

| CATEGORY   | SUBCATEGORY       | BRAND      | PRODUCT DESCRIPTION   | PRODUCT PART NUMBER | MSRP       | DIR Customer Discount % off MSRP | DIR Customer Price* | Unit   |
|--|-------------------|------------|---|---------------------|------------|----------------------------------|---------------------|--------|
| Strategic Portfolio Management - SPM (formerly ITBM) | SPM User          | ServiceNow | Strategic Portfolio Management Standard - SPM User              | PROD16951           | \$75.00    | 7.00%                            | \$ 69.75            | Each   |
| Strategic Portfolio Management - SPM (formerly ITBM) | Unrestricted User | ServiceNow | Strategic Portfolio Management Standard - Unrestricted User     | PROD16952           | \$10.00    | 7.00%                            | \$ 9.30             | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | SPM User          | ServiceNow | Strategic Portfolio Management Professional - SPM User          | PROD16953           | \$125.00   | 7.00%                            | \$ 116.25           | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | Unrestricted User | ServiceNow | Strategic Portfolio Management Professional - Unrestricted User | PROD16955           | \$15.00    | 7.00%                            | \$ 13.95            | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | APM User          | ServiceNow | Application Portfolio Management - APM User                     | PROD12015           | \$500.00   | 7.00%                            | \$ 465.00           | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | Unrestricted User | ServiceNow | Application Portfolio Management - Unrestricted User            | PROD12016           | \$7.50     | 7.00%                            | \$ 6.98             | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | Module            | ServiceNow | Modeling Engine - Module  | PROD12017           | \$8,333.33 | 7.00%                            | \$ 7,750.00         | User   |
| Strategic Portfolio Management - SPM (formerly ITBM) | Time Card User    | ServiceNow | Time Card User v2 - Time Card User                              | PROD12014           | \$15.00    | 7.00%                            | \$ 13.95            | Device |
| Strategic Portfolio Management - SPM (formerly ITBM) | Module            | ServiceNow | Agile Team - Module   | PROD12492           | \$0.00     | 7.00%                            | \$ -                | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM User          | ServiceNow | Integrated Risk Management Standard - IRM User                  | PROD12019           | \$5.00     | 7.00%                            | \$ 4.65             | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM Operator      | ServiceNow | Integrated Risk Management Standard - IRM Operator              | PROD14208           | \$100.00   | 7.00%                            | \$ 93.00            | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM User          | ServiceNow | Integrated Risk Management Professional - IRM User              | PROD12020           | \$9.00     | 7.00%                            | \$ 8.37             | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM Operator      | ServiceNow | Integrated Risk Management Professional - IRM Operator          | PROD12490           | \$200.00   | 7.00%                            | \$ 186.00           | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM User          | ServiceNow | Integrated Risk Management Enterprise - IRM User                | PROD12021           | \$13.00    | 7.00%                            | \$ 12.09            | User   |
| Integrated Risk Management - IRM (formerly GRC)      | IRM Operator      | ServiceNow | Integrated Risk Management Enterprise - IRM Operator            | PROD12491           | \$300.00   | 7.00%                            | \$ 279.00           | User   |
| Integrated Risk Management - IRM (formerly GRC)      | Vendors           | ServiceNow | Vendor Risk Management - Vendors                                | PROD12023           | \$80.00    | 7.00%                            | \$ 74.40            | Each   |
| Policy & Compliance Management                       | IRM User          | ServiceNow | Policy and Compliance Management - IRM User                     | PROD12158           | \$3.00     | 7.00%                            | \$ 2.79             | User   |
| Policy & Compliance Management                       | IRM Operator      | ServiceNow | Policy and Compliance Management - IRM Operator                 | PROD14209           | \$50.00    | 7.00%                            | \$ 46.50            | User   |
| Privacy Management                                   | Privacy Operator  | ServiceNow | Privacy Management Standard - Privacy Operator                  | PROD16286           | \$50.00    | 7.00%                            | \$ 46.50            | User   |
| Business Continuity                                  | BCM User          | ServiceNow | Business Continuity Management Standard - BCM User              | PROD13220           | \$2.00     | 7.00%                            | \$ 1.86             | User   |
| Business Continuity                                  | BCM Operator      | ServiceNow | Business Continuity Management Standard - BCM Operator          | PROD13219           | \$200.00   | 7.00%                            | \$ 186.00           | User   |
| Business Continuity                                  | BCM User          | ServiceNow | Business Continuity Management Professional v2 - BCM User       | PROD14200           | \$3.00     | 7.00%                            | \$ 2.79             | User   |
| Business Continuity                                  | BCM Operator      | ServiceNow | Business Continuity Management Professional v2 - BCM Operator   | PROD14201           | \$300.00   | 7.00%                            | \$ 279.00           | User   |
| IT Service Management (ITSM)                         | Fulfiller User    | ServiceNow | IT Service Management Standard - Fulfiller User v2              | PROD11353           | \$100.00   | 7.00%                            | \$ 93.00            | User   |
| IT Service Management (ITSM)                         | Unrestricted User | ServiceNow | IT Service Management Standard - Unrestricted User v2           | PROD11354           | \$15.00    | 7.00%                            | \$ 13.95            | User   |
| IT Service Management (ITSM)                         | Fulfiller User    | ServiceNow | IT Service Management Professional - Fulfiller User v2          | PROD11355           | \$150.00   | 7.00%                            | \$ 139.50           | User   |
| IT Service Management (ITSM)                         | Unrestricted User | ServiceNow | IT Service Management Professional - Unrestricted User v2       | PROD11356           | \$20.00    | 7.00%                            | \$ 18.60            | User   |
| IT Service Management (ITSM)                         | Fulfiller User    | ServiceNow | IT Service Management Enterprise - Fulfiller User               | PROD15206           | \$225.00   | 7.00%                            | \$ 209.25           | User   |
| IT Service Management (ITSM)                         | Unrestricted User | ServiceNow | IT Service Management Enterprise - Unrestricted User            | PROD14991           | \$30.00    | 7.00%                            | \$ 27.90            | User   |
| IT Service Management (ITSM)                         | Transaction Pack  | ServiceNow | Virtual Agent ITSM Conversation -Transaction Pack               | PROD09218           | \$2,083.00 | 7.00%                            | \$ 1,937.19         | User   |
| IT Operations Management (ITOM)                      | Subscription Unit | ServiceNow | ITOM Operator Professional v2                                   | PROD14995           | \$24.00    | 7.00%                            | \$ 22.32            | User   |
| IT Operations Management (ITOM)                      | Subscription Unit | ServiceNow | ITOM AIOps Enterprise v2  | PROD16963           | \$38.00    | 7.00%                            | \$ 35.34            | User   |
| IT Operations Management (ITOM)                      | Subscription Unit | ServiceNow | Health Log Analytics Add-on                                     | PROD16964           | \$14.00    | 7.00%                            | \$ 13.02            | User   |
| IT Operations Management (ITOM)                      | Subscription Unit | ServiceNow | IT Operations Management Visibility v2                          | PROD14997           | \$12.00    | 7.00%                            | \$ 11.16            | User   |

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| IT Operations Management (ITOM)  | Subscription Unit         | ServiceNow | ITOM Discovery - Subscription Unit v2  | PROD15000           | \$8.00               | 7.00%                            | \$ 7.44              | User         |
| Security Operations (SecOps)     | Unrestricted User         | ServiceNow | Security Operations Standard - SIR - Unrestricted User                       | PROD16743           | \$2.25               | 7.00%                            | \$ 2.09              | User         |
| Security Operations (SecOps)     | Devices                   | ServiceNow | Security Operations Standard - VR - Devices                                  | PROD12821           | \$1.00               | 7.00%                            | \$ 0.93              | User         |
| Security Operations (SecOps)     | Unrestricted User         | ServiceNow | Security Operations Professional - SIR - Unrestricted User                   | PROD16744           | \$4.00               | 7.00%                            | \$ 3.72              | User         |
| Security Operations (SecOps)     | Devices                   | ServiceNow | Security Operations Professional - VR - Devices                              | PROD12824           | \$1.75               | 7.00%                            | \$ 1.63              | User         |
| LightStep                        | Span Data                 | ServiceNow | Lightstep Span Data  | PROD16633           | \$0.06               | 7.00%                            | \$ 0.06              | User         |
| LightStep                        | Active Time Series        | ServiceNow | Lightstep Active Time Series   | PROD16634           | \$0.02               | 7.00%                            | \$ 0.02              | Each         |
| LightStep                        | Streams                   | ServiceNow | Lightstep Streams  | PROD16636           | \$3.45               | 7.00%                            | \$ 3.21              | Each         |
| LightStep                        | Seats                     | ServiceNow | Lightstep Seats  | PROD16637           | N/A                  | N/A                              | N/A                  | Each         |
| LightStep                        | Subscription              | ServiceNow | Lightstep Active Service Bundle  | PROD16638           | \$100.00             | 7.00%                            | \$ 93.00             | Each         |
| LightStep                        | Key Operations            | ServiceNow | Lightstep Key Operations   | PROD16639           | \$1.20               | 7.00%                            | \$ 1.12              | Each         |
| LightStep                        | Active Services           | ServiceNow | Lightstep Active Services  | PROD16640           | N/A                  | N/A                              | N/A                  | Each         |
| LightStep                        | N/A                       | ServiceNow | Lightstep Quickstart   | PROD16642           | \$6000.00 (One-time) | N/A                              | \$6000.00 (One-time) | Each         |
| LightStep                        | Customer User Type        | ServiceNow | Custom Subscription Lightstep  | PROD16900           | N/A                  | N/A                              | N/A                  | User         |
| ITAM - Software Asset Management | Subscription Unit         | ServiceNow | Software Asset Management Professional - Subscription Unit                   | PROD15033           | \$8.00               | 7.00%                            | \$ 7.44              | User         |
| ITAM - Software Asset Management | Subscription Unit         | ServiceNow | Software Asset Management Enterprise - Subscription Unit                     | PROD15034           | \$12.00              | 7.00%                            | \$ 11.16             | User         |
| ITAM - Software Asset Management | Subscription Unit         | ServiceNow | Software Asset Management Professional SELF-HOSTED - Subscription Unit       | PROD15058           | \$8.00               | 7.00%                            | \$ 7.44              | User         |
| ITAM - Software Asset Management | Subscription Unit         | ServiceNow | Software Asset Management Enterprise SELF-HOSTED/OPT-OUT - Subscription Unit | PROD15059           | \$12.00              | 7.00%                            | \$ 11.16             | User         |
| ITAM - Hardware Asset Management | Subscription Unit         | ServiceNow | Hardware Asset Management Professional - Subscription Unit v2                | PROD16047           | \$4.00               | 7.00%                            | \$ 3.72              | Each         |
| Add Use Rights                   | Business Stakeholder User | ServiceNow | Business Stakeholder User v3   | PROD15028           | \$35.00              | 7.00%                            | \$ 32.55             | Each         |
| Metric Base                      | Series                    | ServiceNow | MetricBase Starter - Series  | PROD15352           | \$12,000.00          | 7.00%                            | \$ 11,160.00         | Each         |
| Metric Base                      | Series                    | ServiceNow | Metric Base – additional 50,000 Series - Series                              | PROD15353           | \$1,725.00           | 7.00%                            | \$ 1,604.25          | Process User |
| Metric Base                      | Series                    | ServiceNow | Metric Base – additional 100,000 Series - Series                             | PROD15356           | \$3,000.00           | 7.00%                            | \$ 2,790.00          | User         |
| Metric Base                      | Series                    | ServiceNow | Metric Base – additional 250,000 Series - Series                             | PROD15355           | \$6,500.00           | 7.00%                            | \$ 6,045.00          | Process User |
| Metric Base                      | Application               | ServiceNow | MetricBase Self-Hosted   | PROD15425           | \$350.00             | 7.00%                            | \$ 325.50            | User         |
| IntegrationHub                   | Transactions              | ServiceNow | IntegrationHub Enterprise - Transactions                                     | PROD11482           | \$12,000.00          | 7.00%                            | \$ 11,160.00         | User         |
| IntegrationHub                   | Transactions              | ServiceNow | IntegrationHub Professional - Transactions                                   | PROD11418           | \$5,000.00           | 7.00%                            | \$ 4,650.00          | User         |
| IntegrationHub                   | Transactions              | ServiceNow | IntegrationHub Starter - Transactions  | PROD11415           | \$0.00               | 7.00%                            | \$ -                 | Each         |
| IntegrationHub                   | Transaction Pack          | ServiceNow | IntegrationHub 100 Million Transactions - Transaction Pack                   | PROD11425           | \$15,000.00          | 7.00%                            | \$ 13,950.00         | Each         |
| IntegrationHub                   | Transaction Pack          | ServiceNow | IntegrationHub 50 Million Transactions - Transaction Pack                    | PROD11423           | \$10,000.00          | 7.00%                            | \$ 9,300.00          | Each         |
| IntegrationHub                   | Transaction Pack          | ServiceNow | IntegrationHub 10 Million Transactions - Transaction Pack                    | PROD11422           | \$5,000.00           | 7.00%                            | \$ 4,650.00          | User         |
| IntegrationHub                   | Transaction Pack          | ServiceNow | IntegrationHub 1 Million Transactions - Transaction Pack                     | PROD11421           | \$3,000.00           | 7.00%                            | \$ 2,790.00          | User         |
| IntegrationHub                   | Transaction Pack          | ServiceNow | Password Reset Limited - Transaction Pack                                    | PROD11780           | \$2,000.00           | 7.00%                            | \$ 1,860.00          | Each         |
| Mobile Publishing                | None                      | ServiceNow | Mobile Publishing - Application  | PROD15406           | \$4,166.66           | 7.00%                            | \$ 3,874.99          | Each         |

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| AI Search                         | Documents         | ServiceNow | AI Search Starter  | PROD15338           | \$0.00                                    | 7.00%                            | \$ -                                      | Each    |
| AI Search                         | Document Pack     | ServiceNow | AI Search 1 Million Documents - Document Pack  | PROD15339           | \$1,666.67                                | 7.00%                            | \$ 1,550.00                               | User    |
| AI Search                         | Document Pack     | ServiceNow | AI Search 5 Million Documents - Document Pack  | PROD15340           | \$5,833.33                                | 7.00%                            | \$ 5,425.00                               | User    |
| AI Search                         | Document Pack     | ServiceNow | AI Search 10 Million Documents - Document Pack   | PROD15341           | \$16,666.67                               | 7.00%                            | \$ 15,500.00                              | User    |
| App Engine                        | Fulfiller User    | ServiceNow | App Engine - Fulfiller   | PROD13074           | \$150.00                                  | 7.00%                            | \$ 139.50                                 | User    |
| App Engine                        | Unrestricted User | ServiceNow | App Engine - Unrestricted User   | PROD13076           | \$20.00                                   | 7.00%                            | \$ 18.60                                  | User    |
| App Engine                        | Module            | ServiceNow | App Engine for IT Service Management - Module  | PROD13079           |   |                                  | #REF!                                     | User    |
| Procurement Service Management    | Procurement User  | ServiceNow | Procurement Service Management - Procurement User  | PROD16928           | \$20.00                                   | 7.00%                            | \$ 18.60                                  | User    |
| Procurement Service Management    | Unrestricted User | ServiceNow | Procurement Service Management - Unrestricted User                                       | PROD16930           | \$6.00                                    | 7.00%                            | \$ 5.58                                   | User    |
| Platform Encryption               | Application       | ServiceNow | Platform Encryption  | PROD16906           | 20% of all products                       | N/A                              | 20% of all products                       | Each    |
| Platform Encryption               | None              | ServiceNow | Full Disk Encryption   | PROD03429           | \$10,000.00                               | 7.00%                            | \$ 10,700.00                              | User    |
| Platform Encryption               | Application       | ServiceNow | Column Level Encryption Enterprise - Application   | PROD15032           | 20% of all products                       | N/A                              | 20% of all products                       | User    |
| Platform Encryption               | None              | ServiceNow | Database Encryption  | PROD08358           | \$100,000.00                              | 7.00%                            | \$ 93,000.00                              | User    |
| Platform Encryption               | None              | ServiceNow | Database Encryption - Additional SubProd   | PROD08359           | \$25,000.00                               | 7.00%                            | \$ 23,250.00                              | Device  |
| Platform Encryption               | Application       | ServiceNow | Edge Encryption  | PROD01054           | Variable                                  | 700.00%                          | Variable                                  | User    |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Security Operations - Application                              | PROD01623           | 20% of ACV for contributing products      | N/A                              | 20% of ACV for contributing products      | User    |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Customer Service Management - Application                      | PROD01624           | 20% of ACV for contributing products      | N/A                              | 20% of ACV for contributing products      | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For HR - Application   | PROD01625           | 20% of ACV of contributing products       | N/A                              | 20% of ACV for contributing products      | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics - Enterprise - Application   | PROD01627           | 20% of total net subscription product ACV | N/A                              | 20% of total net subscription product ACV | User    |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For IT Operations Management (NY) - Application                    | PROD12788           | 20% if ITOM ACV                           | N/A                              | 20% if ITOM ACV                           | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For IT Business Management - Application                           | PROD02229           | 20% of ACV of contributing products       | N/A                              | 20% of ACV of contributing products       | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For IT Service Management - Application                            | PROD03426           | 20% of ACV of contributing products       | N/A                              | 20% of ACV of contributing products       | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Governance, Risk and Compliance - Application                  | PROD03427           | 20% of ACV of contributing products       | N/A                              | 20% of ACV of contributing products       | Device  |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Field Service Management - Application                         | PROD03432           | 20% of ACV for contributing products      | N/A                              | 20% of ACV of contributing products       | User    |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Facilities Work Management - Application                       | PROD03433           | 20% of ACV for contributing products      | N/A                              | 20% of ACV of contributing products       | User    |
| Performance Analytics             | Application       | ServiceNow | Performance Analytics For Now Platform Custom Application - Application                  | PROD03434           | 20% of ACV of contributing products       | N/A                              | 20% of ACV of contributing products       | Each    |
| Customer Service Management (CSM) | Fulfiller User    | ServiceNow | Customer Service Management Standard - Fulfiller User v5                                 | PROD15203           | \$125.00                                  | 7.00%                            | \$ 116.25                                 | Each    |
| Customer Service Management (CSM) | Fulfiller User    | ServiceNow | Customer Service Management Professional With App Engine 100 - Fulfiller User v5         | PROD15204           | \$225.00                                  | 7.00%                            | \$ 209.25                                 | Monthly |
| Customer Service Management (CSM) | 1,000 Visit Pack  | ServiceNow | Customer Service Management (1,000 Additional Customer Portal Visits) – 1,000 Visit Pack | PROD10246           | \$60.00                                   | 7.00%                            | \$ 55.80                                  | Each    |
| Customer Service Management (CSM) | Transaction Pack  | ServiceNow | Virtual Agent CSM Conversaton - Transaction Pack   | PROD09274           | \$2,083.33                                | 7.00%                            | \$ 1,937.50                               | Each    |
| Customer Service Management (CSM) | Transaction Pack  | ServiceNow | Order Management - Transaction Pack  | PROD17010           | \$57.50                                   | 7.00%                            | \$ 53.48                                  | Each    |
| Field Service Management (FSM)    | Fulfiller User    | ServiceNow | Field Service Management Standard - Fulfiller User                                       | PROD15368           | \$100.00                                  | 7.00%                            | \$ 93.00                                  | User    |
| Field Service Management (FSM)    | Fulfiller User    | ServiceNow | Field Service Management Professiona With App Engine 100l - Fulfiller User               | PROD15369           | \$175.00                                  | 7.00%                            | \$ 162.75                                 | User    |
| Field Service Management (FSM)    | Contractor User   | ServiceNow | Field Service Management Contractor User   | PROD15370           | \$35.00                                   | 7.00%                            | \$ 32.55                                  | User    |

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| Manufacturing                                    | Subscription Unit   | ServiceNow | Operational Technology Foundation - Subscription Unit v3  | PROD16941           | \$1.50                    | 7.00%                            | \$ 1.40                   | User |
| Manufacturing                                    | Subscription Unit   | ServiceNow | Operational Technology Visibility – Subscription Unit   | PROD16063           | \$12.00                   | 7.00%                            | \$ 11.16                  | User |
| Manufacturing                                    | Subscription Unit   | ServiceNow | Manufacturing Foundation - Fulfiller User   | PROD16044           | \$200.00                  | 7.00%                            | \$ 186.00                 | User |
| Manufacturing                                    | Subscription Unit   | ServiceNow | Operational Technology Vulnerability Response - Subscription Unit                               | PROD16665           | \$6.00                    | 7.00%                            | \$ 5.58                   | User |
| Manufacturing                                    | Unrestricted user   | ServiceNow | Operational Technology Service Management Standard – Unrestricted User                          | PROD16669           | \$20.00                   | 7.00%                            | \$ 18.60                  | User |
| Manufacturing                                    | Fulfiller User      | ServiceNow | Operational Technology Service Management Professional – Fulfiller User                         | PROD16670           | \$200.00                  | 7.00%                            | \$ 186.00                 | User |
| Manufacturing                                    | Unrestricted user   | ServiceNow | Operational Technology Service Management Professional – Unrestricted User                      | PROD16679           | \$25.00                   | 7.00%                            | \$ 23.25                  | User |
| Manufacturing                                    | Fulfiller User      | ServiceNow | Operational Technology Service Management Enterprise – Fulfiller User                           | PROD16680           | \$300.00                  | 7.00%                            | \$ 279.00                 | User |
| Manufacturing                                    | Unrestricted user   | ServiceNow | Operational Technology Service Management Enterprise – Unrestricted User                        | PROD16681           | \$35.00                   | 7.00%                            | \$ 32.55                  | User |
| Manufacturing                                    | Fulfiller User      | ServiceNow | Operational Technology Service Management Standard – Fulfiller User                             | PROD16668           | \$130.00                  | 7.00%                            | \$ 120.90                 | User |
| Financial Service Operations (FSO)               | Fulfiller User      | ServiceNow | Financial Services Operations Standard - Fulfiller  | PROD15294           | \$200.00                  | 7.00%                            | \$ 186.00                 | User |
| Financial Service Operations (FSO)               | Fulfiller User      | ServiceNow | Financial Services Operations Professional with App Engine 100 - Fulfiller                      | PROD15309           | \$300.00                  | 7.00%                            | \$ 279.00                 | User |
| Telecommunication Operations Services Management | Subscription Unit   | ServiceNow | Telecommunications Service Operations Management Standard - Subscription Unit                   | PROD15933           | \$14.00                   | 7.00%                            | \$ 13.02                  | Each |
| Telecommunication Operations Services Management | Subscription Unit   | ServiceNow | Telecommunications Service Operations Management Professional - Subscription Unit               | PROD15928           | \$24.00                   | 7.00%                            | \$ 22.32                  | Each |
| Telecommunication Services                       | Transaction Pack    | ServiceNow | Order Management for Telecommunications   | PROD17015           | \$73.33                   | 7.00%                            | \$ 68.20                  | Each |
| Telecommunication Services                       | Fulfiller User      | ServiceNow | Telecommunications Services Management Standard - Fulfiller                                     | PROD15285           | \$200.00                  | 7.00%                            | \$ 186.00                 | User |
| Telecommunication Services                       | Fulfiller User      | ServiceNow | Telecommunications Services Management Professional with App Engine 100 -Fulfiller              | PROD15310           | \$300.00                  | 7.00%                            | \$ 279.00                 | User |
| Healthcare and Life Sciences Service Management  | Fulfiller User      | ServiceNow | Healthcare & Life Sciences Service Management Professional with App Engine 100 - Fulfiller User | PROD16048           | \$300.00                  | 7.00%                            | \$ 279.00                 | User |
| HR Service Delivery (HRSD)                       | HR User             | ServiceNow | HR Service Delivery Professional - HR User v3   | PROD15404           | \$8.00                    | 7.00%                            | \$ 7.44                   | User |
| HR Service Delivery (HRSD)                       | HR User             | ServiceNow | HR Service Delivery Enterprise – HR User v3   | PROD15405           | \$13.00                   | 7.00%                            | \$ 12.09                  | User |
| HR Service Delivery (HRSD)                       | HR User             | ServiceNow | HR Enterprise Onboarding – HR User v2   | PROD11367           | \$8.00                    | 7.00%                            | \$ 7.44                   | User |
| Employee Management                              | Unrestricted User   | ServiceNow | Employee Workflow Starter - Unrestricted User   | PROD15579           | \$6.00                    | 7.00%                            | \$ 5.58                   | User |
| Employee Management                              | Unrestricted User   | ServiceNow | Employee Center Professional – Unrestricted User  | PROD15945           | \$5.00                    | 7.00%                            | \$ 4.65                   | User |
| Employee Management                              | Application         | ServiceNow | Employee Document Management – Application v2   | PROD11370           | 30% of HR ACV             | N/A                              | #VALUE!                   | User |
| Legal Service Delivery (LSD)                     | Unrestricted User   | ServiceNow | Legal Service Delivery - Unrestricted User  | PROD15269           | \$8.00                    | 7.00%                            | \$ 7.44                   | User |
| Legal Service Delivery (LSD)                     | Fulfiller User      | ServiceNow | Legal Service Delivery - Fulfiller User   | PROD16896           | \$950.00                  | 7.00%                            | \$ 883.50                 | User |
| Safe Workplace                                   | Safe Workplace User | ServiceNow | Safe Workplace Professional   | PROD15073           | \$5.00                    | 7.00%                            | \$ 4.65                   | User |
| Safe Workplace                                   | Safe Workplace User | ServiceNow | Safe Workplace Standard - Safe Workplace User v3  | PROD15103           | \$3.00                    | 7.00%                            | \$ 2.79                   | User |
| Workplace Service Delivery (WSD)                 | Unrestricted User   | ServiceNow | Workplace Service Delivery - Unrestricted User v3   | PROD16885           | \$8.00                    | 7.00%                            | \$ 7.44                   | User |
| Workplace Service Delivery (WSD)                 | Workplace User      | ServiceNow | Workplace Service Delivery - Workplace User v4  | PROD16884           | \$8.00                    | 7.00%                            | \$ 7.44                   | User |
| Platform Encryption                              | Application         | ServiceNow | Platform Encryption - Application   | PROD16096           | 20% ACV for user products | N/A                              | 20% ACV for user products | Each |
| Edge Encryption                                  | Application         | ServiceNow | Edge Encryption - Application   | PROD01054           | 20% ACV for user products | N/A                              | 20% ACV for user products | Each |
| Additional Non-Production Instance               |                     | ServiceNow | Additional Non-Production Instance - US Data Center   | PROD00065           | \$1,250.00                | 7.00%                            | \$ 1,162.50               | Each |
| Additional Non-Production Instance               |                     | ServiceNow | Additional Non-Production Instance - Government Data Center                                     | PROD00070           | \$1,250.00                | 7.00%                            | \$ 1,162.50               | Each |

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|------------------------------------|------------------|------------|---|---------------------|-------------|----------------------------------|---------------------|------|
| Additional Non-Production Instance |                  | ServiceNow | Additional Non-Production Instance - NA Data Center                       | PROD02074           | \$1,250.00  | 7.00%                            | \$ 1,162.50         | Each |
| Additional Production Environment  |                  | ServiceNow | Additional Production Environment - US Data Center                        | PROD00827           | \$3,750.00  | 7.00%                            | \$ 3,487.50         | Each |
| Additional Production Environment  |                  | ServiceNow | Additional Production Environment - Government Data Center                | PROD00832           | \$3,750.00  | 7.00%                            | \$ 3,487.50         | Each |
| Additional Production Environment  |                  | ServiceNow | Additional Production Environment - NA Data Center                        | PROD02075           | \$3,750.00  | 7.00%                            | \$ 3,487.50         | Each |
| Instances - Other                  |                  | ServiceNow | Instance - Government Data Center   | PROD00064           | \$417.00    | 7.00%                            | \$ 387.81           | Each |
| Instances - Other                  |                  | ServiceNow | Additional Production Instance - Self-Hosted                              | PROD01637           | \$2,500.00  | 7.00%                            | \$ 2,325.00         | Each |
| Instances - Other                  |                  | ServiceNow | FISMA to FedRAMP Datacenter Migration - FedRAMP Data Center               | PROD01771           | \$0.00      | 7.00%                            | \$ -                | Each |
| Additional Storage                 |                  | ServiceNow | Additional 1TB Storage  | PROD09002           | \$1,667.00  | 7.00%                            | \$ 1,550.31         | Each |
| Dedication Environment             |                  | ServiceNow | Dedicated Environment - US Data Center                                    | PROD08993           | \$20,833.33 | 7.00%                            | \$ 19,375.00        | Each |
| Dedication Environment             |                  | ServiceNow | Dedicated Environment - NA Data Center                                    | PROD08995           | \$20,833.33 | 7.00%                            | \$ 19,375.00        | Each |
| Dedication Environment             |                  | ServiceNow | Dedicated Environment - Government Data Center                            | PROD09000           | \$20,833.33 | 7.00%                            | \$ 19,375.00        | Each |
| Instance Data Replication (IDR)    | Module           | ServiceNow | Instance Data Replication - Base Module                                   | PROD12041           | \$10,000.00 | 7.00%                            | \$ 9,300.00         | Each |
| Instance Data Replication (IDR)    | Transaction Pack | ServiceNow | Instance Data Replication 25 Million IDR Transactions - Transaction Pack  | PROD12042           | \$15,000.00 | 7.00%                            | \$ 13,950.00        | Each |
| Instance Data Replication (IDR)    | Transaction Pack | ServiceNow | Instance Data Replication 100 Million IDR Transactions - Transaction Pack | PROD12043           | \$50,000.00 | 7.00%                            | \$ 46,500.00        | Each |