



Analog Informatics™
Corporation

Product Terms

Copyright © 2026 Analog Informatics Corporation. All rights reserved.

These Product Terms apply to Customer's use of the Software licensed under the Software License Terms (the "**License**" or End User License Agreement ("**EULA**")). They are incorporated into the License. They bind when Customer accepts the License by an affirmative electronic act after the License is presented (clickwrap), or by a signed copy of the License when that path applies. Conflict is stated in the License. Provider and Customer are the Parties. A partner is not a Party.

Capitalized terms not defined here have the meaning in the License.

1. PRODUCT DESIGNATIONS

The designated product families include Privileged Identity Management (**PIM**), Privileged Access Management (**PAM**), Privileged User Management (**PUM**), Auditing and Compliance Tools, Identity Governance and Administration (**IGA**), and other modules.

The list is not exclusive. Provider may add or rename modules. Listing a module does not require Customer to license every module. A designation is a product-family label. It is not a statement that every listed capability is included in every Order.

2. USE RIGHTS

Customer may use the licensed modules during a paid Subscription, solely for Customer's internal business purposes, in the quantities and for the term stated in the applicable order, and in accordance with Provider's documentation.

Use by an Authorized Operator is a Customer permission under the License. It is not a sublicense.

3. SUBSCRIPTION PERIOD

Subscription Period means each successive billing period of a Subscription, as stated in the applicable order. The first Subscription Period begins on the date the Subscription starts under that order (the "**Subscription Start Date**"). Where the order states an annual period, each later Subscription Period begins on the anniversary of the Subscription Start Date; otherwise each later Subscription Period begins at the end of the preceding one.

A quantity increase or add-on that Customer purchases during a Subscription Period runs co-terminus with that Subscription. **Fees** for it are prorated to the remainder of the then-current Subscription Period unless the applicable order states otherwise.

"Billing period" in the License means a Subscription Period.

4. DELIVERY

Provider supplies the licensed Software. Customer or Customer's vendors supply hosts, cloud tenancy, and any facility. Provider is not an infrastructure provider.

When Customer purchases a Subscription through a Cloud Marketplace, the cloud vendor invoices that listing. Provider supplies the licensed Software for that tenancy. Customer configures the Software.

Cloud Usage means compute and related resources consumed when running the Software. Cloud Usage is Customer's responsibility. Amounts owed to a cloud vendor or hoster are not **Fees** owed to Provider.

The public Cloud Marketplace listing states the public offer terms. The same marketplace mechanism also supports **private offers**. A private offer is custom pricing or terms Provider may make, at Provider's sole discretion, to a named Customer. A private offer does not change who the financial counterparty is. This Section does not entitle every Customer to a private offer.

5. UPDATES

Provider incident-required updates means updates, patches, versions, or configuration changes that Provider determines are required to address a security vulnerability or incident in the Software, or a version that law applicable to the Software requires. They are distinct from feature releases, which Provider supplies, if at all, under the applicable Subscription.

Provider issues Provider incident-required updates directly to Customer under the License during a paid Subscription.

This Section states a delivery path. It is not a service-level commitment and states no response or remediation time. The License governs warranty and liability.

6. SUPPORT

Paid support is not included in the License unless a separate writing with Provider says otherwise. Customer may engage a third party for support. Provider may, at its sole discretion, provide paid or free support. That election does not create a Customer entitlement.

Software defect reports may be routed to Provider for product engineering. That routing is not a Customer support contract.

There is no availability credit, uptime commitment, or Service Level Agreement (**SLA**) in these Product Terms.

7. COMPLIANCE

Customer may need one or more regulatory programs, or none. Customer owns that choice. Delivery of the Software does not make Customer compliant.

8. PROFESSIONAL SERVICES

Professional Services means deployment, configuration, integration, migration, troubleshooting, training, managed services, or other services performed for Customer in connection with the Software. Those services are not the License, are not these Product Terms, and are not **Fees** for the Software license.

9. CHANGE

Provider may update these Product Terms for a later Subscription Period by publishing a revised edition. The edition in effect on the Subscription Start Date of a committed term applies to that term. A change does not reduce the license grant, key-issuance path, export duties, or liability allocation in the License then in force.

10. DOCUMENT KIT

The following Customer instruments are the Document Kit. These Product Terms are one instrument in that kit. They bind or may bind Customer as stated in the License. This Article names those instruments. It does not restate their text.

(a) Customer Agreement;

(b) Software License Terms (Clickwrap) (the License; also the EULA);

(c) Software License Terms (Signed Copy), which is a backup only for a United States Government Customer or when the Parties agree in writing that a signed copy is required;

(d) Product Terms (this instrument);

(e) Data Protection Addendum ("**DPA**"); and

(f) Price List.