Subscription Plans

Effective for customer purchases made from MuleSoft on or after June 15, 2018

Anypoint Platform Base Subscription(1),(2)

- 2 Production Cores/VCores
- 4 Pre-Production Cores/VCores
- 4 Design VCores(3)
- Anypoint Runtime Manager
- Anypoint Design Center: Flow designer, API designer, Anypoint Studio, Anypoint Connector Devkit
- DataWeave
- Insight
- Anypoint Enterprise Security
- Unlimited API Portals (API documentation only)
- Anypoint Exchange
- Unlimited Select Connectors
- 2 Production VPCs
- 4 Production VPN connections
- Anypoint Visualizer
- API Functional Monitoring
- Unlimited Production and Pre-Production Environments
- Object Store limited to 10 API requests per second
- Gold level support
- 20M API Calls through Anypoint Flex Gateway per year (prorated for Order Terms that are less than twelve (12) months) *[Incremental functionality added on May 17, 2022]*(8)
- Management of 10 Production & 10 Pre-Production API Instances under Anypoint API Manager *[Incremental functionality added on May 17, 2022]*(9)
- Governance of 10 APIs under Anypoint API Governance *[Incremental functionality added on May 17, 2022]*(10)

Anypoint Platform - API Management Solution(1),(2)

- 1 Production Gateway Cores/VCores
- 2 Pre-Production Gateway Cores/VCores
- 2 Design VCores(3)
- When deployed with an API Gateway no other connections besides HTTP/S, Web Services, JDBC, JMS may be used
- An API Gateway may not be used for batch processing or polling, or Anypoint Service Mesh adaptor
- Anypoint Runtime Manager
- Anypoint Design Center: Flow designer, API designer, Anypoint Studio, Anypoint Connector Devkit
- API Functional Monitoring
- DataWeave
- Insight
- Anypoint Enterprise Security

-       Unlimited API Portals (API documentation only)
-       Anypoint Exchange
-       Unlimited Select Connectors
-       2 Production VPCs
-       2 Production VPN connections
-       Unlimited Production and Pre-Production Environments
-       Gold level support
-       API Management (Anypoint Service Mesh is not included as part of API Management feature for Anypoint Platform - API Management Solution)
-       API Analytics
-       Unlimited API Portal Registered Applications (application objects created through the organization's API portals)
-       Unlimited Managed API traffic[7] in Production and Pre-Production

Platinum Subscription (Add-on)[2]

-       High Availability
-       External Identity Management Integration
-       Business Groups
-       Global Cloud Deployment
-       Anypoint Runtime Fabric
-       Upon request, Flexible Hybrid Deployment[4]
-       Platinum level support
-       EU control plane deployment option (available only at time of initial subscription purchase[6]

Titanium Subscription (Add-on)[2]

- Application performance monitoring
- Distributed log management and search
- Real-time metrics at 10 second intervals
- Enterprise alerting at 5 second intervals
- End-to-end transaction tracing
- Dependency mapping
- Hyperscale Storage (200 GB per Production VCore plus 50 GB per Pre-Production VCore)
- Flexible data storage deployment
- Self prescribed data retention
- Titanium Level Support
- The first 15 calendar days of the Subscription Term shall be defined as the "Provisioning Period". The Provisioning Period is an integral component of Anypoint Monitoring hosted service. During the Provisioning Period, Customer will have limited access to the Anypoint Monitoring features.
- Customizable and templated dashboards
- High Availability
- External Identity Management Integration
- Business Groups
- Global Cloud Deployment
- Anypoint Runtime Fabric
- Upon request, Flexible Hybrid Deployment[4]

●   EU control plane deployment option (available only at time of initial subscription purchase[6]
API Manager and API Analytics (Add-on)[1],[2]
-     API Management -   API Analytics -   Anypoint Service Mesh [only available to Customers with Platinum or Titanium Subscription] -   Unlimited API Portal Registered Applications (application objects created through the organization's API portals) -   Unlimited Managed API traffic[7] in Production and Pre-Production
On-premises Management + API Manager & Analytics + Platinum (Add-on group)
- Purchasing these three products together as add-ons to the Anypoint Platform Base Subscription entitles customer to Anypoint Platform On-premises Edition
Anypoint Platform Base Subscription 2X2 renewal
- Same as Anypoint Platform Base Subscription except: - 2 Production Cores/VCores - 2 Pre-Production Cores/VCores
Anypoint VPC (Add-on)
- 1 Production VPC - 1 Production VPN connection
Anypoint MQ Base Subscription (Add-on)
- 500 Million API Requests per month - Encrypted Queues - Unlimited Client Applications
Anypoint MQ 500M Additional API Requests
- 500 Million API Requests per month - Encrypted Queues - Unlimited Client Applications

MuleSoft Anypoint Partner Manager

- 100 Million Anypoint MQ API Requests per month

Anypoint Data Gateway (Add-on)

- 1 Production VPC
- 1 Production VPN connection
- 1 Pre-Production VPC
- 1 Pre-Production VPN connection

Government Cloud Deployment

- Government Cloud Deployment permits deployment into MuleSoft's FedRAMP configured AWS GovCloud environment. MuleSoft's current FedRAMP status can be found at www.fedramp.gov.
- The period that begins with the Subscription Term start date and ends five (5) business days after Customer logs into the MuleSoft support portal and submits the information required for MuleSoft to complete product provisioning shall be defined as the "Provisioning Period". Provisioning Period is an integral component of Government Cloud Deployment hosted service. During the Provisioning Period, Customer will not have complete access to Government Cloud Deployment features and functionality.

Monitoring for On-Premise Management (Add-On)

- 2 Monitoring for On-Premise Management Instances
- The first 15 calendar days of the Subscription Term shall be defined as the "Provisioning Period". The Provisioning Period is an integral component of Monitoring for On-Premise Management. During the Provisioning Period, Customer will not have access to the Monitoring for On-Premise Management features.
- Each Monitoring for On-Premise Management license file may be used once per installation of Anypoint Private Cloud Edition
- Customer must install PCE 3.0 or higher to use Monitoring for On-Premise Management. Please refer to the Monitoring for On-Premise Management documentation for more information.

Anypoint DataGraph - Production[2]**; Anypoint DataGraph - Pre-Production**[2]

- Each Anypoint DataGraph Pre-Production or Production subscription includes up to 500M API calls per year (prorated for Order Terms that are less or more than twelve (12) months) by Anypoint DataGraph in up to 5 Pre-Production or Production Environments. Customer is provisioned one (1) vCore per SKU quantity and vCores provisioned as part of Anypoint DataGraph may only be used for Anypoint DataGraph endpoints. Customer understands that the above limitations are contractual in nature (i.e., these limitations are not enforced in the Services as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such limitations. SFDC may review Customer's use of such subscriptions at any time through the Services.
- Flexible Hybrid Deployment is not available for the vCores provisioned to support Anypoint DataGraph.

Definitions:

Anypoint Platform: MuleSoft's integration application and API suite, comprised of a unique toolset that enables organizations to create, integrate, model, build, and deploy services, APIs, and Mule applications.

API Call: Any access request received by Anypoint Flex Gateway, regardless of whether the response to the request is successful or not.

API Instance: An instantiation of an API that describes the configuration of the API deployed on one of the following three runtime options: Flex Gateway, Mule Gateway, or Service Mesh.

API Service: An entity as modeled within the Anypoint Platform for APIs repository, which has defined as part of it one or more endpoints that point to an Anypoint Platform for APIs Gateway application.

CloudHub: The platform-as-a-service (PaaS) component of the Cloud Offerings.

Connector: A connector provides connectivity to other applications and/or protocols. A connector is any Mule extension that is built as an Anypoint DevKit Connector or any Mule Transport implementation whether it is included within Mule Studio, downloaded from the extensions repository or Anypoint Exchange, custom built, or acquired through other means.

Design: Software or Cloud Offerings used in Design Center for development purposes.

Developer Workstation: Software used by an individual developer on a workstation solely to develop and debug applications.

Disaster Recovery: When licensed, purchased Cores may be used for the purpose of Disaster Recovery, where Disaster Recovery is defined as a method of redundancy in

which the secondary (i.e. backup) system is called upon when the primary system has failed. Redundant Cores may be activated for Disaster Recovery when Production Cores are non-operational. Once Production Cores are reactivated, the workload must be fully returned to Production Cores, and the Disaster Recovery Cores must be deactivated within 10 business days following the reactivation of the Production environment. If the original Production environment is not recoverable, the Disaster Recovery environment may be designated as the new primary operating environment. Active, redundant operation of Cores in Disaster Recovery & Production environments at the same time is prohibited except during periods of workload transfer or disaster recovery testing, which period shall not exceed 10 days per year.

Mule: The runtime engine of Anypoint Platform.

Pre-Production: Software or Cloud Offerings used in any non-Production environment for development, sandbox, quality assurance, testing, or staging purposes.

Production: Software or Cloud Offerings used in a live production environment, being actively used to process data or provide information to end-users, but not being simultaneously used for development or pre-production purposes.

Service Level Agreement:

The following service level agreement (SLA) shall apply to the Cloud Offerings during the subscription term:

https://www.mulesoft.com/legal/cloud-offerings-SLA-for-Salesforce-uMSA. For clarity, no service level agreement or other service level commitment offered by SFDC or its Affiliates applies to Software.

[1] Anything listed as unlimited is subject to technical limitations as defined in Documentation

(2) All functionality offered in the cloud unless otherwise stated

(3) Each additional Pre-Production Core/VCore purchase comes with one additional Design VCore

(4) Flexible Hybrid Deployment: Up to the capacity limit identified in the Order Form, Customer may use either Cores or VCores in accordance with the (as the case may be) license to Software and access to Cloud Offerings terms as provided for in the applicable Master Subscription Agreement and Order Form. To the extent that Customer seeks to exchange a Core for a VCore or vice versa (which exchange shall occur no more than once per month), Customer's authorized representative shall submit a Flexible Deployment Notification available from the Product Subscription Plans page to MuleSoft (i) requesting license keys for Cores or log-in credentials for VCores for the additional capacity being added, and (ii) covenant that, upon issuance of the additional Cores or VCores, Customer will deprecate the usage of the Cores or VCores no longer used. Within forty-eight (48) hours of receipt of such Flexible Deployment Notification, MuleSoft shall issue license keys for Cores or log-in credentials for VCores to Customer.

(5) Multi-instance: Ability to operate multiple instances of Anypoint Runtime Manager on-premises - Only available if Anypoint Platform Base Subscription, On-premises
Management, API Manager and API Analytics, and Platinum Subscription are purchased together.

(6) Effective as of Dec 15, 2017, available only at time of initial Anypoint Platform Base Subscription as a one-time configuration option. Add-on purchases will be configured per the original control plane deployment option selected at time of purchase.

(7) Managed API traffic: Requests/response message count going through an endpoint that associated by the API gateway with an API version and as such, is enabled with Analytics and policies can be applied to it.

(8) Customer may not use more than the quantity of API Calls included herein. Unused API Calls are forfeited at the end of each anniversary of the applicable Order Start Date or the Order End Date indicated on Customer's Order Form, whichever occurs first, and do not roll over to subsequent months. The beginning and end of each calendar month will conform with U.S. Pacific Time. Customer understands that the limitations are contractual in nature (i.e., these limitations are not enforced in the Services as a technical matter) and by using the new features, Customer agrees to strictly review its Users' use of such subscriptions and enforce such limitations. Salesforce may review Customer's use of such subscriptions at any time through the Services.

(9) Customer may not manage more than the quantity of API Instances included herein, at any given time. Customer understands that the limitations are contractual in nature (i.e., these limitations are not enforced in the Services as a technical

matter) and by using the new features, Customer agrees to strictly review its Users' use of such subscriptions and enforce such limitations. Salesforce may review Customer's use of such subscriptions at any time through the Services.

[10] Customer may not govern more than the quantity of APIs included herein, at any given time. Customer understands that the limitations are contractual in nature (i.e., these limitations are not enforced in the Services as a technical matter) and by using the new features, Customer agrees to strictly review its Users' use of such subscriptions and enforce such limitations. Salesforce may review Customer's use of such subscriptions at any time through the Services.