

Subscription Plans

Effective for Customer purchases made from Salesforce on or after February 15, 2023

<p>Anypoint Platform Base Subscription - Gold Edition^{(1),(2)}</p> <ul style="list-style-type: none"> • Premier Success Plan⁽¹¹⁾⁽¹²⁾ • 2 Production Cores/VCores⁽⁶⁾⁽⁷⁾ • 4 Pre-Production Cores/VCores • 4 Design VCoers⁽³⁾ • Anypoint Runtime Manager • Anypoint Design Center: API designer, Anypoint Studio, Anypoint Connector Devkit, Anypoint Code Builder for Desktop • DataWeave • External Identity Management Integration • Insight • Anypoint Enterprise Security • Unlimited API Portals (API documentation only) • Anypoint Exchange • Unlimited Select Connectors • 2 VPCs or Private Spaces • 4 VPN connections or Transit Gateway Attachments • Anypoint Visualizer • API Functional Monitoring • Unlimited Production and Pre-Production Environments • Object Store limited to 10 API requests per second • 20M API Calls through self-hosted Anypoint Flex Gateway per year (prorated for Order Terms that are less than twelve (12) months) <i>[Incremental functionality added on May 17, 2022]⁽⁸⁾</i> • Management of 10 Production & 10 Pre-Production API Instances under Anypoint API Manager <i>[Incremental functionality added on May 17, 2022]⁽⁹⁾</i> <ul style="list-style-type: none"> ◦ including API Analytics • Governance of 10 APIs under Anypoint API Governance <i>[Incremental functionality added on May 17, 2022]⁽¹⁰⁾</i> • Anypoint Service Mesh
<p>Anypoint Platform Base Subscription - Platinum Edition^{(1),(2)}</p> <ul style="list-style-type: none"> • All the features included in “Anypoint Platform Base Subscription - Gold Edition”, plus: • High Availability • 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)⁽⁵⁾

Anypoint Platform Base Subscription - Titanium Edition^{(1),(2)}

- All the features included in “Anypoint Platform Base Subscription - Platinum Edition”, plus:
- [Titanium level support^{\(11\)\(12\)}](#)
- [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](#)
- [Customizable and templated dashboards](#)

Anypoint Platform - API Management Solution - Gold Edition^{(1),(2)}

- [Premier Success Plan^{\(11\)\(12\)}](#)
- 1 Production Gateway Cores/VCores⁽⁶⁾⁽⁷⁾
- 2 Pre-Production Gateway Cores/VCores
- 2 Design VCoers⁽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](#): API designer, Anypoint Studio, Anypoint Connector Devkit, Anypoint Code Builder for Desktop
- [API Functional Monitoring](#)
- [DataWeave](#)
- [External Identity Management Integration](#)
- [Insight](#)
- [Anypoint Enterprise Security](#)
- [Unlimited API Portals](#) (API documentation only)
- [Anypoint Exchange](#)
- [Unlimited Select Connectors](#)
- [2 VPCs](#) or [Private Spaces](#)
- [2 VPN connections](#) or [Transit Gateway Attachments](#)
- [Unlimited Production and Pre-Production Environments](#)
- [API Management](#) (Anypoint Service Mesh is not included as part of API Management feature for Anypoint Platform - API Management Solution - Gold Edition)
- [API Analytics](#)
- [Unlimited API Portal Registered Applications](#) (application objects created through the organization’s API portals)
- Unlimited [API Gateway](#) requests
- 20M API Calls through self-hosted Anypoint Flex Gateway⁽⁸⁾ per year (prorated for Order Terms that are less than twelve (12) months)
- Management of 15 Production APIs & 30 Pre-Production APIs under Anypoint API Manager⁽⁹⁾

- Governance of 15 APIs under Anypoint API Governance⁽¹⁰⁾

Anypoint Platform - API Management Solution - Platinum Edition^{(1),(2)}

- All the features included in “Anypoint Platform - API Management Solution - Gold Edition”, plus:
- [High Availability](#)
- [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⁽⁵⁾)

Anypoint Platform - API Management Solution - Titanium Edition^{(1),(2)}

- All features included in “Anypoint Platform - API Management Solution - Platinum Edition”, plus:
- [Titanium level support](#)⁽¹¹⁾⁽¹²⁾
- [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](#)
- 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](#)

API Manager and API Analytics^{(1),(2)}

- [API Management](#)
- [API Analytics](#)
- [Anypoint Service Mesh](#)
- [Unlimited API Portal Registered Applications](#) (application objects created through the organization’s API portals)
- Unlimited [Mule Gateway requests](#)

MuleSoft Private Cloud Edition

- [Anypoint Platform Private Cloud Edition-](#)
- [Titanium Level Support](#)⁽¹¹⁾

Anypoint VPC⁽²⁾

- [1 VPC](#) or [Private Space](#)
- [1 VPN connection](#) or [Transit Gateway Attachments](#)

Anypoint MQ 500M Additional API Requests^{(1),(2)}

- 500 Million API Requests per month
- [Encrypted Queues](#)
- [Unlimited Client Applications](#)

MuleSoft Anypoint Partner Manager⁽²⁾

- 100 Million Anypoint MQ API Requests per month

Government Cloud Deployment⁽²⁾

- 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.
- [Titanium Level Support](#)⁽¹⁾

Monitoring for On-Premise Management

- 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.

MuleSoft - Automation (57,000 Credits) - Gold, Platinum, or Titanium; MuleSoft Automation for Salesforce - Gold Edition, Platinum Edition, or Titanium Edition (57,000)

- [Premier Success Plan](#)⁽¹¹⁾⁽¹²⁾ for Customers with Gold or Platinum Edition.
- [Titanium level support](#)⁽¹¹⁾⁽¹²⁾ for Customers with Titanium Edition.
- [MuleSoft Robotic Process Automation \(“RPA”\)](#)
- 57,000 Automation Credits per year (prorated for Order Terms that are less or more than 12 months). Automation Credits are usable as Composer Tasks, RPA Bot Minutes, or RPA API Calls in [these conversion ratios](#)
- Customer’s choice of up to 3 additional Composer Connectors (in addition to the included Salesforce, Mulesoft RPA, Tableau, and Slack Composer Connectors)
- 0.5 Pre-Production vCores
- 0.5 Production vCores
- 1 Design vCores
- [1 Virtual Private Cloud \(VPC\)](#) or [Private Space](#)
- [2 Virtual Private Network \(VPN\) Connections](#) or [Transit Gateway Attachments](#)
- [Anypoint Design Center](#): API designer, Anypoint Studio, Anypoint Connector Devkit, Anypoint Code Builder for Desktop
- [Anypoint Runtime Manager](#)
- [DataWeave](#)
- [External Identity Management Integration](#)
- [Insight](#)
- [Anypoint Enterprise Security](#)
- [Unlimited API Portals](#) (API documentation only)
- [Anypoint Visualizer](#)
- [API Functional Monitoring](#)
- [Unlimited Production and Pre-Production Environments](#)
- [Anypoint Exchange](#)
- [Unlimited Anypoint Select Connectors](#)
- [Anypoint Service Mesh](#)
- [Object Store](#) limited to 10 API requests per second
- Management of 2 Production & 2 Pre-Production API Instances under Anypoint API Manager *[for purchases made after February 15, 2023]*⁽⁹⁾
 - [including API Analytics](#)
- Governance of 2 APIs under Anypoint API Governance *[for purchases made after February 15, 2023]*⁽¹⁰⁾

MuleSoft - Automation - Additional Credits - Gold, Platinum, or Titanium

- Each MuleSoft - Automation - Additional Credits includes 100 additional Automation credits

MuleSoft - Automation for vCore/Core

- [MuleSoft Robotic Process Automation \(“RPA”\)](#)
- [MuleSoft Composer](#)
- 9,000,000 Automation Credits 2.0 per year (prorated for Order Terms that are less or more than 12 months). Automation Credits 2.0 are usable as Composer Tasks, RPA Bot Minutes, RPA API Calls, Flow Integration Tasks, or Flow Orchestration runs in these [conversion ratios](#).
- Customer’s choice of up to 3 additional Composer Connectors (in addition to the included Salesforce, Mulesoft RPA, Tableau, and Slack Composer Connectors)
- [MuleSoft for Flow: Integration](#)
- [Flow Orchestration](#)
- 0.5 Pre-Production vCores
- 0.5 Production vCores
- 1 Design vCores

- Management of 2 Production & 2 Pre-Production API Instances under Anypoint API Manager *[for purchases made after February 15, 2023]*⁽⁹⁾
 - [including API Analytics](#)
- Governance of 2 APIs under Anypoint API Governance *[for purchases made after February 15, 2023]*⁽¹⁰⁾
- [Unlimited Connectors for MuleSoft for Flow: Integration](#)
- [1 Virtual Private Cloud \(VPC\)](#) or [Private Space](#)
- [2 Virtual Private Network \(VPN\) Connections](#) or [Transit Gateway Attachments](#)
- [Anypoint Design Center](#): API designer, Anypoint Studio, Anypoint Connector Devkit, Anypoint Code Builder for Desktop
- [Anypoint Runtime Manager](#)
- [DataWeave](#)
- [External Identity Management Integration](#)
- [Insight](#)
- [Anypoint Enterprise Security](#)
- [Unlimited API Portals](#) (API documentation only)
- [Anypoint Visualizer](#)
- [API Functional Monitoring](#)
- [Unlimited Production and Pre-Production Environments](#)
- [Anypoint Exchange](#)
- [Unlimited Anypoint Select Connectors](#)
- [Anypoint Service Mesh](#)
- [Object Store](#) limited to 10 API requests per second

MuleSoft - Additional Automation Credits (10,000)

- Each MuleSoft - Additional Automation Credits (10,000) includes 10,000 additional Automation Credits 2.0

MuleSoft - Anypoint Starter for Industry Clouds - Gold Edition

- 1 Production VCore
- 1 Pre-Production VCore
- 1 Design VCore
- 1 Production and 1 Pre-Production deployment environment of an [Anypoint Premium Connector](#)
- Unlimited [Anypoint Select Connectors](#)
- [Anypoint Runtime Manager](#)
- [Anypoint Design Center](#): API designer, Anypoint Studio, Anypoint Connector Devkit, Anypoint Code Builder for Desktop
- [DataWeave](#)
- [External Identity Management Integration](#)
- [Insight](#)
- [Anypoint Enterprise Security](#)
- [Unlimited API Portals](#) (API documentation only)
- [Anypoint Exchange](#)
- [1 VPC](#)
- [2 VPN connections](#) or [Transit Gateway Attachments](#)
- [Anypoint Visualizer](#)
- [API Functional Monitoring](#)
- [Unlimited Production and Pre-Production Environments](#)
- Object Store limited to 10 API requests per second
- Management of 3 Production & 6 Pre-Production API Instances under Anypoint API Manager

- [including API Analytics](#)
- Governance of 6 APIs under Anypoint API Governance
- [Anypoint Service Mesh](#)
- [Premier Success Plan](#)⁽⁽¹¹⁾⁽¹²⁾⁾

Product Versioning and Back Support Policy

Support for the Services is also subject to the Product Versioning Back support Policy accessible at:

<https://www.mulesoft.com/legal/versioning-back-support-policy>.

Uptime Commitments:

Uptime commitments for Cloud Offerings are as set forth in the Customer's MSA. For customers that purchased subscriptions to Cloud Offerings on or before May 1, 2025, the following service level agreement (SLA) may apply for the balance of the subscription term: <https://www.salesforce.com/en-us/wp-content/uploads/sites/4/documents/legal/Agreements/mulesoft-cloud-offerings-SLA-forSalesforce-uMSA.pdf> provided, to the extent of any conflict as between the foregoing SLA and any service level agreement commitments in the MSA, those service level commitments in MSA shall apply. For clarity, no service level agreement or other service level commitment offered by SFDC or its Affiliates applies to Software.

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.

Cloud Offerings: The proprietary MuleSoft Services set forth in an Order Form that are web-based and subsequently made available on a paid subscription basis by SFDC or one of its Affiliates via the customer login link at anypoint.mulesoft.com and/or other web pages designated by SFDC or one of its Affiliates, including associated offline components, as described in the Documentation (but excluding any Software, Content, Non-SFDC Application, Customer infrastructure, and Customer's third-party hosting providers).

Composer Task: A Composer Task is any action executed on a Composer Connector, including but not limited to read, create, update, and delete.

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 Anypoint Studio, Anypoint Code Builder for Desktop, downloaded from the extensions repository or Anypoint Exchange, custom built, or acquired through other means.

Core: May refer to either a physical CPU core, or a "virtual core" (also referred to as a vCPU), which is a logical partition of a physical CPU core. When deploying on Amazon EC2, each EC2 vCPU shall be counted as one core, except for t2 instances. For t2 instances, the number of cores in use by an EC2 instance shall be calculated as the total number of CPU minutes available in a 24 hour period, divided by the total number of minutes in a 24 hour period.

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.

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.

Private Space: A virtual, private, and isolated logical space in CloudHub 2.0 in which to run applications.

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.

Robotic Process Automation ("RPA") API Call: occurs when Customer invokes an API to perform an operation, including, but not limited to lookup, validate, create, update, or delete data in a system as part of an RPA process.

Robotic Process Automation (“RPA”) Bot Minutes: The number of minutes running process automations across all bot sessions. A single bot may run multiple parallel sessions, with RPA Bot Minutes counting for each parallel session. Multiple bots may be configured to run the same process, with RPA Bot Minutes counting for each of these separate bot sessions. Test runs or process runs in the test phase are also counted towards RPA Bot Minutes.

Standalone or Containerized on-premises Runtimes: This option enables you to host the Mule runtime engine server and related services in an environment you manage, either as dedicated compute or as compute in burstable containers. Using standalone runtimes, the Mule runtime server can run on a physical server, a container engine such as Kubernetes, a virtual machine, or within a third-party cloud installation like Amazon Web Services or Microsoft Azure. MuleSoft does not take into account hyperthreading in our licensing model, and all calculations are based on physical CPU cores available to the Mule application. Licensing is based upon the maximum allocated cores that a runtime or set of runtimes might consume within the customers' environment. Allocation of cores is based either on processor affinity set within the virtualization platform or the number of possible cores within the specific infrastructure segment available to be utilized by the Mule Runtimes. For example, a ten-CPU Kubernetes namespace with all CPUs made available to Mule Runtimes regardless of other workloads would be a ten-core deployment even if only a single Mule runtime was deployed. Customers may deploy multiple runtimes into this cluster beyond ten instances, but the calculation would still be ten cores consumed. Core calculation is always in full cores (vCores - Fractional cores are not a method of calculation outside of CloudHub or RTF) all calculations are done as whole numbers for the allocated CPUs within the infrastructure segment or instance to which the Mule Runtimes has access.

Software: The proprietary MuleSoft Services set forth in an Order Form that are software products and subsequently made available on a paid subscription basis by SFDC or one of its Affiliates for deployment on Customer's premise or on Customer's third party hosting provider, and all related Documentation for and any support and maintenance releases of the same Software (but excluding any Cloud Offerings, Content, Non-SFDC Application, Customer infrastructure, and third-party hosting providers).

vCore: A unit of compute capacity for processing on CloudHub, which is equal to one virtual core. Up to ten Mule applications can be deployed for every VCore purchased.

⁽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⁾ Except for ELAs and No Cloud purchases, 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 (as the case may be) the license to Software and access to Cloud Offerings terms as provided for in the applicable Main Services 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 Request within the Customer Support Portal 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 two (2) business days of receipt of such Flexible Deployment Request, MuleSoft shall issue license keys for Cores or log-in credentials for vCores to Customer.

⁽⁵⁾ 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.

⁽⁶⁾Each Production vCore purchase includes two Static IPs.

⁽⁷⁾Each Production Core purchase includes one Developer Workstation.

⁽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 Coordinated Universal 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.

⁽¹¹⁾ If Customer has any tenant in a multi-tenant Account, with Private Cloud Edition or Government Cloud Deployment, then all such tenants will receive [Titanium Level Support](#). “**Account**” shall refer to the manner in which tenants under a Customer may be segmented and/or grouped under a common Customer business group. Customers may have multiple accounts with multiple tenants.

⁽¹²⁾ If Customer has purchased any of the SKUs listed below, the products of these SKUs will receive [Titanium Level Support](#).

MuleSoft - Additional Core Pre-Production for No Cloud - Gold (No Flex); MuleSoft - Additional Core Pre-Production for No Cloud - Platinum (No Flex); MuleSoft - Additional Core Pre-Production for No Cloud - Titanium (No Flex); MuleSoft - Anypoint Platform Base Subscription - No Cloud - Gold Edition; MuleSoft - Anypoint Platform Base Subscription -No Cloud - Platinum Edition; MuleSoft - Anypoint Platform Base Subscription -No Cloud - Titanium Edition; MuleSoft - Included Core (No Flex) for No Cloud - Pre-production.