Customer has failed to enable this functionality, Customer agrees to Salesforce's use of the Salesforce Optimizer functionality embedded in the Service for the same purpose as described above.</p> |

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|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2 - Agentforce Sales - Unlimited Edition (Restricted Use)</b>                                          | <p>Subscriptions ordered hereunder are Restricted Use Subscriptions, and shall be subject to the following restriction(s): Restricted Use Subscriptions shall (1) include no more than twenty (20) Custom Objects; and (2) be used only by the following type(s) of Users: Customer's employees who work less than twenty (20) hours per week. These restrictions shall be cumulative and shall apply to all Restricted Use Subscriptions purchased under this Order Form. Customer must strictly segregate all Restricted Use Subscriptions from any full-featured subscriptions it may hold by setting up and enforcing a unique profile in the Service associated with such Restricted Use Subscriptions. Customer understands that the above functionality limitations are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Service) and therefore agrees to strictly monitor its Users' use of such Restricted Use Subscriptions and enforce the applicable restrictions. Salesforce.com (<a href="http://salesforce.com/">http://salesforce.com/</a>) may audit Customer's use of Restricted Use Subscriptions at any time through the Service. Should any audit reveal any unauthorized use of Restricted Use Subscriptions, Customer agrees it will pay, within thirty (30) days of notice of the audit results, the difference between the contract price for Restricted Use Subscriptions and the list price for full subscriptions of the above-named product, for all of the Restricted Use Subscriptions showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term. Upon such payment, all such Restricted Use Subscriptions showing unauthorized use will be converted into full subscriptions for the remainder of the then current subscription term. Customer expressly agrees to Salesforce's use of the Salesforce Optimizer functionality (or any successor equivalent or comparable) to access and review data about Customer's usage for the sole purpose of auditing Customer's use of such Restricted Use Subscriptions. Upon the Order Start Date, in order for SFDC to run the Salesforce Optimizer, Customer shall enable the Salesforce Optimizer, as described in Documentation &lt; <a href="http://bit.ly/optimizeroverview">http://bit.ly/optimizeroverview</a> &gt;, on the applicable Org where the Restricted Use Subscriptions are deployed. Should the Salesforce Optimizer functionality be made part of the Service at a future date without the need to enable this functionality or in the event the Customer has failed to enable this functionality, Customer agrees to Salesforce's use of the Salesforce Optimizer functionality embedded in the Service for the same purpose as described above.</p> |
| <b>3 - Sandbox (Developer Pro)</b><br><b>3 - Sandbox (Partial Copy)</b><br><b>3 - Sandbox (Full Copy)</b> | <p>% of NET price for Agentforce Sales, Agentforce Service, Force.com, Chatter Plus, Communities, Knowledge-only and Portal Users (all types).</p> <p>Enterprise Edition (EE) includes 1 Sandbox (Partial Copy).</p> <p>Unlimited Edition (UE) includes 5 Sandbox (Developer Pro), 1 Sandbox (Partial Copy), 1 Sandbox (Full Copy).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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The pricing above shall also apply to existing Customers who have legacy Stock Keeping Units (SKU) on existing Orgs, per Edition as appropriate: Agentforce Sales - Professional Edition, Agentforce Sales - Enterprise Edition, or Agentforce Sales - Unlimited Edition. For clarity, any new Orgs shall use the new SKUs, as above.

All prices are quoted exclusive of VAT.