ACCEPTABLE USE POLICY

This Acceptable Use Policy ("AUP") describes acceptable use of and access to the SaaS Subscriptions offered by Dynatrace LLC and its subsidiaries (collectively "Dynatrace").

This AUP is in addition to any other terms and conditions under which Dynatrace provides the SaaS Services to you ("you" or "Customer"). Notwithstanding the foregoing, in the event of a conflict between the terms of this AUP and the terms of the agreement pursuant to which you purchased the SaaS Subscription (the "Agreement"), the terms of the Agreement will prevail. Capitalized terms not defined in this AUP have the meaning stated in the Agreement.

You are solely responsible and liable for the completeness, integrity, quality and accuracy of the content input into or stored using the SaaS Subscription or transmitted through the SaaS Subscription, and Dynatrace has no responsibility for any offensive material contained therein, any infringement of third party intellectual property rights arising therefrom or any crime facilitated thereby. If you are in violation of this AUP or any other Dynatrace policy, at any time, as determined by Dynatrace in its sole discretion, Dynatrace may remove any violating content, or suspend or terminate your account without limiting any other rights or remedies that Dynatrace may have under the Agreement. Notwithstanding the foregoing, Dynatrace is not under any obligation to verify, authenticate, monitor or edit the Customer Data or any other content input into or stored using the SaaS Subscription by Customer.

When legally required or at Dynatrace's discretion, Dynatrace will cooperate with law enforcement agencies in any investigation of alleged illegal activity on the SaaS Subscription or on the Internet.

Any questions or comments regarding this AUP should be directed legalnotices@dynatrace.com.

Your Responsibilities

You will be solely responsible for your actions and the actions of the end users using the SaaS Subscription under your account. During the term of the Agreement, you acknowledge and agree:

a. to abide by all local, state, national, and international laws and regulations applicable to Customer's use of the SaaS Subscription, including without limitation, the provision and storage of content;

b. not to send or store data on or to the SaaS Subscription which violate the rights of any individual or entity established in any jurisdiction;

c. not to upload in any way any information or content that contain viruses, worms, time bombs, Trojan horses and other harmful or malicious code, files, scripts, agents or programs, or data that may damage the operation of the SaaS Subscription or another's computer or mobile device;

d. not invade anyone's privacy by attempting to harvest, collect, store, or publish private or personally identifiable information, such as passwords, account information, credit card numbers, addresses, or other contact information without their knowledge and consent;

e. not to use the SaaS Subscription for illegal, fraudulent, unethical or inappropriate purposes;

f. not to attempt to gain unauthorized access to the SaaS Subscription or their related systems or networks, or access or use the SaaS Subscription in a way intended to avoid incurring fees or exceeding usage limits or quotas;

g. not to interfere with or disrupt networks connected to the SaaS Subscription or interfere with others ability to access or use the SaaS Subscription;

h. not to distribute, promote or transmit through the SaaS Subscription any unlawful, harmful, deceptive, defamatory, slanderous, obscene, pornographic or otherwise objectionable material of any kind or nature;

i. not to transmit or post any material that encourages conduct that could constitute a criminal offense or give rise to civil liability;

j. not to interfere with another customer's use and enjoyment of the SaaS Subscription or another person or entity's use and enjoyment of similar services;

k. not to use the SaaS Subscription in any manner that impairs the SaaS Subscription, including without limitation the servers and networks on which the SaaS Subscription is provided;

l. not to access or use the SaaS Subscription for any purpose other than the intended purposes, including but not limited to the purchase or mining of cryptocurrencies whether or not blockchain technologies are in use.

m. to comply with all regulations, policies and procedures of networks connected to the SaaS Subscription and Dynatrace's service providers;

n. not to access or use the SaaS Subscription in, or in association with, the design, construction maintenance or operation of any hazardous environments, systems or applications, any safety response systems or other safety-critical applications or any other use or application in which the use or failure of the SaaS Subscription could lead to personal injury or severe physical or property damage; and

o. to use the SaaS Subscription only in accordance with the technical specifications contained in the user and system documentation.