

Automation Managed Service Product-Specific Terms

The following product-specific terms are incorporated into and in the event of any conflict, supersede, the Terms of Use Addendum which governs your use of Automation Managed Service.

Digital Worker Capacity and Access

- The capacity of at least two Blue Prism digital workers is included in your minimum monthly fees. In the event that you request additional capacity, such additional capacity may be separately chargeable.
- Your access to the digital worker platform (both development and production) is limited as described in the documentation for Automation Managed Service; you will only access the digital worker platform to install applications unless otherwise agreed in advance in writing.

Automation Managed Service Term, Fees, and Intellectual Property

- You are committing to at least a one-year term ("Term") with minimum annual fees ("Fees") based on the number and complexity of processes that we are automating, managing and maintaining for you (each, a "Process").
- The Fees are payable annually throughout the Term. You may not cancel before the end of the Term and, in the event that you opt to discontinue a Process, there will be no reduction in the Fees during the Term.
- You acknowledge and agree that Blue Prism owns all title to and intellectual property rights in automations it develops, including derivative works, enhancements, improvements and extensions. Subject to your full payment of the Fees each year, we grant you for each prepaid year a nonexclusive, non-transferable, non-sublicensable license for you and your Affiliates to use the automations created for you by us pursuant to the Automation Managed Service. The automations may be used for your and your Affiliates' internal business purposes only.

Support

- Support is available to you during the Term.
- Support is available only at the SS&C|Blue Prism's Production level (as described in the Global Customer Support Services Terms available at <http://portal.blueprism.com/agreements>), and hours are limited as described in the documentation for Automation Managed Service.
- Support includes the management and the maintenance of the automations for a given number of Processes as agreed at the beginning of your Term. If you require a change to a Process, you must engage Blue Prism for professional services under then-standard Professional Services Terms (available at <http://portal.blueprism.com/agreements>). To add a new Process or additional instances of Processes, you must order additional capacity for Automation Managed Services.
- For the sake of clarity, Support excludes changes to automations necessitated by changes to your operating environment which break those automations. Adjustments to those automations will require an SS&C|Blue Prism professional services engagement under then-standard SS&C|Blue Prism Professional Services Terms (available at <http://portal.blueprism.com/agreements>).