Box
Cloud Content Management

Service Definition
G-Cloud Framework 15

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1 Service Definition

Box is an enterprise content management platform that solves simple and complex challenges. From sharing files with third parties to digitally signing a contract to addressing sophisticated regulatory challenges through data classification and the automation of retention and disposition policy, Box can help.

Since 2005, Box has made it easier for people to securely share ideas, collaborate on their files and get work done faster. Today, more than 100,000 paying organizations trust Box to manage content in the cloud. Box is headquartered in Redwood City, CA, with offices across the United States, Europe, Australia and Asia.

Now more than ever, work is a thing we do and not place we go. In our remote, mobile and cloud-first world, providing both your internal and external users with secure access to content at any time using any device is critical to creating a more productive, connected workforce and improved customer experiences. Beyond secure file sharing, Box enables easy access to content and collaboration tools from any device with the security, scalability, and administrative controls that IT requires.

In addition to Box's core content management platform offerings (Business Plus and Enterprise products), customers who require more control over their content to meet security, compliance, and privacy requirements can add on the following services:

Box Governance

Box Governance helps organizations manage their content's lifecycle by powering business processes with flexible retention schedules, preserving content for legal holds, and managing the disposition of content with advanced trash controls. Box Governance provides three key capabilities:

- Retention Management: Seamlessly customize retention policies to fit your specific needs and maintain compliance. Apply modifiable or non-modifiable policies with pre-defined retention periods or custom timeframes on a global, folder, or file level or tie policies to business events with event-based retention. Automate retention and disposition of unstructured data without burdening the end user, all while reducing risk and content sprawl.
- Legal Hold Management: Reduce legal risk, simplify content preservation, and lower the costs of finding and holding content in the face of litigation. Set legal holds on Box content that individuals own or have access to when a legal hold is placed or place ongoing holds on new content they interact with. Legal Holds prevent any content under hold within the scope of a request from being permanently deleted.
- Advanced Trash Controls: Advanced trash controls help reduce risk and protect content from unauthorized deletion. Restrict permanent deletion to admins and co-admins and empower users with the ability to restore in the event of accidental deletion. Trash can be configured to automatically discard content — from 7 days to 10 years. Granular trash controls allow you to have complete control over enterprise-wide content.

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Box KeySafe

Box KeySafe is designed for organizations seeking advanced cloud content collaboration with full control over encryption keys. It enhances Box's strong encryption capabilities, allowing customers independent control of their data with a comprehensive, immutable audit log of key usage. KeySafe doesn't compromise usability, mobility, or governance of Box. Partnering with Amazon Web Services, it offers on-demand management of keys through AWS KMS and AWS KMS Custom Key Store, supported by AWS CloudHSM. This provides a simple yet advanced security solution for organizations, including support from Google Cloud Platform's Cloud HSM KMS, ensuring a broad option for cloud-based encryption key management.

Box Platform

Box Platform provides enterprise-grade content services and developer tools to easily integrate cloud content management across a company's internal systems, business processes and content experiences.

- Modern content API's that developers can interact with to build custom solutions across their business.
- Robust software development kits to accelerate development lifecycles.
- Tools and support to help developers get started on their journey more efficiently and effectively.

Box Zones

Box Zones is designed for organisations with certain local data residency, protection, and privacy concerns. Augmenting Box's strong data protection and privacy, Box Zones was created to allow customers to store their encrypted-at-rest content in-region.

Customers can select the following:

1. UK
2. EU
3. France
4. US
5. Canada
6. Australia
7. Japan
8. Switzerland (subject to general availability)
9. Singapore (subject to general availability)
10. Israel (subject to general availability)

Box Zones addresses regional (e.g. Europe) data privacy concerns, customer data residency concerns, and requirements to store files in-region. This cloud-based service preserves the ease of use and administration of Box, a leading modern content management platform. When customers combine Box KeySafe and Box Zones, they can also address requirements for independent key control for a high level of data protection.

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Box Shield

Box Shield helps further reduce risk in a precise, frictionless way. Classification-based security controls help prevent data leakage, and intelligent, context-aware threat detection helps detect potential data theft, compromised accounts, and malware.

Box Shield allows customers to:

- Create and manage custom classification labels, e.g., “Confidential”, “Sensitive”, “Internal Only”, "Public", etc., and as well as who can modify classification labels.
- Classify content manually or automatically.
- Enforce classification-based security controls, such as shared link restriction, external collaboration, download and print restrictions, watermarking, and more.
- Discover anomalous download behaviours that indicate data exfiltration.
- Identify content access from suspicious locations or user sessions that indicate account takeover.
- Detect and prevent the spread of malware through Box.
- Create information barriers to prevent conflicts of interest.

Box Shield Pro

Box Shield Pro is a powerful new suite of content security capabilities that enables enterprises to classify and secure more content faster with automatic AI-driven classification, streamlines threat response with agentic insights, and proactively strengthen their security posture against evolving threats like ransomware. Box Shield Pro requires customers to have Box Shield as a pre-requisite, and includes:

- AI Classification Agent, which uses intelligent content analysis to automatically classify sensitive content based on detected patterns, file context, and organizational requirements
- AI Threat Analysis Agent, simplifies threat alerts by automatically generating concise summaries within each notification using Box AI
- Ransomware Activity Detection, detects signs of ransomware from endpoint devices and provides rapid alerts with easy remediation options

Box Sign Add-on Pack

Box Sign refers to Box's seamless, secure e-signature product that is natively integrated into Box, and that is extensible via integrations with third party applications (like Salesforce, Workato, etc.) and custom apps via a robust set of APIs, SDKs, webhooks, and more. Box customers leveraging Box Sign natively within the Content Cloud have access to native e-signatures right within Box, including integrations with Box’s no-code workflow automation solution, Relay, to automate next steps post-signature, and Shield, empowering admins to configure their security policies to restrict sensitive content from being sent out for e-signature. Customers on Business plans and above can send unlimited documents for signature from the Box web app, at no additional cost, and customers on Enterprise Plus plans get unlimited e-signatures when integrating Box Sign with third party applications. Box Sign inherits the security and compliance posture of the Content Cloud, including HIPAA, SOC, FedRAMP, and more, including the ability to support 21 CFR Part 11 compliance for life sciences use cases.

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Features include:

- Seamless sender experience with support for 40+ file formats.
- Sign documents on desktop of mobile - no Box account required.
- Tailor your signing experience with custom branding options and a customizable disclosure
- Share to publish links online to on-demand, self-serve documents that anyone can sign.
- Upload a spreadsheet of contacts and send documents out for signature to hundreds of recipients in seconds.
- Send documents for signature from Salesforce, and power e-signatures with integrations across Workato, Slack Workflows, Appian, UiPath, and more.
- Connect Box Sign to your preferred third-party and custom applications with Box Sign APIs and SDKs
- Standardize fields, create reusable templates, and leverage template tags for repeatable processes.
- Support complex workflows with serial and parallel routing, support for different recipient roles, group signing, trigger post-signature workflows with Box Relay, and more.
- Real-time status updates and tracking, as well as customizable notifications and automatic reminders
- Admin configuration and controls; standard and custom reports.
- Advanced security and signer authentication including password protection, 2-factor authentication, tamper sealing, and integration with Box Shield.
- Secure, tamper-proof audit log that provides a record of the signatures and approvals on the document, and additional information related to the request.

Doc Gen Add-on Pack

Box Doc Gen empowers teams to automatically generate custom, error-free documents in a matter of seconds — reducing turnaround times, mitigating risk, and eliminating manual data entry while improving operational efficiency. With just a few clicks, you can leverage data from any data source, and instantly generate accurate, custom documents based on dynamic templates that handle everything from conditional formatting and tables to images and calculations. Doc Gen capabilities include:

- Generate documents individually or automate document generation at scale
- Leverage data collected in Box Forms, workflow variables, and metadata
- Auto-formatting resulting in professional-looking documents
- Embed Box Sign template tags to seamlessly generate executable documents that can be sent for signature using Box Sign
- Generate documents are stored in Box, enabling tams to collaborate with comments and annotations in real time
- Generate unlimited documents natively in Box at no additional cost with Enterprise Advanced plan

Box AI Units

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Box AI is a suite of capabilities that natively integrates advanced AI models into the Content Cloud. With Box AI, you can transform your content strategy and unlock the full potential of your unstructured data, while managing every aspect of content management (like collaborating, categorizing, and automating processes). Plus, you maintain the same enterprise-grade security, compliance, and privacy you know and trust with Box.

Features include:

- Built-in granular access permissions, wide-ranging industry compliance, and enterprise-grade security.
- Generate content (like emails, newsletters, and blogs) from scratch, or refine existing content with a simple prompt.
- Ask questions about a document, get insights from a spreadsheet, or summarize a presentation, all with just one click. And, using Box Hubs, you can soon ask questions across multiple documents.
- Start generating valuable insights using the most powerful advanced machine learning models available.
- Access Box AI seamlessly within your Box tools, rather than switching between different interfaces.
- Extend Box AI capabilities, including summarization, text generation, and document question answering, to your custom apps.
- Ability to automatically populate metadata fields with suggestions from the Box AI API with Box AI data extraction.

Box AI Units – One-time
For use-cases where there is a one-off need for Box AI Units.

Enterprise Plus

The Enterprise Plus Suite contains Box's top products in one easy to buy plan, enabling you to transform your workplace with secure collaboration, workflow, and lifecycle governance across the organization.

Products include:

- Box Enterprise
- Enhanced Box AI
- Box Governance
- Box Shield
- Box Zones
- Box Premier Services
- Large File Upload (150 GB)
- Box Relay
- Box Automate (subject to general availability)
- Box Sign
- Box Hubs
- Box Canvas

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- Monthly Box AI Queries

Enterprise Advanced

The Enterprise Advanced product contains Box's top products in one easy to buy plan. Enabling you to transform your workplace with secure collaboration, workflow, lifecycle governance, e-signature, Box AI, and enhanced metadata across the organization.
Products include:

- Box Enterprise
- Enhanced Box AI
- Box AI Studio
- Box Governance
- Box Archive
- Box Shield
- Box Zones
- Box Premier Services
- Larger File Upload (500 GB)
- Box Relay
- Box Automate (More features compared to Enterprise Plus; Subject to general availability)
- Box Forms
- Box Doc Gen
- Box Extract
- Box Sign
- Box Hubs
- Box Canvas
- Box Apps
- Monthly Box AI Queries
- Enhanced metadata functionality
- Metadata AI suggestions API
- Doc Gen API

Refer to Appendix A for the Box Feature Matrix
Refer to Appendix B for the Box AI Consumption Tables

2 Information Assurance

Box complies with both the UK Ministry of Defence's (MOD) Defence condition 658: cyber (flow down) (DEFCON 658) and MOD Defence Standard 05- 138 (DEFSTAN 05-138) allowing Box to be used for both information at both the OFFICIAL and OFFICIAL-SENSITIVE levels.

Box also complies with a variety of other standards and has achieved several certifications that demonstrate and emphasize our capabilities and commitment to the security and privacy of customer data. To date, Box has achieved compliance with:

- Asia-Pacific Economic Cooperation (APEC) Cross Border Privacy Rules (CBPR)

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The APEC CBPR system provides a framework for organizations to ensure protection of Personal Data transferred among participating APEC economies. Box maintains its certification of compliance with the CBPR system. For more information on Box's APEC CBPR certification, please review the Box Regional Information Notice: https://www.box.com/legal/regionalnotice

- Asia-Pacific Economic Cooperation (APEC) Privacy Recognition for Processors (PRP)
  The APEC PRP system provides a framework for data processors to demonstrate their ability to effectively implement a data controller's privacy requirements. Box maintains its certification of compliance with the PRP system. For more information on Box's APEC PRP certification, please visit review Box Regional Information Notice: https://www.box.com/legal/regionalnotice
- Global CBPR and PRP System: The Global CBPR System is the framework established by the Global CBPR Forum against which data controllers certify and undergo assessment by third-party accountability agents to enable accountable cross-border data flows among participating jurisdictions. The Global PRP System is the framework to the Global CBPR System agains which processors certify and undergo assessment by third-party accountability agents to enable accountable cross-border data flows among participating jurisdictions of personal information they process on behalf of data controllers. More information about Box's Global Framework certification can be found at: https://www.globalcbpr.org/privacy-certifications/directory/
- BSI Cloud Computing Compliance Controls Catalogue (C5)
  Box meets the basic requirements for information security of cloud services set forth by the Federal Office for Information Security, Germany, in the BSI Cloud Computing Compliance Controls Catalogue (C5). The C5 Report is issued by an independent third-party assessor who validates the controls and processes Box implemented.
- Criminal Justice Information Services (CJIS)
  CJIS is a standard, maintained by Federal Bureau of Investigations (FBI), that sets controls for the use of Criminal Justice Information (CJI). Box has been evaluated by third-party assessors and authorized through FedRAMP (Federal Risk and Authorization Management Program) and the Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG) certification programs. These authorizations are based on the NIST 800-53 standard and customers should leverage these certifications to gain assurance that Box meets the technical requirements as outlined in the CJIS Security Policy. Therefore, Box can be configured to achieve the objectives of CJIS.
- Department of Defense (DoD) Cloud Computing Security Requirements Guide (SRG) Impact Level 4 Authorization
  The DoD Cloud SRG sets security requirements for the Department of Defense for Cloud Computing. Box has been accredited at Impact Level 4 which is for Controlled Unclassified Information (CUI) which includes Export Control, Privacy Information and Protected Health Information.

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- European Union Binding Corporate Rules (E.U. BCRs)
  Box, Inc., and the Box group of companies remains committed to adhering to the principles set forth in the BCRs authorized and approved by the European data protection authorities, as will be listed at the European Data Protection Board website. We also continue to make available Standard Contractual Clauses (SCCs) to all customers. To review Box's E.U. Processor and Controller BCRs, please visit the Box Regional Information webpage: https://www.box.com/legal/regionalnotice
- E.U-U.S. Data Privacy Framework, Swiss-U.S., and UK Extension
  Box has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. DPF Principles with regard to the processing of personal data received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF. Box has also certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. DPF Principles with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. For more information about Box Inc's. Data Privacy Framework certification, please view the Box Data Privacy Framework Notice. To view our certification, please visit https://www.dataprivacyframework.gov.
- FedRAMP/FISMA (Federal Risk and Authorization Management Program; Federal Information Security Management Act)
  FedRAMP is a government-wide program that provides a standardized approach to security assessment, authorization and continuous monitoring for cloud products and services. FedRAMP is mandatory for Federal Agencies moving services to the cloud. FedRAMP, like FISMA, is based off the NIST 800-53 standard of controls and Box also is FISMA compliant. Box has been granted an Authority to Operate and is listed on FedRAMP.gov as a FedRAMP Authorized system.
- FINRA (Financial Industry Regulatory Authority) / SEC 17a-4
  SEC 17a-4 is a regulation enforced by FINRA, for the retention and storage of electronic broker-dealer records. With Box Governance, Box enables institutions in highly-regulated industries, like financial services, to comply with retention requirements such as SEC 17a-4 while using Box.
- FIPS 140-2 (Federal Information Processing Standard)
  Box has implemented a FIPS 140-2 validated encryption method for new files uploaded to Box. The encryption system was validated to the FIPS 140-2 standard on March 21, 2016, and is a current active validated encryption method.
- HIPAA (Health Insurance Portability and Accountability Act)
  In 2012, Box announced compliance with HIPAA and HITECH obligations, reinforcing Box's position as a secure cloud platform for collaboration, external sharing, and mobile productivity. Box provides to its eligible customers a Business Associate Agreement (BAA) which meets HIPAA requirements. There are currently no official government or industry certifications to validate if a technology solution is, in fact, "HIPAA compliant"; however, Box has implemented security and privacy controls to enable customers to meet the requirements set forth by HIPAA. On top of this, customers are required to ensure they configure their Box instance in a HIPAA-compliant manner to meet their HIPAA

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obligations. Being able to configure Box in a HIPAA-compliant way allows covered healthcare entities—providers, insurers, life sciences innovators and data processors—to improve the efficiency of their daily operations and focus on improving real health outcomes for patients.

- Information System Security Management and Assessment Program (ISMAP)
  ISMAP is a Japanese government security assessment program to ensure that Cloud Providers meet an appropriate level of security for the Japanese government. Box has been evaluated and has been approved under the ISMAP program by the Japanese government and is registered on ismap.go.jp.
- Internal Revenue Service Publication 1075 (IRS 1075)
  IRS 1075 provides guidance to minimize risk of loss, breach, or misuse of federal tax information (FTI). IRS 1075 utilizes the data security requirements of NIST 800-53 and encryption requirements of FIPS 140-2 to ensure the security and confidentiality of the FTI. The IRS has accepted a Box implementation for IRS-1075 use and customers can configure Box platform to store FTI in a compliant manner.
- International Organisation for Standardization (ISO) 27001:2013
  Box achieved ISO 27001 certification for its Information Security Management System (ISMS), supporting the Box collaboration platform. A globally recognized security standard, ISO 27001 provides a guideline for the information security policies and controls that an organisation should have in place to secure their systems. Through ISO 27001 compliance, customers can be rest assured knowing that Box has a formal information security program – based on a highly recognized international standard – that has been validated by a third-party auditor. Box's ISO 27001 certificate can be viewed on Box's Trust Center(https://www.box.com/trust).
- International Organisation for Standardization (ISO) 27017:2015
  Box has achieved ISO 27017 certification, which defines requirements and includes guidance for information security controls applicable to the provision and use of cloud services. It sets forth an additional set of controls that must be implemented alongside a company's existing ISO 27001 program and has been validated by an independent third-party auditor. Box's ISO 27017 certificate can be viewed on Box's Trust Center (https://www.box.com/trust).
- International Organisation for Standardization (ISO) 27018:2014
  Box has achieved ISO 27018 certification, which defines requirements and includes guidance on how to implement processes to protect personally identifiable information (PII). It sets forth an additional set of controls that must be implemented alongside a company's existing ISO 27001 program, and has been validated by an independent third-party auditor. Box's ISO 27018 certificate can be viewed on Box's Trust Center (https://www.box.com/trust).
- International Traffic and Arms Regulations (ITAR) and Export Administration Regulations (EAR)
  ITAR is an export control regulation run by The Directorate of Defense Trade Controls (DDTC) at the U.S. Department of State, and EAR is an export control regulation run by the Bureau of Industry and Security (BIS) at the U.S. Department of Commerce. Box has been evaluated by independent third-party assessors and authorized through the FedRAMP and DoD SRG certification programs. Box's DoD authorization is at Impact Level 4 which is for Controlled Unclassified Information (CUI) and includes Export Control

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information as part of this category. These assessments and authorizations attest that the controls supporting the infrastructure and operations of Box are capable and approved for processing government customer data including ITAR or EAR data.

- Payment Card Industry Data Security Standard (PCI DSS)
  Box obtained PCI DSS Level 1 compliance as a service provider which allows customers to store payment card data in the Box platform. Achieving the highest level of compliance demonstrates that the security of the infrastructure meets the extensive and rigorous requirements. Customers can safely store and collaborate on sensitive information such as payment card data with assurance that they are meeting their compliance obligations.
- SOC 1 (Service Organisation Controls) / SSAE18 Type II

  Box maintains a SOC 1 report - issued by an independent third-party assessor - which is prepared in accordance with The American Institute of Certified Public Accountants (AICPA) AT-C 320 (the SSAE 18 standard) and the International Standard on Assurance Engagement (ISAE) 3402. The SOC 1 allows companies that use Box to support their financial reporting requirements (e.g. Sarbanes-Oxley) and gives them assurance that Box has appropriate internal controls in place.
- SOC 2/SOC 3 (Service Organisation Controls) / AT-C 205 Type II
  Box also maintains SOC 2 and SOC 3 reports, prepared in accordance with the AICPA AT-C 205, for the Security, Availability, and Confidentiality Trust Service Principles. The SOC 2 and SOC 3 reports are issued by an independent third-party assessor who validates the controls and processes Box has implemented to make Box secure and highly available while protecting the confidentiality of customer data.
- United Kingdom Binding Corporate Rules (UK BCRs)
- The EU-UK Trade and Cooperation Agreement marked the end of the United Kingdom's (UK) transition period to leave the European Union (Brexit) on December 31, 2020. Box, Inc. and its subsidiaries (collectively, "Box") remain committed to maintaining and adhering to a valid data protection framework and transfer mechanism. The UK's Information Commissioner's Office (ICO) has listed Box as a certified Processor and Controller of UK Binding Corporate Rules (BCRs) on the ICO website. To review Box's U.K. BCRs, please visit the Box Regional Information Notice: https://www.box.com/legal/regionalnotice
- UK NCSC 14 Cloud Security Principles
  Box meets the 14 Cloud Security Principles published by the National Cyber Security Centre. The principles are recommended guidelines to improve the security stance of organisations that provide or leverage clouds services.

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3 Service Pricing

Refer to Pricing Document in this application for detail pricing by product.

All products above are available provided they are made generally available for purchase by Box.

Box Platform is priced based on a number of different vectors depending on the use case. Typically, Box Platform is priced on the number of Monthly Active Users (MAU) of an application. Each bundle of Monthly Active User licenses comes with appropriate levels of storage, bandwidth, and API calls. Depending on the use case and the architecture of the application, additional resources can be purchased a-la-carte, such as additional storage or API calls.

For applications that have little or no users but require heavy usage of our APIs or a lot of bandwidth or storage, Box Platform is priced on the volume of resources an application will utilize. In that case, the customer would purchase resource bundles with the number of API calls, storage, or bandwidth their application requires.

In order to provide a more accurate quote, we will need to know more about the particular use case, information flow, activity frequency, data volumes, as this will determine the volume of bundles and/or platform resources required.

All offerings require a minimum commitment of 12 months with a payment frequency of annual or prepay. Please contact Box for more information about the service pricing and features.

4 Service Management

Box manages the Box service to ensure customers are able to focus on using the simple secure sharing and collaboration features without worrying about running the service. Box performs all maintenance, feature development, and manages the system security. Monitoring of the Box service is performed 24x7 by the Box Network Operations Center. Box also performs capacity management and planning to anticipate any customer usage needs and growth.

4.1 Service Constraints

Box strives to make the Box service highly available, scalable, and secure while still being easy to use. Customers are able to utilize the core functionality of Box through the website, mobile applications, and software tools such as Box Drive. Customers can further enhance functionality of the service through the use of Box partner applications (available through the Box web site), however they must be added to a customer's Box instance and a customer must accept the Terms and Conditions of each partner application used.

4.2 Maintenance Periods

Any changes or maintenance periods required that will affect Box service availability will be communicated to customers and end users prior to implementation.

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5 On-boarding and Off-boarding the Box Service

5.1 Data Restoration / Service Migration

Data restoration is available to end users on demand through the Box web site and use of the Version History feature. Through that feature, end users can download or restore prior versions of files. Service migration is available to customers through self-service. Customers can download copies of their content stored in the Box Service at any time during their subscription period and port to an alternative service if required.

5.2 Training

User guides and manuals are available for customers to learn about the features of the Box Cloud Collaboration Platform (https://community.box.com). For an additional cost, customers may also sign-up for live virtual training sessions with an instructor that provides live demonstrations of Box features as well as a Question-and-Answer session (https://community.box.com/t5/Box-Education/ct-p/BoxEducation).

6 Ordering and Invoicing Process

6.1 Ordering Process

Ordering the Box service may be performed on-line through the Box web site or by contacting Box through the Box website or Digital Marketplace. Box will work with customers to understand their needs and intended use and customize a Box service package.

6.2 Invoicing Process

The Box service is sold with a one-year minimum contract period and customers are invoiced on an annual basis with payment due within 30 days of receipt of a Box invoice. Customer may pay for the service with credit card, wire transfer, and ACH. Box accepts Visa, Mastercard, American Express, and Discover. Cash, BACS, PayPal and other forms of payment are not accepted.

7 Backup/Restore and Business Continuity

7.1 Backup

Box automatically performs backups of customer content – upon upload, the content is encrypted and stored in a secure primary and backup facility for redundant backup, which essentially replicates the file to multiple locations to protect against disasters. If an adverse event were to occur, files can be restored on demand from the primary or backup storage facility.

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7.2 Business Continuity

Box's Business Continuity (BC) program focuses on the critical business processes and functions that support the organisation's operations, employees, customers, and partners. The BC program mandates that all critical functions create and maintain the Business Continuity Plans that will protect mission-critical operations of the business. Box's BC program ensures that the plans and procedures are kept current and are tested periodically.

Box recognizes and acknowledges that it is essential to preserve its assets and mitigate the risk of loss of service by preparing and providing for the continuation of mission-critical business processes in the event of a disruption to one or more of its supporting business functions.

8 Service Levels

Box has defined a standard service level availability of 99.9%. Specific terms of the service levels are available in the Box Service Agreement. Box offers various degrees of support via phone, chat and webform. Availability and status of the Box service may also be checked at status.box.com.

8.1 Financial recompense model for not meeting service levels

Depending on the type of services purchased, Box will provide financial recompense according to the Box Service Agreement.

9 Consumer Responsibilities

End user responsibilities are defined in the Box Service Agreement. Responsibilities include notifying Box of any unauthorized use or access to the Box Service as well as any issues or problems with the service and availability.

10 Termination Terms

Box's standard termination terms and conditions are included in the Box Service Agreement.

10.1 By Consumers (i.e. consumption)

Standard terms are 30 days written notice of a material breach of contract and if such a breach remains uncured after the expiration of such period. Additionally, for 30 days following the expiration of the Termination of the Agreement and/or applicable Subscription Period, a customer may request from Box, limited access to the Box Service solely for purposes of Customer's retrieval of the Content.

10.2 By the Supplier (removal of the G-Cloud Service)

Standard terms are 30 days written notice of a material breach of contract and if such a breach remains uncured after the expiration of such period. Additionally, for 30 days following the expiration of the Termination of the Agreement and/or applicable Subscription Period, a customer may request from Box, limited access to the Box Service solely for purposes of Customer's retrieval of the Content.

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11 Technical Requirements

Requirements for full use of the Box platform are as follows. Full details can be found at https://community.box.com.

11.1 Box Website

The primary method accessing all features of the Box service is through the web site at www.box.com.

Operating System Requirements
Windows

- Windows & Window Server – The two latest released versions (64-bit)
- Box Sync does not support NTFS data deduplication, even if it is enabled in Windows Box
- Drive is fully supported on M1 devices
- Box Tools is fully supported on M1 devices
- Box Sync is not supported on M1 devices

MacOS

- The two most recent OS releases.

Android

- All versions of Android released within the last three years

Browser Requirements:

Browser	Supported Version(s)
Firefox	The two latest, released versions
Chrome	The two latest, released versions
Safari	The two latest, released versions on MacOS
Edge	The latest two versions of the new Microsoft Edge (Chromium-based) Box Tools is not supported on legacy version of Microsoft Edge (non-Chromium)

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11.2 Box Drive

Operating System Requirements

https://support.box.com/hc/en-us/articles/360043697474-Installing-and-Updating-Box-Drive

Windows

Prerequisites:

- The two latest released versions of Windows or Windows Server
- Universal CRT
- .NET version 4.5.2 or higher
- Box Sync is not installed
- Recommended minimum system specifications:
    - 1.6GHz dual core processor
    - 4GB of RAM

MacOS

Prerequisites:

- The two most recent OS versions.
- HFS or HFS+ formatted hard drive
    - APFS formatted hard drives are supported with Box Drive v1.2.93+
- Box Sync is not installed
- Recommended minimum system specifications:
    - 1.6GHz dual core processor
    - 4GB of RAM

11.3 Box Mobile (iOS, Android, Blackberry)

Box Mobile for iOS requires iOS 14.0 or later - https://apps.apple.com/app/box-net/id290853822
Box Mobile for Android requires Android 8.0 and up - https://play.google.com/store/apps/details?id=com.box.android

12 Service Trial

End users must contact Box to get setup with a trial of the Box service. The trial provides full functionality of the platform including use of mobile applications, the sync tool, and all security and user management features.

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Appendix A

Box business plans feature matrix

Collaboration

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
User storage	Unlimited				
File upload/download size (max. GB)	5	15	50	150	500
Version history (up to # per file)	50	50	100	Unltd	Unltd
File sharing, previewing, and locking	✓	✓	✓	✓	✓
Box Mobile app	✓	✓	✓	✓	✓
Box Edit	✓	✓	✓	✓	✓
Box Drive	✓	✓	✓	✓	✓
Search, Collections, and Recents	✓	✓	✓	✓	✓
Box Notes	✓	✓	✓	✓	✓
User management	✓	✓	✓	✓	✓
Shared links	✓	✓	✓	✓	✓
Custom branding and URLs	✓	✓	✓	✓	✓
Box Embed	✓	✓	✓	✓	✓
Comments and annotations	✓	✓	✓	✓	✓
Tasks and approvals	✓	✓	✓	✓	✓
Thumbnail preview	✓	✓	✓	✓	✓
Content Insights	✓	✓	✓	✓	✓
Custom terms of service		✓	✓	✓	✓
Custom search filters		✓	✓	✓	✓
External users in folders	$	✓	✓	✓	✓
What's new message center for Admin(s)	✓	✓	✓	✓	✓

Box Canvas

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Canvases	Unlimited				
Standard Canvas Templates	✓	✓	✓	✓	✓

Box AI

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Box AI Studio					
Configure custom AI agents					✓
Choice of available AI models					✓
Customize model instructions					✓
AI Playground to test agents					✓
AI agent user management					✓
AI agent Switcher for end-users					✓
Unlimited "Box AI for Notes" and "Box AI for Documents" end-user queries[1]	✓	✓	✓	✓	✓
Unlimited "Box AI for Hubs" end-user queries[1]				✓	✓
Box AI Units[6] (Up to # per month per customer)[1]	$	$	1K	2K	20K
Additional Box AI units[6]	$	$	$	$	$

Box Hubs

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Curate and publish unlimited Hubs			✓	✓	✓
Reference files and folders in one or more Hubs			✓	✓	✓
Customizable layouts, text, header images, and icons			✓	✓	✓
Metadata-based search filters			✓	✓	✓
Flexible internal and external sharing options			✓	✓	✓

Box Platform

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Included API calls[5] (Up to # per month per customer)	50K	50K	100K	100K	200K
Platform Insights in Admin Console	✓	✓	✓	✓	✓
Additional platform resources Platform enterprise: Platform storage, bandwidth, API calls, monthly active users	$	$	$	$	$
Add-Ons: Zones, Governance, KeySafe	$	$	$	$	$

Business
Business Plus
Enterprise
Enterprise Plus
Enterprise Advanced

✓ Feature included
$ Feature available as add-on
★ Customer action required
† Year defined as 12 months of a subscription period

[1] Customer may not use other API entitlements (e.g., Platform API Calls) as Box AI queries/calls
[2] Compliance certifications might have limited applicability (see: box.com/compliance)
[3] GxP Validation does not cover all add-on features and/or functionality
[4] Service Providers are Box Subprocessors providing storage in the Location
[5] For use with chargeable actions
[6] Box AI Unit Costs for Box AI actions can be found in Box AI Units Consumption Table here
[7] Charges will apply for Box AI Units and Box Platform API usage.
[8] Note that each non - US Box Zone may include a back up location identified in the Zones technical documentation, which may be in another country
[9] Box Shield is a prerequisite for Box Shield Pro

Workflow

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
File Request	✓	✓	✓	✓	✓
Custom metadata and metadata templates		✓	✓	✓	✓
Box Sign					
Sign and send, or request signatures	✓	✓	✓	✓	✓
E-sign templates/workflows	✓	✓	✓	✓	✓
Batch send, Ready-sign link				✓	✓
CAC/PIV smart card signer authentication				$	$
Unlimited native signature requests via Box web app	✓	✓	✓	✓	✓
Included signature requests for e-sign via third party and custom integrations (request/year/customer)†	100	150	250	1K	2K
Additional signature requests for e-sign via custom integrations				$	$
Unlimited signature requests via generally available Box or partner-built integrations				✓	✓
ESIGN, UETA, and other designated e-sign frameworks	★	★	★	★	★
Box Relay					
File/folder/task events and actions	✓	✓	✓	✓	✓
Manual Start, File Request and scheduled workflows	✓	✓	✓	✓	✓
Box-published workflow templates	✓	✓	✓	✓	✓
Custom workflow templates			✓	✓	✓
Metadata events and actions			✓	✓	✓
Forms/Doc Gen events and actions					✓
Box Apps					
Unlimited apps using no-code app builder					✓
Customizable dashboards and metadata views					✓
Metadata management tools					✓
Auto-filer for bulk content uploads					✓
Connect apps to content workflows					✓
Box Doc Gen					
Generate unlimited documents natively in Box via Box Relay					✓
Generate unlimited documents via Box for Salesforce integration					✓
Box Doc Gen Template Creator add-in for Microsoft Word					✓
Included documents for generation via custom integrations with Box Doc Gen API (docs/yr/customer)†					2K
Additional documents for generation via custom integrations with Box Doc Gen API					$
Box Forms					
No-code builder for web and mobile forms					✓
Conditional logic to show or hide fields					✓
Connect forms to downstream processes					✓

Workflow (cont.)

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Box Extract					
Create custom agents for data extraction					✓
Attach custom agents to specific folders					✓
Automatically extract data from files uploaded to specified folders[6]					$
Autofill metadata in Box Preview and Box Apps[6]					$
Freeform and structured data extraction APIs[6]	$	$	$	$	$

Security

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Encryption	✓	✓	✓	✓	✓
Granular access and collaboration controls	✓	✓	✓	✓	✓
User-enabled two-factor authentication	✓	✓	✓	✓	✓
Shared link password security and link expiration controls	✓	✓	✓	✓	✓
Usage logs	✓	✓	✓	✓	✓
File statistics	✓	✓	✓	✓	✓
Bulk managed user provisioning	✓	✓	✓	✓	✓
Box Verified Enterprise	✓	✓	✓	✓	✓
Box Accelerator	✓	✓	✓	✓	✓
Box Network Connect (e.g. with AT&T and NTT)	✓	✓	✓	✓	✓
Admin and user activity tracking	✓	✓	✓	✓	✓
Admin Insights	✓	✓	✓	✓	✓
Admin role delegation		✓	✓	✓	✓
Sandboxes (up to 10 environments for testing and development)	✓	✓	✓	✓	✓
Security tab			✓	✓	✓
Password policy enforcement			✓	✓	✓
Two-factor authentication for external users			✓	✓	✓
Device trust			✓	✓	✓
Document watermarking (incl. vector-based)			✓	✓	✓
Video Watermarking			$	$	$
Box Shield					
Native security classifications			$	✓	✓
Classification-based access policies			$	✓	✓
Threat detection rules and alerts			$	✓	✓
Ethical walls			$	★	★
Automated classification			$	✓	✓
Box Shield Pro[9]					
AI classification agent			$	$	$
Ransomware activity detection			$	$	$
AI Threat Analysis Agent			$	$	$
Box KeySafe					
Independent key control, unchangeable audit log, content kill switch	$		$	$	
Options include: AWS KMS, AWS KMS Custom Key Store, AWS KMS GovCloud, GCP KMS	$		$	$	

✓ Feature included
$ Feature available as add-on
★ Customer action required
† Year defined as 12 months of a subscription period

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Compliance and Information Governance

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
SOC 1, SOC 2, SOC 3	✓	✓	✓	✓	✓
ISO 27001, 27017, 27018, and 27701	✓	✓	✓	✓	✓
APEC CBPR and APEC PRP	✓	✓	✓	✓	✓
FIPS 140-2	✓	✓	✓	✓	✓
Binding Corporate Rules (BCRs)	✓	✓	✓	✓	✓
BSI C5	✓	✓	✓	✓	✓
FERPA	✓	✓	✓	✓	✓
ISMAP[2] (Only if you select a data center listed in the statement of ISMAP)	✓	✓	✓	✓	✓
IRAP	✓	✓	✓	✓	✓
PCI DSS 4.0		✓	✓	✓	✓
Content manager		✓	✓	✓	✓
G-Cloud Framework	★	★	★	★	★
NIST 800-171		★	★	★	★
IRS 1075			★	★	★
HIPAA/HITECH			★	★	★
FedRAMP Moderate, GovRAMP Moderate, FISMA, DoD IL4			★	★	★
FedRAMP High			$	$	$
Includes additional Support and Compliance resources					
SEC 17a-4 (FINRA) (Governance required)		★	★	★	★
Export Control (ITAR/EAR) (Requires Box KeySafe)		$	$	$	$
Box GxP Validation[3]					
21 CFR Part 11 compliance support for electronic records and e-signatures				★	★
Initial Validation Accelerator Pack (VAP)				★	★
Change logs and release notes				★	★
Automated Testing Tool (ATT) daily reports/dashboard				★	★
Annual audit of Box Quality Management Systems (QMS)				$	$
Box Governance					
Document retention and disposition		$	$	✓	✓
Unlimited version history		$	$	✓	✓
Legal Holds		$	$	✓	✓
Collaboration allowlist		$	$	✓	✓
Advanced trash controls		$	$	✓	✓
Automatic email of user activities in Box		$	$	✓	✓
Box Zones[2]					
In-region data storage		$	$	★	★
Zone locations include (choose any 7):[4, 8]					
US, UK, Japan, Canada, Australia, Germany, France		$	$	★	★
Box Archive					
Content archival					✓
Restricted archive access					✓
Archive restoration					✓

Partner integrations

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Built-in integrations (e.g. Google Workspace, Microsoft Office, Slack)	✓	✓	✓	✓	✓
Enterprise app integrations	1	10	Unltd	Unltd	Unltd
Collaboration (e.g., Webex, Microsoft Teams)					
CRM (e.g., Salesforce)					
Other SaaS partner integrations					
Identity/SSO integrations	1	✓	✓	✓	✓
Security integrations					
Box for enterprise mobility management (EMM) integrations	✓	✓	✓	✓	✓
eDiscovery integrations			✓	✓	✓
DLP integrations (non-classification)			✓	✓	✓
Egress integrations for data migration	$	$	$	$	$
Box MCP server[7]					
(e.g. Claude, Microsoft Copilot Studio, Microsoft Azure API Center)	✓	✓	✓	✓	✓

Box Shuttle

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Standard migration tooling (TBs/year/customer)†					
Windows machines 2012 R2 and later (local hard drive or mapped Network Shares), SharePoint Online, OneDrive for Business, Google Workspace, Dropbox for Business	10	10	10	20	20
Advanced migration tooling (TBs/year/customer)†					
SharePoint Server 2007 and later, Citrix ShareFile, AWS FSx or S3, Azure Files or Azure Blob Storage, Google Cloud Platform Object Store	$	$	$	$	$

Customer success services

	Business	Business Plus	Enterprise	Enterprise Plus	Enterprise Advanced
Box Education admin and end user training	✓	✓	✓	✓	✓
Box Education certification exams	$	$	$	✓	✓
Standard Support (local business hours)	✓	✓	✓		
Premier Support					
24/7, 365 coverage	$	$	$		
Shared helpdesk and KeySafe key rotation assistance	$	$	$		
Enhanced Services					
Technical Support with 24/7/365 coverage				✓	✓
Box guidance services: Limited menu of enablement services				✓	✓
Box Education: Certification exam access				✓	✓
Box Consulting					
Execution services related to implementation, technology, and adoption	$	$	$	$	$
Managed content migration services	$	$	$	$	$

Business
Business Plus
Enterprise
Enterprise Plus
Enterprise Advanced

✓ Feature included
$ Feature available as add-on
★ Customer action required
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Appendix B

Last Updated: 01/15/2026

Box AI Units Consumption Tables

Table 1:
Box AI Units Table for Q&A AI API and Text Gen AI API

Usage Type	Unit of measure	# of AI Units using Standard models	# of AI Units using Premium models
Q&A AI API (documents, spreadsheets & images)	Per question	1 AI Unit	3 AI Units
Text Gen AI API	Per request	1 AI Unit	3 AI Units
Q&A AI API (audio & video)	Coming Soon	Coming Soon	Coming Soon

Learn more about Box AI APIs

Learn more about Standard and Premium Models

Table 2:
Box AI Units Table for Box AI Extract Agents

Extract Agent Type	Unit of measure	# of AI Units
Standard Extract Agent: Supports document and image files Leverages Standard model as default Customers can also use Premium models* Available in Box Preview, Box Apps, and via AI API	Per page or per image file	1 AI Unit
Enhanced Extract Agent: Supports document and image files Leverages Premium models Available in Box Preview and via AI API	Per page or per image file	3 AI Units
Custom Extract Agent: Supports customization of the Standard and Enhanced Extract Agents	Per page or per image file	1 or 3 AI Units (depending on choice of Standard or Enhanced Agent during customization)

*Premium models consume 3 AI Units per page or image file.

Box AI actions identified above require the consumption of AI Units to operate.

An initial quantity of AI Units may be included as part of the licensing plan for Box's respective service account tiers. The amount provided will be identified on the Order and/or in Box's public product documentation in effect as of the time of the Order. AI Units must be used before the Order End Date set forth in the Usage Details table on the Order Form and no rollover will be permitted. AI Units must be purchased as a monthly allotment as part of a recurring annual subscription. Customer consumes AI Units at the applicable number of AI units, based on the Usage Type identified above.

Box AI Unit usage data is cumulative if the customer has use cases across multiple AI actions (for example, Q&A AI API and Text Gen AI API). Customer is responsible for ensuring that the aggregated use of AI Units by the multiple AI actions is in compliance with the entitlements purchased.

Additional AI Unit consumption may be purchased as part of a mutually agreed Order with Box.

Last Updated date above unless a customer has a separately executed agreement which explicitly supersedes this consumption table, in which event the terms of that agreement will continue to govern that customer's use of the Box AI actions.

This Box AI Units Consumption Table may be updated from time to time by Box. Box will use reasonable efforts to provide advance notice via email or through the Box AI Service of material changes. Changes shall be effective on the date that Box announces they are effective but will not be applied retroactively. If any change to Tables 1 and 2 increases the number of Box AI Units required for an existing Box AI Service usage type, the customer may terminate the applicable Box AI entitlements purchased from Box within thirty (30) days of the change, effective upon written notice to Box, and receive a refund of any prepaid fees for those Box AI entitlements calculated on a prorated calendar basis from the date of termination through the last day of the then-current Subscription Period of the Underlying Order. If the Box AI Units were purchased from a Box Reseller, any and all rights relative to termination and refund rights are to be determined between Customer and the Box Reseller, and nothing herein shall amend that agreement.