ALAUDA SUBSCRIPTION TERMS

Product Appendix to the Alauda Enterprise Agreement

This Product Appendix (including the attached Exhibits) governs your use of Software Subscriptions, including those deployed on public clouds, and is subject to the Alauda Enterprise Agreement available at https://www.alauda.io/legal/enterprise-agreement, or as applicable, another base agreement between you and Alauda Singapore Pte. Ltd. ("**Alauda**"). Capitalized terms without definitions in this Product Appendix have the meaning defined in the base agreement. In the event of a conflict between this Product Appendix and an Exhibit to this Product Appendix, the terms of the Exhibit control.

Alauda may modify this Product Appendix by posting a revised version at https://www.alauda.io/legal/subscription-terms, or by providing notice using other reasonable means. If you do not agree to the revised version, then: (a) the existing Product Appendix will continue to apply to Subscriptions you have purchased as of the date of the update for the remainder of the then-current Subscription term; and (b) the revised version will apply to any new purchases or renewals of Subscriptions made after the effective date of the revised version.

This Product Appendix does not apply to Alauda-led open source projects such as Kube-OVN (https://github.com/kubeovn/kube-ovn) or other community projects unless you use the Subscription Services hereunder with such open source projects.

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1. Software Subscription Terms

1.1 Unit Definitions

Fees for Software Subscriptions are determined by counting the Units and metrics associated with the applicable Alauda Product. Table 1.1 below defines the various Units that are used to measure your use of Subscription Services. The specific Units that apply to a Subscription are contained in the Order Form(s) applicable to your purchases and in the Exhibit(s).

Table 1.1: Unit Definitions

Unit	Definition
Core-Pair	Two (2) physical processing cores, or four (4) virtual CPUs (vCPUs), on a system that contains or executes the Software. Where Simultaneous Multi-Threading (SMT) or hyper-threading is enabled, one (1) physical Core is equivalent to two (2) vCPUs. A Core-Pair is the standard unit of measure for virtualized and cloud deployments.
Bare Metal Node (64 Cores)	A physical server with up to sixty-four (64) physical processing cores that contains or executes the Software. The server must be dedicated to running Alauda Products (including any Add-On Subscriptions deployed with the applicable base Subscription).
Bare Metal Node (128 Cores)	A physical server with up to one hundred twenty-eight (128) physical processing cores that contains or executes the Software. The server must be dedicated to running Alauda Products (including any Add-On Subscriptions deployed with the applicable base Subscription).
Socket	A socket occupied by a CPU.
Socket-pair	Up to two (2) Sockets.

Unit	Definition
vCPU	A virtual CPU, in whole or in part, which is assigned to a virtual machine or container which contains or executes all or a portion of the Software.
AI Accelerator	One (1) discrete physical accelerator device or accelerator board (for example, a GPU, TPU, NPU, FPGA, or ASIC, or a DPU used for compute acceleration), as set forth in the supported-accelerator list in the applicable product documentation, installed in or assigned to a system that contains or executes all or a portion of the Software and used to execute a compute workload, as further set forth in Exhibit F. Accelerators integrated into the CPU package (such as integrated GPUs or NPUs) are not AI Accelerators. AI Accelerators are counted separately from, and in addition to, Core-Pair, Bare Metal Node, and Socket-pair Units; an AI Accelerator is not a Core or a vCPU.
Storage Capacity Pack	A unit of two hundred fifty-six (256) terabytes (TB) of usable storage capacity managed by the Software.
Professional Services Day	Eight (8) hours of professional services work performed by Alauda-authorized personnel, as governed by the applicable Statement of Work and the Alauda Professional Services Terms.

1.2 Use of Subscription Services

(a) Basis of Fees. While you have a Subscription entitling you to receive Subscription Services for an Alauda Product, you are required to purchase the applicable Subscriptions in a quantity equal to the total number and capacity of Units for that Subscription from the commencement of your use or deployment of such Subscription or a part thereof. For purposes of counting Units, Units include non-Alauda products if you are using Subscription Services to support or maintain such non-Alauda products. The fees are for Subscription Services; there are no fees associated with the underlying open source software licenses. An instance of open source software by itself (e.g., upstream Kubernetes not combined or used with Alauda Subscriptions) is not considered a Unit unless such instance receives or uses Subscription Services. Core-Pairs for an Alauda Product are counted by aggregating the physical cores or vCPUs (as applicable under Section 1.2(b)) of all systems on which that Alauda Product is deployed under the same counting basis. Where the number or capacity of Units in use, so aggregated, is not an exact multiple of the applicable Unit, the required quantity of Subscriptions is rounded up to the next whole Unit.

(b) CPUs, Cores, Sockets, Bare Metal Nodes, and AI Accelerators. For Units, and the capacities associated with Units, that are based on processors running the Software (such as Physical Nodes, Virtual Nodes, CPUs, Cores, Sockets, and vCPUs), you are required to purchase Subscriptions that match the type of processor running such Software. Subscriptions that do not specify a processor type are based on x86-64 processors. ARM architectures are supported where specified in the applicable product documentation. For Alauda Products subscribed per Bare Metal Node, a physical server with more than sixty-four (64) physical cores requires a Bare Metal Node (128 Cores) Subscription, and a physical server with more than one hundred twenty-eight (128) physical cores requires multiple Bare Metal Node (128 Cores) Subscriptions sufficient to cover its total physical core count, in 128-core increments (rounded up), with each such Subscription covering up to one hundred twenty-eight (128) physical cores of that server. AI accelerators (e.g., GPUs or NPUs) on a system that contains or executes all or a portion of the Software are counted as AI Accelerator Units, and require AI Accelerator Subscriptions as set forth in Exhibit F, at one (1) Subscription per physical accelerator device; the division of a physical accelerator into virtual or fractional instances (e.g., vGPU partitions) does not multiply the count, and accelerator devices that do not execute a compute workload (as described in Exhibit F) are not counted. AI Accelerator Units are counted separately from, and in addition to, the Core-Pair, Bare Metal Node, or Socket-pair Units for the CPU cores or vCPUs of the same system; the presence or number of AI Accelerators does not change the Core-

Pair, Bare Metal Node, or Socket-pair count, and Cores and vCPUs exclude AI Accelerators. Core-Pairs are counted based on the deployment environment: for Software running on physical servers, by physical processing cores (two (2) physical cores per Core-Pair); for Software running in virtual machines or on public clouds, by vCPUs (four (4) vCPUs per Core-Pair). Software running on a public cloud provider's infrastructure (including a bare-metal or dedicated instance offered by the provider) is in the Public Cloud deployment model and is counted by vCPUs. The deployment environment determines the counting basis within the applicable Unit type; the counting basis is not subject to Customer election. Where the applicable Exhibit permits more than one Unit type for a deployment model (for example, Core-Pair or Bare Metal Node (64 Cores) for Edge systems deployed on physical hardware), the Unit type is the one specified in the applicable Order Form or Business Partner Order.

(c) Supported Deployment Models. Subscription Services are only provided when the Software is used for the following Supported Deployment Models as described in this Section 1.2 and the applicable Exhibits:

Table 1.2(c): Supported Deployment Models

Deployment Model	Description	Applicable Units
Bare Metal	Installed and running on physical hardware utilizing x86-64 or ARM architectures.	Bare Metal Node (64 Cores), Bare Metal Node (128 Cores), Socket-pair (Exhibit E)
Virtual Machine	Running as a guest within a supported hypervisor or virtualization platform.	Core-Pair
Public Cloud	Deployed on a supported public cloud provider (e.g., AWS, Azure, GCP).	Core-Pair
Edge	Deployed on edge computing devices or servers at remote or distributed locations, excluding deployments in a centralized data center, purpose-built hosting facility, or public cloud. Edge systems are limited to a single physical CPU socket with up to thirty-two (32) physical cores.	Core-Pair, Bare Metal Node (64 Cores)

Add-On Subscription Units (such as the Storage Capacity Pack) may be used with the Supported Deployment Models specified in the applicable Exhibit. For Public Cloud deployments, fees payable to the cloud provider are separate from and not included in Subscription fees; Alauda is not a party to your agreement with the cloud provider and is not responsible for the cloud provider's services.

(d) Evaluation Use. Alauda may offer limited Evaluation Subscriptions for evaluation purposes ("**Evaluation Subscriptions**"). Evaluation Subscriptions are time-limited to sixty (60) days unless otherwise agreed between you and Alauda. You agree not to use Evaluation Subscriptions in any Production Environment or for commercial use. If you use an Evaluation Subscription beyond the applicable evaluation period or in a Production Environment, Alauda shall be entitled to invoice you for the price of the equivalent Subscription, at Alauda's then-current standard pricing, for a twelve (12) month term commencing on the first day of such use, in respect of each deployment, and you shall pay such invoice in accordance with the Agreement; this right is without prejudice to Alauda's other rights and remedies under the Agreement. Evaluation Subscriptions are provided "AS IS" without warranty of any kind.

(e) Coverage Model. When you acquire a Subscription for an Alauda Product, you must also acquire sufficient Subscriptions in the applicable Units to cover all installations or deployments of that Alauda

Product (including variants or components thereof). This requirement is Alauda's "**Coverage Model**." By way of example, if the Unit is per Core-Pair on which the Alauda Product is installed, then you must acquire a Subscription for each Core-Pair on which that Alauda Product is deployed. Upon renewal of a Subscription for an Alauda Product, your payment of Subscription fees will be deemed a representation of the number of installations deployed for that Alauda Product. If you use an Evaluation Subscription in a Production Environment or for commercial use, you agree to pay for the Subscription as required by the Coverage Model.

(f) No Mixing. Subscription types may only be applied to the deployment model for which the Subscription was acquired. You may not mix Core-Pair Subscriptions with Bare Metal Node Subscriptions for the same deployment on the same physical server. All processor-based Subscriptions (Core-Pair, Bare Metal Node, or Socket-pair) covering a single physical server's own deployment must be of the same Unit type; AI Accelerator Subscriptions and Storage Capacity Pack Subscriptions are not processor-based Subscriptions for purposes of this Section 1.2(f). By way of example, you cannot apply a Core-Pair Subscription to a deployment in the Bare Metal deployment model (Table 1.2(c)), nor may you apply a Bare Metal Node Subscription to a virtualized deployment hosted on a third-party hypervisor. Software running in virtual machines hosted by Alauda Virtualization is subscribed as set forth in Section 1.2(k).

(g) Internal Use Only. The Agreement (including pricing) is premised on the understanding that you will access Subscription Services only for your internal use, and you agree not to access Subscription Services for any other purpose. Your internal use of Subscription Services may include:

(i) running internal applications accessible by your users, provided that (A) such use does not include a distribution, sale, or resale of any of the Subscription Services, (B) the primary purpose of such use is to provide a material value-added application other than the Subscription Services, and (C) all Subscription Services are supporting Software installed on hardware or cloud instances controlled by you;

(ii) all Subscription Services provided by Alauda will be provided solely to you or third parties acting on your behalf (such as contractors, subcontractors, or outsourcing vendors) and not to your hosted customers;

(iii) use by your Affiliates, provided that you are responsible for their compliance with the Agreement and you are liable for the payment of all Subscriptions used or accessed by your Affiliates; and

(iv) use by independent contractors performing work on your behalf, provided that such use occurs exclusively on your infrastructure and the contractor does not receive independent access to the Subscription Services.

You agree not to provide Subscription Services to, or use them for the benefit of, any third party (such as using Subscription Services to provide hosting services, managed services, or internet service provider (ISP) services). You may not resell, sublicense, or make Subscription Services available as part of a software-as-a-service (SaaS) offering. You may reallocate Subscriptions within or between your Affiliates operating under the Agreement, provided you remain accountable for such Affiliates' compliance with applicable terms, including reporting and payment of applicable fees for any additional Units resulting from such use.

(h) Add-On Dependencies. Certain Alauda Products are designated as Add-On Subscriptions and require an active base Subscription on the same nodes or, in the case of the Alauda Storage Capacity Pack, on the same cluster. Specifically:

(i) **Alauda AI Platform** requires an active ACP Subscription on each node on which Alauda AI Platform is deployed. Alauda AI Platform may not be deployed independently of ACP.

(ii) **Alauda Enterprise Services** requires an active ACP Subscription on each node on which Alauda Enterprise Services is deployed. Alauda Enterprise Services may not be deployed independently of ACP.

(iii) **Alauda Storage Capacity Pack** is an Add-On Subscription that extends the storage capacity included with ACP beyond the first 256 TB. An active ACP Subscription is required.

Add-On Subscriptions with node-based Units (Alauda AI Platform and Alauda Enterprise Services) must be purchased in the same Unit type and tier as the underlying base Subscription on the applicable node (e.g., a node covered by a Bare Metal Node (64 Cores) base Subscription takes Bare Metal Node (64 Cores) Add-On Subscriptions); the Alauda Storage Capacity Pack is purchased under the storage-capacity Unit set forth in Exhibit D and is not subject to the same-Unit requirement. Add-On components running within virtual machines hosted by Alauda Virtualization on a node covered by an ACP Bare Metal Node Subscription (Section 1.2(k)) are covered by the node-level Add-On Subscription for that node. Add-On Subscriptions must have the same or shorter Subscription term as the underlying base Subscription. If the base Subscription expires or is terminated, the Add-On Subscription shall also expire, and Alauda shall have no obligation to provide Subscription Services for the Add-On.

(i) Control-Plane and Infrastructure Nodes. Nodes that run only the platform control plane and/or Alauda infrastructure components (for example, the basic image registry included in ACP, ingress, monitoring, logging, and platform management services) and that do not run Customer applications or other Customer workloads are not counted as chargeable Units, unless the applicable Order Form or Business Partner Order provides otherwise. A node on which any Alauda Enterprise Services or Alauda AI Platform component runs is not an infrastructure node for purposes of this Section 1.2(i) and must be covered by the applicable base and Add-On Subscriptions. If a node running control-plane or infrastructure components also runs Customer applications or other workloads, that node (and its Cores or vCPUs, as applicable) must be covered by the applicable Subscription. This Section 1.2(i) is an exception to the Coverage Model in Section 1.2(e) and to the requirement to cover all compute capacity referenced in the definition of "Managed Cluster."

(j) Deploying Subscriptions in a Public Cloud. You may deploy Subscriptions whose Units are Core-Pairs (and the associated Add-On and AI Accelerator Subscriptions) on a supported public cloud provider's infrastructure, provided you have purchased a sufficient number of Units for that deployment, counted as set forth in Section 1.2(b) and Exhibit F. Subscriptions whose Units are based solely on physical attributes (Bare Metal Node and Socket-pair Units, including standalone Alauda Virtualization Subscriptions) may not be deployed on public cloud infrastructure. Deploying a Subscription on a public cloud does not change the Subscription Start Date or the term of that Subscription. Supported public cloud providers, and any components or functionality that are not available or not supported on a particular provider, are identified in the applicable product documentation. If Alauda ceases to support a particular public cloud provider, Alauda will give you at least sixty (60) days' notice, and you may continue to use the affected Subscriptions for the remainder of their term on another supported provider or in another Supported Deployment Model for which you hold the applicable Units. The final paragraph of Section 1.2(c) (cloud-provider fees and responsibilities) applies to all such deployments.

(k) Virtual Machines Hosted by Alauda Virtualization. An ACP Bare Metal Node Subscription for a physical server includes ACP (and, where the corresponding node-level Add-On Subscriptions are held for that server, those Add-Ons) running in virtual machines hosted by Alauda Virtualization on that

server; no additional Core-Pair Subscriptions are required for those virtual machines. Where ACP runs in virtual machines hosted on a physical server covered only by a standalone Alauda Virtualization Subscription (Exhibit E), ACP (and any Add-Ons) in those virtual machines must be subscribed in Core-Pairs under the Virtual Machine deployment model, counted by vCPUs.

(l) Disaster Recovery. Subscriptions are required for hot disaster recovery only. Hot disaster recovery is a disaster recovery environment that is fully functional and running concurrently with production and is ready to immediately receive traffic, including where data volumes are actively being replicated, either synchronously or asynchronously, by the software-defined storage included in the Software. Warm disaster recovery (an environment that is not participating in active data volume replication; volume replication performed by external storage devices is still considered warm disaster recovery) and cold disaster recovery (infrastructure that does not have the full technology — hardware, software, and data — in place) do not require Subscriptions, provided such systems are used intermittently for disaster recovery purposes, have the same configurations as the production systems they protect, and do not execute active workloads. For warm and cold disaster recovery, your Subscriptions may be transferred from the primary environment to the disaster recovery environment when the disaster occurs. This Section 1.2(l) is an exception to the Coverage Model in Section 1.2(e) and to the requirement to cover all compute capacity referenced in the definition of "Managed Cluster."

(m) Upgrade Migrations. Where you perform a temporary, one-way migration from one version of an Alauda Product to a newer version of that Alauda Product (for example, by deploying the newer version on separate infrastructure and moving your workloads to it), your Subscriptions cover both the original and the destination infrastructure until the migration is complete. This Section 1.2(m) is an exception to the Coverage Model in Section 1.2(e) and to the requirement to cover all compute capacity referenced in the definition of "Managed Cluster."

1.3 Subscription Start Date

Unless otherwise agreed in an Order Form, Subscriptions will begin on the earlier of the date you purchase the Subscription or first use the Software. The "**Subscription Start Date**" is the commencement date of the initial Subscription term. All Subscription terms are measured in twelve (12) month increments from the Subscription Start Date unless otherwise specified in the Order Form.

1.4 Open Source Software Rights

The Alauda Software is built on open source software governed by the perpetual End User License Agreement and free and open source license agreements as set forth at https://www.alauda.io/legal/eula. Subscription Services are term-based and will expire if not renewed. Nothing in this Agreement is intended to limit your rights to software code under the terms of a free and open source software license, including your rights to use, copy, modify, and distribute Software in accordance with such licenses. Engaging in Unauthorized Subscription Services Use is a breach of this Agreement but does not affect your rights under the free and open source software licenses that govern the Software. Upon termination or expiration of this Agreement, you will no longer have access to future Software Maintenance and other Subscription Services, but you will continue to have all of your rights under the free and open source software licenses.

1.5 Registration

Your entitlement to Subscription Services in respect of any deployment of Alauda Products is conditional upon you having first registered your Alauda Product, together with the system on which it is installed, on the Alauda Cloud portal at https://cloud.alauda.io. You are not entitled to access the benefits of the Subscription without prior registration, and Alauda reserves the right to refuse to provide technical support, Patches, Updates, and/or Upgrades unless and until you have registered each deployment in accordance with this Section 1.5.

1.6 Technical Usage Data

(a) Collection. The Subscription Services may collect and generate technical usage data relating to your deployments of Alauda Products, including error logs, usage patterns, update status, and the systems on which the Alauda Products are deployed (including the number and type of processors and accelerator devices on those systems), but in each case excluding personal data (together, the "**Technical Usage Data**").

(b) Purpose. You agree that Alauda may use, store, analyze, and aggregate the Technical Usage Data solely for the purposes of: (i) performing its obligations under the Agreement; (ii) improving the services Alauda provides to customers; (iii) developing new products and services for customers; and (iv) monitoring your compliance with the Agreement.

(c) No Personal Data. Technical Usage Data does not include personal data or personally identifiable information, and Alauda's collection and use of data under this Section 1.6 excludes any such data.

1.7 Policy and Compliance Features

Certain Alauda Products may provide features or tools (including compliance reporting) to assist with the validation, remediation, and maintenance of your internal policies or third-party standards. Alauda makes no representation that the use of such features ensures compliance with your internal policies, or constitutes certification of, or compliance with, any third-party standard or regulation.

1.8 AI Assistants

Certain Alauda Products (such as Alauda Hyperflux, included in ACP) include optional features that use a large language model ("**LLM**") to assist you with guidance, advice, and information regarding Alauda Products ("**AI Assistant**"). Questions or prompts you input into an AI Assistant are Input, and the responses or suggestions it provides are Output (each as defined in Exhibit C, Section 4(e)). The Output may require you to make additional modifications to be useful. It is your responsibility to determine if any Output is accurate or appropriate for your use. Alauda does not claim any intellectual property rights with respect to Input or Output. Your use of Output is at your discretion, and Alauda makes no warranties or guarantees with respect to Output. AI Assistants are not intended to process personal information, and you agree not to include any personal information in the Input. AI Assistants use an LLM which may be provided by Alauda or a third party, or hosted by you. You are responsible for ensuring your use of any LLM or other AI model complies with any applicable laws and regulations. Third-party LLMs or other AI models that you obtain separately are governed by the terms provided by the third party, are not Alauda Products, and no support is provided for them. Where an AI Assistant may generate, suggest, or implement actions in your systems or environment ("**AI-Enabled Actions**"), Alauda is not responsible for any AI-Enabled Actions; you have sole discretion to enable or disable such automations and are responsible for: (a) maintaining human oversight of all AI-Enabled Actions implemented in your

environment; (b) the review, validation, and verification of all Output and AI-Enabled Actions, including by means of appropriate human review; and (c) conducting appropriate testing before deployment in a Production Environment or in any context in which errors, failures, or unexpected behavior could result in loss or harm. Support for AI Assistants is provided only for the components that are included in an Alauda Product and when running on a supported environment; Support is not provided for any Input or Output.

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2. Support Terms

2.1 Support Level

All Subscriptions purchased from Alauda Singapore Pte. Ltd. include **Premium (24x7)** Support as the standard and sole Support level; Evaluation Subscriptions are addressed in Section 2.5, not this Section 2.1. There are no separate Standard or Basic Support tiers. For Subscriptions purchased from an authorized Business Partner, support may be provided by the Business Partner rather than by Alauda, as set forth in the Support Terms of Service and the applicable ordering documentation.

2.2 Service Levels

Alauda will use commercially reasonable efforts to provide Support at the Premium (24x7) service level as set forth in the Alauda Support Terms of Service at https://www.alauda.io/legal/support-terms (the "Support Terms of Service"). The Support Terms of Service set forth the coverage hours, support channels, named support contact requirements, severity definitions, Initial Response Times, severity reclassification, support and escalation processes, Supported Configurations detail, and software lifecycle and end-of-support policies applicable to Support, and are incorporated into this Product Appendix by reference. With respect to those matters, the Support Terms of Service control over any conflicting provision of this Product Appendix.

2.3 Severity Levels and Response Times

Severity definitions, Initial Response Times, severity reclassification, and escalation procedures are set forth in the Support Terms of Service.

2.4 Support Scope

(a) Included. Subscription Services include the following:

(i) Usage questions and assistance — guidance on configuration, deployment, and use of Alauda Products;

(ii) Troubleshooting — diagnosis and resolution of problems in the Software;

(iii) Security advisories — notification of known vulnerabilities and available patches;

(iv) Bug fixes — corrections and patches for confirmed defects in the Software;

(v) Knowledgebase — access to the Alauda technical knowledgebase, including articles, guides, and best practices;

(vi) Software Maintenance — access to Updates, Upgrades, corrections, security advisories, and bug fixes for the Software, if and when available; and

(vii) Supported Configurations — Support is provided for Alauda Products running on Supported Configurations as listed at https://www.alauda.io/support/configurations.

(b) Excluded. Subscription Services do not include support for the following:

(i) Underlying infrastructure — the hardware, operating system (except Alauda's immutable OS where included), hypervisor, network, or storage infrastructure on which the Software is deployed, except to the extent that the issue is caused by the Software itself;

(ii) Third-party products — any software, hardware, or service not provided or branded by Alauda, including third-party Kubernetes distributions, except as set forth in Exhibit B, Section 4(e) (Alauda Support);

(iii) Upstream community projects — open source community projects that are not included or distributed as part of an Alauda Product, even where such projects are related to or interoperable with Alauda Products, except as set forth in Exhibit B, Section 4(e) (Alauda Support);

(iv) Customer applications — applications, workloads, container images, or code developed or deployed by you or on your behalf;

(v) Custom configurations — modifications, customizations, or configurations made by you or on your behalf that deviate from the documented Supported Configurations or recommended best practices;

(vi) Modified Software and unsupported hardware or platforms — Software that (A) you (or a third party) have modified or recompiled, or (B) is running on hardware or platforms that are not Supported Configurations;

(vii) Subscriptions running in excess of the number of Units you have purchased or outside the applicable Supported Deployment Model;

(viii) Consulting and design services — code development, system design, network design, architectural design, performance optimization and tuning, and the development or implementation of security rules or policies (such services may be available under a separate Professional Services engagement); and

(ix) Work performed under a separate Professional Services engagement.

You are responsible for testing the Software before deploying it in your environment, backing up your systems on a regular basis, and having those backups available if needed for support purposes. Except as otherwise expressly stated, Support does not include data migration or data recovery support. Unless otherwise agreed in writing, Support does not include remote access by Alauda personnel to your network and/or systems.

2.5 Evaluation Subscriptions

Evaluation Subscriptions are provided for evaluation purposes only and are not for Production Use. Evaluation Subscriptions are time-limited to sixty (60) days (unless otherwise agreed) and may be provided with limited or no Support and subject to other limitations. Alauda may change or remove Evaluation Subscriptions at any time, which may result in data loss, service unavailability, and deletion or re-provisioning of software. EVALUATION SUBSCRIPTIONS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE.

2.6 Software Lifecycle

During the life cycle of the Software, the scope of Software Maintenance and Support evolves and, after a period of time, Alauda discontinues Software Maintenance and Support for older versions of the Software. The software lifecycle phases, timelines, and end-of-support policies are set forth in the Support Terms of

Service (incorporated by reference in Section 2.2), which apply to Support provided under this Product Appendix.

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3. Alauda Products — Exhibit Matrix

The following Exhibits set forth the specific terms, included components, Units of measure, and Supported Deployment Models for each Alauda Product. You must purchase the appropriate number and type of Subscriptions for each Unit, based on the parameters described in the applicable Exhibit.

EXHIBIT A: ALAUDA CONTAINER PLATFORM (ACP)

This Exhibit A to the Product Appendix governs your use of the Alauda Container Platform (ACP) Subscriptions described below.

1. Overview

The Alauda Container Platform (ACP) is an enterprise Kubernetes platform for managing containerized workloads at scale. ACP is built on upstream open source projects with full Kubernetes API compatibility.

2. Included Products and Components

The following Alauda Products and components are included with each ACP Subscription:

Alauda Product or Component	Description
Kubernetes Orchestration	Upstream-compatible Kubernetes container orchestration, including cluster lifecycle management, workload scheduling, and resource management.
Multi-Cluster Management	Hub-and-spoke cluster management (global cluster and workload clusters), fleet management, policy distribution, and centralized observability across clusters.
Container Security	Advanced container runtime security (runtime threat detection and response), admission control, network policies, and compliance reporting. Artifact software supply-chain security (image signing, SBOM, provenance, and artifact vulnerability scanning) is provided through Alauda Toolchain in Alauda Enterprise Services (Exhibit B) and is not included in ACP.
Container Registry	A basic image registry for storing and distributing container images. The enterprise container registry (role-based access control, image signing, vulnerability scanning, and replication) is provided through Alauda Toolchain in Alauda Enterprise Services (Exhibit B) and is not included in ACP.
Alauda Storage (first 256 TB)	Integrated software-defined storage. ACP Subscriptions within a cluster include, in aggregate, up to 256 TB of usable storage capacity per cluster at no additional cost. Additional capacity requires the Alauda Storage Capacity Pack Add-On.
Alauda Virtualization	KubeVirt-based virtual machine management, enabling VMs and containers to run on the same infrastructure with unified lifecycle management. Includes live migration, VM templates, and VMware migration tooling.
Alauda DevOps v3	Tekton-based continuous integration and continuous delivery pipelines, GitOps workflows (Argo CD), and developer experience tooling.

Alauda Product or Component	Description
Alauda Service Mesh	Istio-based service mesh for microservices traffic management, security (mutual TLS), and observability.
Alauda Serverless	Knative-based serverless and event-driven workloads with request-driven autoscaling, including scale to zero, and request routing.
Alauda Developer Portal	Backstage-based developer portal that presents golden paths (templated, pre-approved routes from new service to running workload) over the platform catalog.
Alauda Hyperflux (AI Assistant)	An AI Assistant that uses an LLM to assist you with guidance, advice, and information regarding Alauda Products, subject to Section 1.8 of this Product Appendix.
Observability	Monitoring (Prometheus/Grafana), logging, alerting, distributed tracing, and dashboards for platform and workload health.
Immutable OS	An optional image-based, immutable operating system optimized for container hosts, with atomic updates and rollback capabilities.
Networking	Enterprise Kubernetes networking based on Kube-OVN (CNCF Sandbox project), including multi-tenant network isolation, VLAN/VxLAN/BGP support, and network policy enforcement.

3. Unit of Measure and Purchasing Requirements

Table A.1: ACP — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
ACP (Core-Pair)	Core-Pair	2 Cores or 4 vCPUs per Core-Pair	Virtual Machine, Public Cloud, Edge
ACP (Bare Metal 64)	Bare Metal Node (64 Cores)	Up to 64 physical cores per node	Bare Metal, Edge
ACP (Bare Metal 128)	Bare Metal Node (128 Cores)	Up to 128 physical cores per node	Bare Metal

4. Additional Terms for ACP

(a) Virtualization. ACP includes Alauda Virtualization (KubeVirt-based), which is designed to run and manage virtual instances. Alauda Virtualization is supported only when ACP is installed on bare metal servers and is not installed within a virtual machine. The included virtual machine operating system images (if any) are supported solely when used as guest operating systems within Alauda Virtualization and are not supported when hosted on other hypervisors.

(b) Storage Entitlement. ACP Subscriptions include, in aggregate, up to 256 TB of integrated software-defined storage capacity per cluster at no additional cost, regardless of the number of ACP Subscriptions deployed in the cluster. Storage usage in excess of 256 TB per cluster requires the purchase of Alauda Storage Capacity Pack Add-On Subscriptions as described in Exhibit D.

(c) Immutable OS. The Alauda immutable OS is an optional component. Customers may elect to use their own supported Linux distribution as the container host operating system. When a third-party

operating system is used, the scope of Support is limited to the Alauda Product components and does not extend to the underlying operating system.

EXHIBIT B: ALAUDA ENTERPRISE SERVICES (ADD-ON)

This Exhibit B to the Product Appendix governs your use of the Alauda Enterprise Services Add-On Subscriptions described below.

1. Overview

Alauda Enterprise Services is the single "everything-but-AI" Add-On Subscription. It is provided at one Unit price (it is not depth-tiered) and the following five Alauda Products are included with each Alauda Enterprise Services Subscription, with unrestricted use across all five: **Alauda Lakehouse**, **Alauda Data Services**, **Alauda Toolchain**, **Alauda Application Services**, and **Alauda Support**. It requires an active ACP Subscription on the same nodes (see Section 1.2(h) of this Product Appendix). The Alauda Products included with Alauda Enterprise Services are not sold on their own and are not separately priced Units.

2. Included Products and Components

The following Alauda Products, and their components, are included with each Alauda Enterprise Services Subscription:

(a) Alauda Data Services.

Component	Description
Cache	Managed Redis-compatible in-memory data store with high availability, replication, and cluster mode.
Streaming	Managed Apache Kafka-compatible event streaming platform with topic management, consumer groups, and monitoring.
Relational Databases	Managed MySQL-compatible and PostgreSQL-compatible relational databases with high availability, automated backup, and point-in-time recovery.
Search	Managed OpenSearch-compatible search and analytics service.
Data Integration & Governance	Data integration and pipeline services and data governance capabilities.
AI-Ready Dataset Services	Document processing, data preparation, annotation, and dataset versioning for AI-ready data assets. Vector databases, the feature store, and embedding services are provided through the Alauda AI Platform Add-On (Exhibit C), not Alauda Data Services.

(b) Alauda Lakehouse.

Component	Description
Lakehouse & Analytics	Open lakehouse storage, analytics engines, and a SQL query interface for managed data.

(c) Alauda Application Services.

Component	Description
Application Framework	Application runtime services including service discovery, configuration management, and API gateway capabilities, operated as managed services.
Middleware	Additional enterprise middleware services as defined in the product documentation, which may be updated from time to time.

The ACP base retains the application runtime and connectivity layer and basic operators; Alauda Application Services provides the application framework and middleware estate operated as managed services.

(d) Alauda Toolchain.

Component	Description
Enterprise Container Registry	Enterprise container image registry with role-based access control, image vulnerability scanning, and replication.
Source Code Hosting	Git-based source code hosting, provided in a community edition with unlimited seats (no per-seat licensing).
Artifact Supply-Chain Security	Software supply-chain security for build artifacts — image signing, software bill of materials (SBOM), provenance, and artifact vulnerability scanning. Alauda Enterprise Services is the single provider of artifact supply-chain security; model signing and the AI bill of materials are provided through the Alauda AI Platform Add-On (Exhibit C).

(e) Alauda Support. Assistance with open source software that you obtain directly (and not as part of the Alauda Software) and that is listed in the Alauda Support documentation ("**Listed Community Software**"), as set forth in Section 4(e) of this Exhibit B.

3. Unit of Measure and Purchasing Requirements

Table B.1: Alauda Enterprise Services — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
Alauda Enterprise Services (Core-Pair)	Core-Pair	2 Cores or 4 vCPUs per Core-Pair	Virtual Machine, Public Cloud, Edge
Alauda Enterprise Services (Bare Metal 64)	Bare Metal Node (64 Cores)	Up to 64 physical cores per node	Bare Metal, Edge
Alauda Enterprise Services (Bare Metal 128)	Bare Metal Node (128 Cores)	Up to 128 physical cores per node	Bare Metal

Alauda Enterprise Services is purchased as a single Add-On Subscription at one Unit price; the five Alauda Products are included together and are not separately priced.

4. Additional Terms for Alauda Enterprise Services

(a) Base Subscription Required. Alauda Enterprise Services is an Add-On Subscription and is supported only on nodes with active ACP Subscriptions. You must purchase Alauda Enterprise Services Subscriptions for each Unit on which Alauda Enterprise Services components are deployed.

(b) Community Upstream. The services included in Alauda Enterprise Services are based on upstream open source projects. Alauda provides enterprise hardening, integration, lifecycle management, and support for these services as deployed through the Alauda Enterprise Services operators. Alauda does not provide support for community editions of these software projects installed independently of the Alauda Enterprise Services operators, except as set forth in Section 4(e) of this Exhibit B. Only community or open source editions of bundled third-party software are included.

(c) Included Components May Evolve. The specific components within each product are as described in the applicable product documentation and the Software Bill of Materials for the applicable release, and may be updated from time to time.

(d) Toolchain Deployments and Metering. You may deploy the enterprise container registry and source code hosting components of Alauda Toolchain in any number of instances, and the number of such instances is not separately counted or limited, provided that every node on which any Alauda Enterprise Services component runs carries an Alauda Enterprise Services Subscription in accordance with Section 1.2(h). Alauda Enterprise Services components (including Alauda Toolchain's artifact supply-chain security) are counted only by the Units on which those components are deployed, and not by the artifacts, images, repositories, or Customer workloads that they build, store, host, sign, scan, or otherwise process.

(e) Alauda Support. Alauda may, at its discretion, assist with your use of Listed Community Software on a best-effort basis. The Service Levels in the Alauda Support Terms of Service (including Initial Response Times) do not apply to such assistance, and any issues such as bug fixes or updates for Listed Community Software are the responsibility of the applicable upstream project or third party. Listed Community Software is not an Alauda Product and is governed by the terms provided by its licensors; Alauda and its licensors have no obligations or liability with respect to Listed Community Software.

EXHIBIT C: ALAUDA AI PLATFORM (ADD-ON)

This Exhibit C to the Product Appendix governs your use of the Alauda AI Platform Add-On Subscriptions described below.

1. Overview

Alauda AI Platform is an Add-On Subscription that provides an enterprise AI platform for model lifecycle management, high-performance inference, agentic AI, retrieval-augmented generation (RAG), and sovereign compute. It requires an active ACP Subscription on the same nodes (see Section 1.2(h) of this Product Appendix). "**Alauda AI Platform**" is the formal name of the product; "**Alauda AI**" is its sanctioned shorthand. The two terms refer to the same product, and references to "Alauda AI" elsewhere in the Agreement mean the Alauda AI Platform.

2. Included Components

Each Alauda AI Platform Subscription includes the following components:

Component	Description
Model Lifecycle Management	Model registry, versioning, packaging, and deployment pipeline management for AI/ML models across their full lifecycle.

Component	Description
Inference Engine	High-performance model serving based on vLLM and KServe, with support for large language models (LLMs), vision models, and multi-modal models. Includes dynamic batching, tensor parallelism, and continuous batching.
Agentic AI	Tools and frameworks for building, deploying, and orchestrating AI agents, including agent pipelines, tool integration, and agent observability.
AI Ops and Governance	Model monitoring, drift detection, audit logging, access control, supply chain provenance (including model signing and the AI bill of materials), and compliance reporting for AI workloads. Includes per-tenant metering and billing capabilities.
Sovereign Compute	Hardware-agnostic AI compute abstraction supporting multiple accelerator vendors. Includes Hardware Profiles that abstract accelerator differences for model deployment.
RAG Data Plane	Vector databases, feature store, and embedding services that enable retrieval-augmented generation (RAG) and agent workloads to run on ACP together with the Alauda AI Platform, without a separate data-services Subscription.

3. Unit of Measure and Purchasing Requirements

Table C.1: Alauda AI Platform — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
Alauda AI Platform (Core-Pair)	Core-Pair	2 Cores or 4 vCPUs per Core-Pair	Virtual Machine, Public Cloud
Alauda AI Platform (Bare Metal 64)	Bare Metal Node (64 Cores)	Up to 64 physical cores per node	Bare Metal
Alauda AI Platform (Bare Metal 128)	Bare Metal Node (128 Cores)	Up to 128 physical cores per node	Bare Metal

AI Accelerators used with the Alauda AI Platform are separately subscribed as AI Accelerator Units (Table 1.1 and Exhibit F), in addition to the Core-Pair or Bare Metal Node Units above.

4. Additional Terms for Alauda AI Platform

(a) Base Subscription Required. Alauda AI Platform is an Add-On Subscription and is supported only on nodes with active ACP Subscriptions. You must purchase Alauda AI Platform Subscriptions for each Unit on which Alauda AI Platform components are deployed.

(b) Use Restrictions. Alauda AI Subscription Services are provided solely for your Internal Use. You may not use the Alauda AI Platform to provide AI model hosting, inference, or related services to third parties as a service.

(c) Third-Party Components. Alauda AI includes or integrates with upstream open source projects (e.g., vLLM, KServe). Alauda provides enterprise hardening, integration, lifecycle management, and support for these components as deployed through the Alauda AI operator. Alauda does not provide support for community editions of these software projects installed independently of the Alauda AI operator.

(d) Support Scope for AI Workloads. Alauda provides support for the Alauda AI Platform infrastructure, including model lifecycle management, inference engine deployment, and AI operations tooling. Alauda does not provide support for the content, accuracy, or quality of AI model inputs, outputs, or any data processed by AI models running on the platform. Customer is solely responsible for the selection, evaluation, and validation of AI models deployed on Alauda AI, and for all outputs generated by such models.

(e) AI Models, Inputs, and Outputs. Alauda AI may include or make available AI models distributed by Alauda ("**Alauda Models**") and may enable you to deploy AI models that you obtain from third parties or develop yourself. Each Alauda Model may be accompanied by its own license terms (including open source or open-weight model licenses), which govern your use of that model; Alauda provides support for the deployment and operation of Alauda Models on the Alauda AI Platform, subject to Section 4(d) of this Exhibit C; Alauda Models are supported only when deployed and used through Alauda AI in accordance with the product documentation. Models that you obtain from a third party are governed by the terms provided by that third party, are not Alauda Products, and Alauda provides no support for and makes no warranties regarding such models. Content, prompts, or data that you submit to a model ("**Input**") and the responses, predictions, or other results generated by a model ("**Output**") are your responsibility: you are solely responsible for your Input, for evaluating the accuracy, quality, and appropriateness of any Output before relying on it, and for ensuring that your use of any model, Input, and Output complies with applicable laws, regulations, and third-party rights. As between you and Alauda, Alauda claims no intellectual property rights in your Input or your Output, and Alauda makes no warranties or guarantees with respect to any Output. Your use of Alauda AI and of Alauda Models is further governed by the Alauda AI Supplemental Terms at https://www.alauda.io/legal/ai-supplemental-terms, which are incorporated into this Product Appendix by reference.

EXHIBIT D: ALAUDA STORAGE CAPACITY PACK (ADD-ON)

This Exhibit D to the Product Appendix governs your use of the Alauda Storage Capacity Pack Add-On Subscriptions described below.

1. Overview

The Alauda Storage Capacity Pack is an Add-On Subscription that provides additional software-defined storage capacity beyond the aggregate 256 TB per cluster included with ACP Subscriptions at no additional cost.

2. Included Entitlement

ACP Subscriptions include, in aggregate, an entitlement to up to 256 TB of usable software-defined storage capacity per cluster at no additional cost. The Storage Capacity Pack Add-On is required only when the total usable storage capacity managed by the Software within a cluster exceeds 256 TB.

3. Unit of Measure and Purchasing Requirements

Table D.1: Alauda Storage Capacity Pack — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
Storage Capacity Pack	Storage Capacity Pack	256 TB of usable storage per unit	Bare Metal, Virtual Machine, Public Cloud, Edge

4. Additional Terms for Storage Capacity Pack

(a) Measurement. Storage capacity is measured as the total usable capacity managed by the Software's integrated storage services within a cluster. "Usable capacity" means the storage capacity available for data storage after accounting for redundancy and parity overhead (e.g., for a three-replica configuration, 768 TB of raw capacity equals 256 TB of usable capacity).

(b) Stacking. Storage Capacity Packs are stackable. Multiple Storage Capacity Pack Subscriptions may be purchased to cover the total usable storage capacity in excess of the 256 TB included with ACP.

(c) Base Subscription Required. The Storage Capacity Pack is an Add-On Subscription and requires an active ACP Subscription on the cluster where the additional storage capacity is deployed.

EXHIBIT E: ALAUDA VIRTUALIZATION (STANDALONE EDITION)

This Exhibit E to the Product Appendix governs your use of Alauda Virtualization as a standalone edition.

1. Overview

Alauda Virtualization is a standalone edition of the Alauda platform for running and managing virtual machine (VM) workloads. Alauda Virtualization is built on the Alauda Container Platform substrate, includes the platform substrate required to operate VMs, and supports an unlimited number of virtual machines on each subscribed Socket-pair; it does not require a separate ACP Subscription. It is intended for virtualization use cases, including migration from third-party hypervisors. Container workloads require an ACP Subscription (see Section 1.2(k) of this Product Appendix) and are not covered by a standalone Alauda Virtualization Subscription.

Alauda Virtualization is also available as a bundled capability of the ACP (Exhibit A) for customers running containers and virtual machines together on the same platform; this Exhibit E governs only the standalone Alauda Virtualization edition.

2. Included Components

Component	Description
Virtual Machine Management	KubeVirt-based virtual machine lifecycle management, including live migration, VM templates, and migration tooling for third-party hypervisors.
Platform Substrate	The underlying platform services required to run and manage VM workloads on the subscribed nodes.

3. Unit of Measure and Purchasing Requirements

Table E.1: Alauda Virtualization — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
Alauda Virtualization	Socket-pair with up to 128 Cores	One Socket-pair with up to 128 physical cores on a physical server; unlimited virtual machines on that Socket-pair	Bare Metal

Alauda Virtualization is subscribed per Socket-pair with up to 128 Cores, with one Subscription required for each Socket-pair on each physical server. A Socket-pair with more than one hundred twenty-eight (128) physical cores requires multiple Alauda Virtualization Subscriptions sufficient to cover its total physical core count, in 128-core increments (rounded up), with each such Subscription covering up to one hundred twenty-eight (128) physical cores of that Socket-pair. There is no Core-Pair Unit for the standalone edition. A standalone Alauda Virtualization Subscription includes Alauda Virtualization only and does not include any other Alauda Product (including Alauda Storage); Storage Capacity Pack Subscriptions require an ACP Subscription (Exhibit D).

4. Additional Terms for Alauda Virtualization

(a) VM Workloads Only. A standalone Alauda Virtualization Subscription covers virtual machine workloads only. Running container workloads (other than those inherent to operating the virtualization platform itself) requires an ACP Subscription, counted as set forth in Section 1.2(k) of this Product Appendix where those workloads run in virtual machines.

(b) Support. Alauda provides support for the Alauda Virtualization platform and the virtualization stack. Support does not extend to guest operating systems, guest applications, or the underlying server hardware, except as set forth in the Support Terms of Service.

(c) Bare Metal Only. Alauda Virtualization is supported only when installed directly on bare metal servers; it is not supported when installed within a virtual machine (nested virtualization) or on public cloud infrastructure.

(d) Migration. Support is provided for temporary scenarios in which you are transitioning virtual machines from a third-party hypervisor to Alauda Virtualization.

EXHIBIT F: AI ACCELERATOR SUBSCRIPTION

This Exhibit F to the Product Appendix governs your use of AI Accelerator Subscriptions.

1. Overview

An AI Accelerator Subscription provides Subscription Services for physical accelerator devices (such as GPUs or NPUs) on systems that contain or execute all or a portion of the Software, counted as set forth in Section 3 of this Exhibit F. AI Accelerator Subscriptions are counted and purchased in addition to the Core-Pair, Bare Metal Node, or Socket-pair Units for the systems on which the accelerators are installed (see Section 1.2(b)).

2. Unit of Measure and Purchasing Requirements

Table F.1: AI Accelerator — Units of Measure

Alauda Product	Unit of Measure	Capacity	Supported Deployment Model
AI Accelerator Subscription	AI Accelerator	One (1) physical accelerator device (e.g., GPU, TPU, NPU, FPGA, or ASIC); see Section 3(b) of this Exhibit F for virtual machines and Public Cloud	Bare Metal, Virtual Machine, Public Cloud, Edge

3. Additional Terms for AI Accelerator Subscriptions

(a) Counting. One (1) AI Accelerator Subscription is required per physical accelerator device that is used to execute a compute workload on a system that contains or executes the Software, whether or not the Alauda AI Platform is deployed on that system (including a Customer workload, or a virtual machine to which the device is assigned). A single AI Accelerator Subscription for a device covers its use by all Alauda Products on that system. A workload is a compute workload unless its primary purpose is rendering graphics for display in near real time or moving data across a network; accordingly, accelerator devices used solely for display output, and DPUs or SmartNICs used solely for network acceleration, are not counted. Dividing a physical accelerator into virtual or fractional instances (e.g., vGPU partitions) does not multiply the count (see Section 1.2(b)).

(b) Virtual Machines and Public Cloud. Where a physical accelerator device is assigned to one or more virtual machines that contain or execute the Software (for example, by device passthrough or vGPU partitioning), that physical device is counted once, regardless of the hypervisor used. Where the underlying physical accelerator devices cannot be identified, including in Public Cloud deployments, the number of AI Accelerators is the number of virtual accelerator devices assigned to and visible to each node that contains or executes the Software.

(c) Supported Accelerators. The accelerator types and models supported for use with the Software are identified in the applicable product documentation.

(d) Verification. Technical Usage Data collected under Section 1.6 may include the number and type of accelerator devices on systems running the Software, and Alauda may use it to verify AI Accelerator counts.

(e) Base and Add-On Subscriptions. An AI Accelerator Subscription requires, for the system on which the accelerator is installed or to which it is assigned, (i) an active ACP Subscription or, where that system is covered only by a standalone Alauda Virtualization Subscription, that Alauda Virtualization Subscription (in either case, the "**platform Subscription**" for that system), and (ii) the applicable Add-On Subscriptions for that system (for example, an Alauda AI Platform Subscription where the Alauda AI Platform is deployed), in each case in addition to the AI Accelerator Subscription. AI Accelerator Subscriptions must have the same or shorter term as that platform Subscription, and Section 1.2(h) of this Product Appendix applies to AI Accelerator Subscriptions as if they were Add-On Subscriptions.

(f) Fees. Fees for AI Accelerator Subscriptions, and any applicable discounts, are as set forth in the applicable Order Form or Business Partner Order.

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4. Definitions

The following definitions supplement the definitions set forth in the Alauda Enterprise Agreement. In the event of a conflict between a definition in this Section and a definition in the Enterprise Agreement, the

definition in this Section shall control for purposes of this Product Appendix.

"**Add-On Subscription**" means an optional layered Subscription that may be purchased in addition to an underlying base Subscription (e.g., Alauda AI Platform requires an ACP Subscription as the base).

"**AI Accelerator**" has the meaning set forth in Table 1.1.

"**Alauda AI Platform**" means the Alauda AI Platform Add-On described in Exhibit C; "Alauda AI" is the sanctioned shorthand for, and refers to the same product as, the Alauda AI Platform.

"**Alauda Cloud**" means Alauda's hosted customer portal and related services at https://cloud.alauda.io that provide access to Software, Subscription Services, registration, and account management.

"**Alauda Enterprise Services**" means the Alauda Enterprise Services Add-On described in Exhibit B, with which Alauda Lakehouse, Alauda Data Services, Alauda Toolchain, Alauda Application Services, and Alauda Support are included. These Alauda Products are not sold on their own and are not separate Subscriptions.

"**Alauda Products**" means the Software, Services, and other Alauda-branded offerings made available by Alauda.

"**Alauda Support**" means the Alauda Product of that name included with an Alauda Enterprise Services Subscription, as described in Exhibit B, Sections 2(e) and 4(e). Alauda Support is not "Support". References to the "Alauda Support Terms of Service" are to the document of that name, which governs Support.

"**Alauda Virtualization**" means the standalone Alauda Virtualization edition described in Exhibit E and, as the context requires, the virtualization capability included in the ACP (Exhibit A).

"**Core**" means a physical processing core located in a CPU or a virtual processing core within a virtual machine, in each case that contains or executes a container or the Software. Cores exclude AI Accelerators.

"**Core-Pair**" has the meaning set forth in Table 1.1.

"**Coverage Model**" has the meaning set forth in Section 1.2(e).

"**Development Use**" means use of the Software for development, testing, prototyping, demonstration, quality assurance, or staging purposes, and not in a Production Environment.

"**Evaluation Subscription**" means a Subscription offered without charge solely for evaluation and not for Production Use, including offerings described as evaluation, trial, preview, beta, or early access.

"**Internal Use**" has the meaning set forth in Section 1.2(g).

"**Managed Cluster**" means a Kubernetes cluster, whether on-premises or in a public cloud, that is managed directly or indirectly by the Software through the Alauda multi-cluster management control plane. Managed Cluster describes multi-cluster management scope only; it is not a Unit of purchase, and it does not replace the requirement to purchase the applicable Subscriptions (in Core-Pairs, Bare Metal Nodes, or other applicable Units) for all compute capacity in each managed cluster (subject to Sections 1.2(i), 1.2(l), and 1.2(m)).

"**Patches**" means minor corrections, bug fixes, and security updates for the Software that do not introduce new features or functionality.

"**Physical Node**" means a physical system which contains or executes all or a portion of the Software, including without limitation a server, workstation, laptop, blade, or other physical system.

"**Production Environment**" means an environment in which the Software is used: (a) with live data and/or for live applications; (b) for any business-critical or revenue-generating purpose; or (c) for any purpose other than development, testing, prototyping, demonstration, quality assurance, or staging. Backup and disaster recovery instances of production systems are considered part of the Production Environment.

"**Production Use**" means any use of the Software in a Production Environment, and any use other than Development Use.

"**Professional Services Day**" has the meaning set forth in Table 1.1.

"**Software**" means Alauda-branded software that is included in a Software Subscription offering.

"**Software Maintenance**" means access to Updates, Upgrades, corrections, security advisories, and bug fixes for the Software, if and when available.

"**Software Subscription**" means a Subscription that contains Subscription Services for Software, including access to the Alauda Cloud portal to obtain the applicable Software, Software Maintenance, and Support.

"**Storage Capacity Pack**" has the meaning set forth in Table 1.1.

"**Subscription**" means a time-bound Alauda Product offering. For the purposes of this Product Appendix it refers to Software Subscriptions.

"**Subscription Services**" means the services provided in a Subscription, which may include access to the Alauda Cloud portal, Software Maintenance, Support, and any other Alauda services associated with and during the term of a Subscription.

"**Subscription Start Date**" has the meaning set forth in Section 1.3.

"**Support**" means Alauda technical support for issues relating to Software, within the scope described in Section 2 of this Product Appendix and subject to the detailed service levels, procedures, Supported Configurations, and lifecycle policies set forth in the Alauda Support Terms of Service at https://www.alauda.io/legal/support-terms.

"**Supported Configurations**" means the supported hardware and platform configurations that are listed at https://www.alauda.io/support/configurations.

"**Supported Deployment Model**" means the manner and/or environment in which a particular Subscription is used and supported as further defined in Section 1.2(c) or an applicable Exhibit.

"**Technical Usage Data**" has the meaning set forth in Section 1.6.

"**Unauthorized Subscription Services Use**" means any unauthorized use of the Subscription Services, which includes: (i) only purchasing or renewing Subscriptions based on less than the total number of Units; (ii) splitting or applying Subscription Services purchased for one Unit to two or more Units; (iii) providing Subscription Services (in whole or in part) to third parties; (iv) using Subscription Services in connection with any redistribution of Software; or (v) using Subscription Services to support or maintain any non-Alauda Software without purchasing the appropriate quantity of Subscriptions.

"**Updates**" means revisions to the Software that may include new features, enhancements, and functionality, generally designated by a change in the minor version number (e.g., from version 3.1 to version 3.2).

"**Upgrades**" means major revisions to the Software generally designated by a change in the major version number (e.g., from version 3.x to version 4.0).

"**vCPU**" means a virtual CPU, in whole or in part, which is assigned to a virtual machine or container which contains or executes all or a portion of the Software.

"**Virtual Node**" means an instance of the Software executed, in whole or in part, on a virtual machine or in a container.
