DYNATRACE PLATFORM USAGE TERMS

Effective Date: July 24, 2020

Use of the software or services listed below is subject to the corresponding Platform Usage Terms. These Platform Usage Terms are legally binding and are incorporated by reference into any Dynatrace Order Form or Renewal entered on or after the Effective Date above for the applicable software or services. These Platform Usage Terms also govern the use of or access to the Dynatrace Offerings acquired in a resale transaction from an authorized Dynatrace partner. Capitalized terms not otherwise defined in these terms have the meanings given in the Master Subscription Agreement available at www.dynatrace.com/company/trust-center/customers/.

THE DYNATRACE® SOFTWARE INTELLIGENCE PLATFORM

The Dynatrace Software Intelligence Platform is a full stack, all-in-one platform which includes Application Performance Management (APM), Infrastructure Monitoring, AIOps, Digital Experience Monitoring (DEM), and Digital Business Analytics. The elements of the Dynatrace platform are generally licensed on a consumption-based model, up to the amount and for the time period specified in the Order Form. The Platform Usage Terms below apply to both SaaS and Managed deployments unless otherwise stated.

FLEXIBLE, CONSUMPTION-BASED LICENSES

Dynatrace provides flexibility in many licensable components, enabling customers to effectively deploy and consume in dynamic environments. Dynatrace Digital Experience Monitoring (DEM) Units and Davis Data Units (DDUs) enable a Customer to use any of the eligible capability types shown in the respective Unit Weighting Tables (as updated from time to time) on a fully flexible basis up to the unit Quantity and Type shown on the Order Form. Each deployed and executed instance of a Capability Type consumes the indicated unit weight. Dynatrace may make additional or upgraded capabilities available from time to time which will be extended to Customer’s DEM units or DDUs as applicable. Likewise, customers can purchase Host Unit Hours for application and infrastructure monitoring for use cases like project-based monitoring and variable workload demand.

When DEM units, DDUs, or Host Unit Hours are purchased as an annual usage amount for a multi-year term, the usage resets each year on the anniversary of the Start Date and Customer is entitled to use the Product again for the purchased number of annual units during the next year. If 100% of the purchased annual units are consumed before the year ends, additional units can be purchased. The additional purchased units will automatically reset or terminate on the same date as the initial purchased units.

APPLICATION AND INFRASTRUCTURE MONITORING

Dynatrace application and infrastructure monitoring is provided via installation of a single Dynatrace OneAgent® on each monitored host in your environment. OneAgent can operate in two different modes. Full-stack Monitoring mode provides complete application performance monitoring, code-level visibility, deep process monitoring, and infrastructure monitoring (including PaaS platforms). Infrastructure Monitoring mode provides physical and virtual infrastructure-centric monitoring and consumes fewer host units than full-stack mode.

Each instance of a Dynatrace OneAgent installed and running on an operating system instance (deployed on either a physical or virtual machine) with Full-stack Monitoring mode or Infrastructure Monitoring mode enabled (Smartscape® Levels - Data center, Host, Process, Service) will consume Host Units or Host Unit Hours based on the applicable column in the Unit Weighting table below.
<table>
<thead>
<tr>
<th>Instance Size</th>
<th>Maximum RAM Memory Available To Operating System Where OneAgent is Installed</th>
<th>Full-stack Monitoring - Host Unit or Host Unit Hours Equivalent</th>
<th>Infrastructure Monitoring - Host Units or Host Unit Hours Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Micro</td>
<td>1.6 GB</td>
<td>0.1</td>
<td>0.03</td>
</tr>
<tr>
<td>Extra Small</td>
<td>4 GB</td>
<td>0.25</td>
<td>0.075</td>
</tr>
<tr>
<td>Small</td>
<td>8 GB</td>
<td>0.5</td>
<td>0.15</td>
</tr>
<tr>
<td>Regular</td>
<td>16 GB</td>
<td>1</td>
<td>0.3</td>
</tr>
<tr>
<td>x 2</td>
<td>32 GB</td>
<td>2</td>
<td>0.6</td>
</tr>
<tr>
<td>x 3</td>
<td>48 GB</td>
<td>3</td>
<td>0.9</td>
</tr>
<tr>
<td>x 4</td>
<td>64 GB</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>x 5</td>
<td>80 GB</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>x 6</td>
<td>96 GB</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>x 7</td>
<td>112 GB</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>x N</td>
<td>N x 16</td>
<td>N</td>
<td>1</td>
</tr>
</tbody>
</table>

**Mainframe Monitoring on IBM z/OS**

Code modules running on IBM z/OS (CICS & IMS) are licensed separately based on Million Service Units (MSUs) and don't contribute to the consumption of host units or host unit hours.

The licensed MSUs are calculated based on CPU usage derived from IBM System Management Facility (SMF) data per monitored Logical Partitions (LPARs), regions or processes.

Customer agrees to promptly notify Dynatrace if the MSU capacity of their mainframe changes (e.g. adding CPUs or switching the model) or the monitored LPARs or regions exceed the licensed MSUs.

Customer agrees not to disable the reporting of information about monitored technologies and to provide to Dynatrace, every 6 months from the Start Date, a current list of all monitored LPARs, regions and processes, including their MSU consumptions and the z/OS CPU models.

**DIGITAL EXPERIENCE MONITORING**

Dynatrace Synthetic Monitoring, Real User Monitoring, and Session Replay capabilities are consumed based on Digital Experience Monitoring units, otherwise known as DEM units.

<table>
<thead>
<tr>
<th>DEM Unit Capability Type (Products)</th>
<th>Unit of Measure</th>
<th>DEM Unit Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real User Monitoring session</td>
<td>Per Session</td>
<td>0.25</td>
</tr>
<tr>
<td>Real User Monitoring session captured with Session Replay</td>
<td>Per Session</td>
<td>1</td>
</tr>
<tr>
<td>Additional Defined Properties for Real User Monitoring session</td>
<td>Per property per Session</td>
<td>0.01</td>
</tr>
<tr>
<td>Synthetic Monitoring (Browser or Clickpath Monitor)</td>
<td>Per Synthetic Action</td>
<td>1</td>
</tr>
<tr>
<td>Synthetic Monitoring (HTTP Monitor)</td>
<td>Per Synthetic Request</td>
<td>0.1</td>
</tr>
<tr>
<td>Synthetic Monitoring (Third-Party Synthetic API)</td>
<td>Per Third-Party Synthetic Result</td>
<td>0.1</td>
</tr>
</tbody>
</table>
Real User Monitoring:

One Real User Monitoring Session is defined as a sequence of interactions between a visitor (user) with a browser-based application (web application) or a native (iOS, Android) mobile application (app) within an interval and with at least two user actions. A user action is a user input button click or app start which triggers a web request, for example a page load or a view (page) navigation. Interactions with only one user action are considered “bounced” and are not counted as a session. A user who interacts with more than one web application or app at the same time, consumes one Session for each web application or app, except when the interaction is considered “bounced”. A Session ends when a) the browser running a web application is closed or has been inactive for more than 30 minutes, b) the app is closed or the client has been inactive for more than 30 minutes, or c) after 60 minutes of continuous interaction with the web application or app. When Session Replay is enabled, usage is measured based on the Real User Monitoring Sessions captured with Session Replay at the DEM Unit Weight shown in the table above.

A Session or user action can be enriched with additional information by configuring Additional Defined Properties. We currently offer a free tier of 20 Defined Properties. As shown in the table, the DEM Unit cost per Session increases by 0.01 DEM Units for each Additional Defined Property. String properties will be counted based on their length. One Additional Defined Property is counted per 100 characters. For example, 100 Sessions with 25 Defined Properties would consume: 100 * (25 - 20) * 0.01 = 5 DEM Units for the Additional Defined Properties. The total DEM Unit cost would be 30 DEM Units.

Synthetic Monitoring:

A Browser Monitor or Browser Clickpath Monitor Synthetic Action is an interaction with the synthetic browser that triggers a web request, including a page load, navigation event or action that triggers an XHR request. Browser Monitors have a single synthetic interaction (e.g. performance and availability of a single URL) and consume one Synthetic action. Browser Clickpaths are a sequence of pre-recorded Synthetic Actions. Browser Clickpaths consume one Synthetic Action for every interaction that triggers a web request. Scroll downs, keystrokes, or clicks that do not trigger a web request are not counted as an Action. For example, a recorded Clickpath that navigates through two pages, and clicks one button which triggers an XHR request consumes three Synthetic Actions. If this synthetic monitor runs every 15 minutes from two locations for one day it would consume: 3 * (60/15) * 2 * 24 = 576 Synthetic Actions for that day.

An HTTP Monitor Synthetic Request uses simple http(s) requests to monitor availability, responsiveness, and functional health of a URL-based endpoint.

One Third-Party Synthetic Result is defined as ingesting one synthetic datapoint consisting of availability and duration via the Third-Party Synthetic REST API into Dynatrace. This can happen by directly calling the API endpoint or indirectly for example via an ActiveGate plugin calling the API endpoint. For example, sending results (availability & duration) for 2 locations and 3 steps would count as 6 third-party Synthetic Results.

EXTENDING DYNATRACE DATA COLLECTION AND ANALYTICS

Each Dynatrace supported technology offers multiple “built-in” metrics. Built-in metrics are automatically detected and monitored for you. Dynatrace Davis Data Units extend the value of Dynatrace’s built-in monitoring capabilities by enabling customers to integrate with third-party data sources, calculate custom metrics, and other use cases.

Custom metrics can be consumed based on Davis Data Units (DDUs) as shown in the Unit Weighting Table below.
Custom metrics:

A “metric data point” is a single value that is stored with a time stamp in Dynatrace. A timeseries “metric” is a series of such data points, for example CPU utilization for all hosts across an analysis timeframe. A metric can have additional dimensions, for example, the name of a network interface or the name of a disk. Such dimensions effectively result in multiple timeseries, one for each entity (for example, Host, Application, etc.) and dimension (for example, Disk, Geolocation, etc.).

The following formula is applied to calculate the DDU consumption for a custom metric ingested once per minute:

\[
1 \text{ metric data point} \times 60 \text{ min} \times 24 \text{ h} \times 365 \text{ days} \times 0.001 \text{ metric weight} = 525.6 \text{ DDUs per metric/year}
\]

For example, ingesting a throughput metric for a network device once every minute = one metric data point; ingesting a throughput metric from 100 network devices that each have two CPUs once every second = 2 CPUs x 100 Devices = 200 metric data points. Considering the metric weight table from above, this would result in the consumption of 200 metric data points x 0.001 = .2 DDUs.

The types of custom metrics include, but are not limited to, built-in extensions, custom extensions, custom remote extensions, Java Management Extension (JMX) & Performance Monitoring Infrastructure (PMI) and Dynatrace API ingested.

Every OneAgent-monitored host with Full-Stack Monitoring enabled includes Custom Metrics per the table below. OneAgent-monitored hosts with Infrastructure Monitoring enabled always include 200 Custom Metrics that do not consume DDUs. If more than the included Custom Metrics are reported in a given minute for a OneAgent-monitored host, the Custom Metrics in excess of the included Custom Metrics will consume DDUs.
Davis Data Units are implemented in version 1.198 for SaaS and Managed. Additional information can be found on the [Help page](#).

**LOG ANALYTICS**

Dynatrace Log Analytics enables customers to monitor and examine the log files that remain on the monitored host system or log files stored on the Dynatrace server.

**Log Analytics - SaaS**

Log Analytics is licensed for SaaS deployments on the basis of anticipated Gigabytes of annual average storage size, calculated as the average annual daily ingestion of uncompressed log data multiplied by the configured days of log data retention. If this metric is exceeded, Customer will need to acquire additional licensed capacity as described below.

Example One: Log retention is configured to 90 days and Customer licenses 450GB of annual average storage. The anticipated average daily ingestion of log data would be 5GB, (450GB / 90days). For the avoidance of doubt, once the annual equivalent of 1,825 Gigabytes (5GB x 365 days) has been ingested and exceeded, the licensed annual average storage size of 450GB will also be exceeded.

Example Two: At the Start Date, log retention is configured to 90 days and Customer licenses 450GB of annual average storage. The anticipated average daily ingestion of log data would be 5GB, (450GB / 90days), which is the annual equivalent log ingestion of 1,825 Gigabytes (5GB x 365 days). If six months into the subscription year, actual log ingestion has been 912.5 Gigabytes (50% of 1,825GB) for the first six months; Customer then decides to re-configure log retention to 45 days; license annual average storage size capacity remains unchanged at 450GB. The anticipated average daily ingestion of log data would now be 10GB (450GB / 45days) for the last six months of the year. For the avoidance of doubt, once the annual equivalent of 2,737.5GB Gigabytes ((5GB x 182.5 days) + (10GB x 182.5 days)) has been ingested and exceeded, the licensed annual average storage size of 450GB will also be exceeded.

When purchased as annual capacity for a multi-year term, the usage resets each year on the anniversary of the Start Date and Customer is entitled to use the Product again for the licensed capacity during the next year. If 100% of the capacity is consumed before the year ends, additional capacity can be purchased, or the Customer may await the annual usage reset. Additional purchased capacity will automatically reset or terminate on the same date as the initial capacity.

**Log Analytics - Managed**

Log Analytics is licensed for Dynatrace Managed deployments on the basis of anticipated Gigabytes per day of annual average ingestion, calculated as the average daily ingestion of uncompressed log data over the Term. If this metric is exceeded, Customer will need to acquire additional licensed capacity as described below.

For example, if during an annual period the total log data sent to the Dynatrace Managed Cluster was 730 Gigabytes, then the per day of annual average ingestion would be 2 Gigabytes (730GB / 365 days = 2GB).

When purchased as annual capacity for a multi-year term, the usage resets each year on the anniversary of the Start Date and Customer is entitled to use the Product again for the licensed capacity during the next year. If 100% of the capacity is consumed before the year ends, additional capacity can be purchased, or the Customer may await the annual usage reset. Additional purchased capacity will automatically reset or terminate on the same date as the initial capacity.

**MISSION CONTROL SUPPORT SERVICES FOR MANAGED CLUSTERS**

Dynatrace Managed Mission Control Support Services requires an active maintenance or subscription contract. Dynatrace Managed provides cluster software for deployment on Customer provisioned and controlled infrastructure. The Customer needs to provide hardware and Operating System instances according to the specifications of the Dynatrace Managed
The Customer enables outbound access (to a set of fixed IP addresses) of the Dynatrace Managed cluster nodes to the Internet to perform license validation and, the automatic download of update packages (deployment is defined by the Customer), and to send self-monitoring health metrics of the Dynatrace Managed cluster node(s). All communication is outbound-only, encrypted (TLS 1.2) and fully auditable by the Customer. All monitoring data remains on the Customer-defined infrastructure.

**DYNATRACE PREMIUM HIGH AVAILABILITY FOR DYNATRACE MANAGED**

Dynatrace Premium High Availability allows Dynatrace Managed clusters to be deployed across regionally distributed data centers enabling resilience against data center outages. It is an additional license measured by the peak Host Units monitored by a Dynatrace Managed cluster.

**DYNATRACE ONE PREMIUM**

Customers may purchase Dynatrace ONE Premium enablement and support for an additional fee. When purchased, Dynatrace ONE Premium will be available for Customer’s subscriptions and/or licenses for Dynatrace SaaS or Dynatrace Managed (“Dynatrace Products”) that are active on the Start Date shown on the Order Form. Additional purchases of Dynatrace Products during the Term will be accompanied by an incremental Dynatrace ONE Premium fee. Renewal fees will be based on the Dynatrace Products licensed at the time of renewal. The Dynatrace ONE Premium offering is described at https://www.dynatrace.com/services-support/dynatrace-one-premium/ and includes on-boarding or coaching sessions with a Product Specialist. These sessions can be purchased in increments of 1, 2 or 3 per week and do not carry forward if not used weekly.