



ELASTIC CLOUD SUBSCRIPTIONS - CONTRACTING PROCESS OVERVIEW -

A. Introduction

Thank you for your interest in purchasing a Subscription to the Elastic Cloud Service. The Elastic Cloud Service is in essence our deployment of Elastic's Software in a public cloud environment hosted by either Amazon Web Services, Google Cloud Platform or Microsoft Azure. If you purchase a Subscription to the Elastic Cloud Service, you may select one of aforementioned hosting partners, via the Elastic Cloud Portal, as well as the preferred hosting region offered by such hosting partners. This document is intended to give an overview of the contracting process, as well as provide additional details about the Elastic Cloud Subscription. Capitalized terms used in this overview are defined in Elastic's Cloud Service Subscription Agreement described below.

B. Contracting and Order Process

1. Cloud Service Subscription Agreement. Each Elastic order form for an Elastic Cloud Subscription is governed by Elastic's Cloud Service Subscription Agreement. Elastic's Cloud Service Subscription Agreement includes our general terms and conditions together with additional, specific terms and conditions applicable only to the Elastic Cloud Subscription.
2. Order Forms. You may purchase a Subscription to the Elastic Cloud Service by executing an Elastic order form with Elastic. The order form sets out the Subscription Level, the Subscription Term, the amount of Resources purchased and the price and payment terms, relating to your Elastic Cloud Subscription. You may purchase additional Resources for an existing Elastic Cloud Subscription or renew an existing Elastic Cloud Subscription, through the execution of additional order forms.
3. Elastic/Security Standards & Personal Data. The Elastic Security Standards detail Elastic's technical and organizational measures implemented by Elastic to protect your information, including any personal data that you ingest into the Elastic Cloud Service. Elastic also provides a Data Processing Addendum that details how Elastic processes your personal data that you ingest into the Elastic Cloud Service. Our Data Processing Addendum is based on industry standards and in accordance with relevant data protection laws. For more information about Information Security and Data Privacy at Elastic, please visit our Trust Center: <https://www.elastic.co/trust/faq#/trust/faq>
4. Use of Customer Templates. Subscriptions to the Elastic Cloud Service have unique characteristics that are not addressed by typical customer templates. Elastic contract templates are written specifically for our products and services and are aligned and benchmarked with industry standards. Therefore, to save time and extensive redlining, we do not use customer templates for the purchase of Subscriptions.

C. What Is A Cloud Service Subscription?



1. What It Provides. When you purchase a Subscription to the Elastic Cloud Service, you obtain the following rights for the duration of the applicable Subscription Term:
 - (a) a right to access and use the Elastic Cloud Service features and functions, which vary based on the level of Subscription purchased. A list of eligible features and functions that correspond to the Subscription Levels of the Elastic Cloud Service can be found at <https://www.elastic.co/subscriptions/cloud>; and
 - (b) the right to receive Support Services for the Elastic Cloud Service in accordance with Elastic's Support Services Policy. The current version of Elastic's Support Services Policy can be found at https://www.elastic.co/legal/support_policy/cloud_services, which provides the details of Elastic's Support Services obligations. Elastic's Support Services Policy applies to all of our customers, and cannot therefore be customized.
2. How We Price Subscriptions.

Elastic offers its customers a “**Consumption Subscription**” to the Elastic Cloud Service. A Consumption Subscription is a pre-paid Subscription for the applicable Subscription Term. An order form for a Consumption Subscription reflects the customer's minimum annual commitment. The pricing for a Consumption Subscription is determined by the following:

- **Elastic Consumption Units.** For a Consumption Subscription (which can be purchased on a single or multi-year basis), you purchase a certain amount of Elastic Consumption Units (ECUs), which are the applicable metrics that Elastic uses to bill you for your usage of the Elastic Cloud Service during each 12-month period (a Consumption Period) of the Subscription Term.
- **Sizing and Order Form.** Prior to entering into an order form, your Elastic account executive will discuss with you expected usage of the Elastic Cloud Service. Based on that discussion, we will evaluate and discuss with you the amount of ECUs that can be purchased by you. You can use these purchased ECUs (your Credit Allotment) at your discretion during each applicable Consumption Period. An order form can cover one or more Consumption Periods. Unused portions of Credit Allotments in a given Consumption Period do not carry over to any subsequent Consumption Period. Your consumption of ECUs will be charged at the on-demand rates at the time of use based on the dynamic pricing table for your chosen hosted partner in the Elastic Cloud Portal. For more information related to the billing of a Consumption Subscription, please visit <https://www.elastic.co/docs/deploy-manage/cloud-organization/billing/billing-faq>.
- **Subscription Level.** Elastic offers different Subscription Levels (i.e., Platinum or Enterprise/Premium or Private), which will also determine the level of Support Services associated with your Subscription. You may select the Subscription Level at your discretion in the Elastic Cloud Portal;



- **Add-ons and renewals.** If your actual usage exceeds your ECU allotment during a Consumption Period, you will be charged at the then applicable on-demand rate at the time of use. In the absence of a subscription renewal after expiration of the last Consumption Period covered on your Order Form, the continued use of the cloud service will be at the chosen Subscription level and will be invoiced monthly at the then-current on-demand rates at the time of use;
- 3. Purchasing and Paying for Subscriptions. If you purchase a Subscription for the Elastic Cloud Service directly from Elastic, you will make payments directly to Elastic. You may also purchase and pay for a Subscription for the Elastic Cloud Service via an Elastic authorized reseller or via a cloud service provider's marketplace (e.g., AWS marketplace, GCP marketplace and Azure marketplace). If you do purchase via an Elastic authorized reseller or cloud service provider's marketplace, your commercial arrangement i.e., fees and invoicing etc. is directly between you and the authorized reseller or cloud service provider. Your use and access of the Elastic Software shall be subject to the Master Customer Agreement and Cloud Service Subscription Addendum.

D. Questions?

If you have any questions regarding the above, please raise them with your Elastic Account Manager.