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Service-Specific Addenda

These service-specific addenda (“**Service-Specific Addenda**”) apply only to the provision of our Technical Support Services, Education Services, and Consulting Services offerings (collectively, the “**Additional Services**”). In the event of a conflict between these Service-Specific Addenda and the Master Service Agreement entered into between you (or your applicable Affiliate) and us governing your use of these Additional Services (“**MSA**”), these Service-Specific Addenda will control but only with respect to the applicable Additional Services being provided to you. Capitalized terms used herein but not otherwise defined shall have the meanings specified in the MSA.

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1. **Technical Support Services.** Subject to the terms of the Agreement, we will perform the applicable Technical Support Services for the level of Technical Support Services set forth on an Order Form on an Annual Subscription basis. We warrant that we will not materially decrease the level of Technical Support Services provided during an active subscription to such Technical Support Services.
 - a. **Technical Support Fees and Terms.** Each Order Form for perpetual MicroStrategy Product licenses will separately state the fee for Standard Support, which fee will be priced as a percentage of the license fee. Such Standard Support will be provided for a period of twelve (12) months commencing on the date of delivery of such MicroStrategy Product. Standard Support for term licenses is included during the term of such license as part of the term license fee.
 - b. **Cloud Elite Support.** If you are an MCE Service customer and you purchase a subscription to Cloud Elite Support (as described in the MCE Service Guide, such Cloud Elite Support subscription begins on the effective date of the Order Form and ends upon expiration of your then-current related Order Term.

2. **Education Services.** Subject to the terms of the Agreement, we will perform the applicable Education Services as set forth on an Order Form or an online purchase. We offer four (4) types of Education Services – “Education Passes,” “Trial Architect Education Passes,” “Hourly Education Services” and “Custom Education Portal”.
 - a. **Education Passes.** Education Passes are available on an Annual Subscription basis. Each Education Pass provides a single individual (“**Education Pass User**”) global access to instructor-led public training classes (virtual or in-person) and self-paced training courses, and includes all applicable certification exam fees. There are two types of Education Passes: (i) an “Architect Education Pass,” that provides the Education Pass User with unlimited access to all live or on-demand courses and annual certifications specific to “Architects” and the establishment of an intelligence center, and access to our “Expert.Now” offering, as further described below; and (ii) an “Analyst Education Pass,” that provides the Education Pass User with access to all live or on-demand courses and annual certifications specific to “Analysts.”
 - b. **Education Pass Terms.**
 - i. **Reassignment.** No more than once during an Education Pass subscription term, you may reassign an Education Pass subscription to a new Education Pass User for the remainder of such subscription term if the current Education Pass User has not used the Education Pass to attend any public instructor-led courses or access any self-paced training courses or if the current Education Pass User has terminated employment with you.
 - ii. **Expert.Now.** Each Education Pass User who holds an Architect Education Pass (“**Architect Pass User**”) will receive access to “Expert.Now,” which is an Education Service that enables such user to request access to and join video chat rooms with MicroStrategy analysts and architects (“**Experts**”) during normal business hours to request tailored guidance and instruction on the features and functionality of MicroStrategy Products. We will provide access to Expert.Now through the MicroStrategy Community website and any other interface that we make available to you. The Expert.Now offering is subject to the availability of an Expert with expertise in the subject area for which

guidance is requested. If an Expert is not available immediately upon request, the Architect Pass User may schedule a video chat session with an Expert during the next window of availability.

- c. **Trial Architect Education Passes.** Each of your employees with a corporate email address may register for and receive an Architect Education Pass for a trial period of thirty (30) days, commencing on the date of registration (“**Trial Period**”). During the Trial Period, such individual will have access to all of the benefits of an Architect Education Pass (including access to Expert.Now), except that, during the Trial Period, such individual will not be able to obtain any certification for Architects and will not have access to certification exams. Following the expiration of the Trial Period, such individual’s rights to access the benefits of such Architect Education Pass will terminate, and may only be extended if you purchase an Architect Education Pass.
 - d. **Custom Education Portal.** Custom Education Portal is available on an Annual Subscription basis. With the purchase of such Custom Education Portal, we will develop and maintain a Portal. The Portal will include Customized Courseware and educational videos on MicroStrategy applications, and will be (i) accessible only by your employees who hold a corporate email address registered to your web domain; (ii) branded with your name and logo, subject to any reasonable trademark guidelines you provide to us in writing from time to time; and (iii) designed according to our company standards and at our sole discretion. We also will assist you with adapting the Customized Courseware. We will provide you access to our publicly available education courses in the “Business User” series and “Departmental Analyst” series (as described in the Education Course Catalog) via the Portal, including instructor-led public training classes (live or on-demand), self-paced training courses and annual certifications (as applicable), provided that access to such courses is for your employees only.
 - e. **Term of Education Passes and Custom Education Portal.** Except as otherwise set forth on an Order Form, each Education Pass subscription and Custom Education Portal subscription, as applicable, will be provided for a period of twelve (12) months commencing on the effective date of the Order Form.
 - f. **Hourly Education Services.** Hourly Education Services are available on an Hourly or Prepaid Hourly basis. Under an Hourly Education Services engagement, we will assist you with customizing and adapting our courseware and training classes to your application standards, data sets, customizations and use cases. You will reimburse us for all reasonable expenses we incur when delivering such Hourly Education Services. We grant you a limited, personal, non-sublicensable, non-transferable, non-exclusive license during the Order Term to use the work product we deliver as part of an Hourly Education Services engagement solely for your internal business purposes.
 - g. **Instructor-Led Private Classes.** For each in-person instructor-led private training class delivered at a non-MicroStrategy location, (i) if the instructor is required to travel to deliver the class, you will reimburse us for the instructor’s reasonable travel expenses and (ii) if we are required to rent a facility to deliver the class, you will reimburse us for all reasonable facility rental fees we incur.
 - h. **Additional Education Service Terms.**
 - i. **Course Materials.** All Education Service course materials (the “**Courseware**”) are copyrighted by us and are our Confidential Information. You may only reproduce and distribute one copy of the Courseware to your employees (or other individuals designated by you) who purchase such Education Services or, in the case of instructor-led classes, who attend the class. Your use of the Courseware is limited to use only by those individuals who purchase such Education Services or, in the case of instructor-led classes, who attend the class, in each case, solely for their own training purposes.
 - ii. **Subcontractors.** Notwithstanding anything to the contrary in the Agreement, you consent to our use of subcontractors to provide Education Services.
 - iii. **Online Purchases.** With respect to Education Services purchased online, references to an Order Form will be deemed to refer to such online purchase, and references to the “effective date of an Order Form” will be deemed to mean the date of such online purchase. Further, and notwithstanding anything to the contrary in the Agreement, if you purchase certain Education Services online via a credit card and choose a monthly billing option, we will charge the credit card provided to us on a monthly basis during the term of your subscription for such Education Service.
3. **Consulting Services.** We offer Consulting Services at four (4) consultant resource levels – “Consultant,” “Senior Consultant,” “Principal Consultant” and “Fellow.” We will perform the applicable Consulting Services tasks set forth on an Order Form at your request on an Hourly or Prepaid Hourly basis at the hourly rates applicable to each such resource level. You will reimburse us for all reasonable expenses we incur when delivering such Consulting Services. We grant you a limited, personal, non-sublicensable (except as permitted in this section), non-transferable, non-exclusive license during the Order Term to use the work product we deliver as part of a Consulting Services engagement solely for your internal business purposes and, only if you are a MicroStrategy partner to whom we are providing Consulting Services on behalf of an end customer, the right to sublicense such work product to such end customer solely to support such end customer’s use of our MicroStrategy Products.

4. **General.**

- a. **Hourly.** Additional Services purchased on an Hourly basis will be provided at your request for up to twelve (12) months beginning on the effective date of the Order Form. The number of hours of such Additional Services provided may differ from such estimate; provided that, we will not exceed such hour estimate without your prior written approval, including via email. We do not guarantee completion of deliverables within any specific number of hours.
- b. **Prepaid Hourly.** Additional Services purchased on a Prepaid Hourly basis will be provided at your request up to such stated number of hours for up to twelve (12) months beginning on the effective date of the Order Form. Any hours not requested during such twelve (12) month period will expire. We will invoice you for Additional Services delivered in excess of such stated number of hours at the Prepaid Hourly rates listed on the Order Form. We do not guarantee completion of deliverables within any specific number of hours.

5. **Definitions.**

- a. **“Annual Subscription”** means an annual subscription pricing model as designated by an “Annual” interval on an Order Form, which is invoiced at a fixed annual fee and payable by you in advance following the execution of an Order Form.
- b. **“Customized Courseware”** means our courseware and training classes adapted to your applicable standards, data sets, customizations and use cases for inclusion in the Portal.
- c. **“Hourly”** means an hourly pricing model as designated by a “Project” interval on an Order Form, which is invoiced at an hourly rate on a time and materials basis for an estimated number of hours and for all reasonable expenses we incur as provided herein.
- d. **“Portal”** means an education portal on the microstrategy.com web domain customized with content for your business.
- e. **“Prepaid Hourly”** means a prepaid hourly pricing model as designated by an “Annual” interval on an Order Form, which is invoiced, and payable by you in advance following the execution of an Order Form, for the total number of stated hours at an hourly rate on a time and materials basis for such number of hours and for all reasonable expenses we incur as provided herein.