DYNATRACE PLATFORM USAGE SUPPLEMENT

Effective Date: March 21, 2025

This Platform Usage Supplement describes the usage metrics of specific elements of the Dynatrace offerings listed below, whether acquired directly from Dynatrace or from a third party who has a limited right to resell the Dynatrace offerings (directly or through a second-tier partner or marketplace), and is part of any Order Form or renewal entered into on or after the Effective Date. Additional information about product capabilities and units of measure are more fully described in Dynatrace's Documentation available on the Dynatrace website.

THE DYNATRACE® SOFTWARE INTELLIGENCE PLATFORM

The Dynatrace Software Intelligence Platform is a full stack, all-in-one platform which includes Application Performance Management (APM), Infrastructure and Full-Stack Monitoring, AIOps, Digital Experience Monitoring, Business Analytics, and Application Security. The elements of the Dynatrace platform are generally licensed on a consumption-based model, up to the amount and for the time period specified in the Order Form. The descriptions below apply to both SaaS and Managed deployments unless otherwise stated.

Dynatrace Digital Experience Monitoring (DEM) Units, Davis Data Units (DDUs), and Application Security Units (ASUs) enable a customer to use any of the eligible capability types shown in the respective Unit Weighting Tables on a fully flexible basis up to the unit Quantity and Type shown on the Order Form. Each deployed and executed instance of a capability type consumes the indicated unit weight. Dynatrace may introduce additional or upgraded capabilities from time to time. Customers may enable the usage of these capabilities, which will consume the existing pool of licensed DEM Units, DDUs, or ASUs, in accordance with the applicable weighting table. Likewise, customers can purchase Host Unit Hours for application and infrastructure monitoring for use cases like project-based monitoring and variable workload demand.

When Host Unit Hours, DEM Units, DDUs, or ASUs are purchased as an annual usage amount for a multi-year term, the usage resets each year on the anniversary of the Start Date. If 100% of the purchased annual units are consumed before the year ends, additional units can be purchased. The additional purchased units will automatically reset or terminate on the same date as the initial purchased units. Any unused annual usage amount expires at the anniversary date and is not carried forward into the following year.

APPLICATION AND INFRASTRUCTURE MONITORING

Dynatrace application and infrastructure monitoring is provided via installation of Dynatrace OneAgent® on each monitored host in Customer's environment. OneAgent can operate in two different modes. Full-Stack Monitoring mode provides complete application performance monitoring, code-level visibility, deep process monitoring, and infrastructure monitoring. Infrastructure Monitoring mode provides physical and virtual infrastructure-centric monitoring and consumes fewer host units than Full-Stack mode. By default, OneAgent operates in Full-Stack Monitoring mode. Customer will consume Host Units or Host Unit Hours based on the applicable mode as stated in the Unit Weighting table below.

Dynatrace Application and Infrastructure Monitoring Unit Weighting Table

Instance Size	Maximum RAM Memory Available To Operating System Where OneAgent is Installed	Full-stack Monitoring - Host Unit or Host Unit Hours Equivalent	Infrastructure Monitoring - Host Units or Host Unit Hours Equivalent
Micro	1.6 GB	0.1	0.03
Extra Small	4 GB	0.25	0.075
Small	8 GB	0.5	0.15
Regular	16 GB	1	0.3
x 2	32 GB	2	0.6
x 3	48 GB	3	0.9
x 4	64 GB	4	1
x 5	80 GB	5	1
x 6	96 GB	6	1
x 7	112 GB	7	1
x N	N x 16	N	1

Mainframe Monitoring on IBM z/OS

Monitoring of the CICS, IMS, and z/OS Java code modules that run on IBM z/OS does not consume Host Units or Host Unit Hours and instead consume Million Service Units (MSUs).

A MSU is an IBM measurement of the amount of processing workload an IBM Z Mainframe can perform per hour. The amount of consumed MSUs in sub-capacity licensing is calculated based on peak 4-hour average MSU values of the most recent month from IBM System Management Facility (SMF) data per monitored Logical Partitions (LPARs) or subsystem.

The peak rolling 4-hour average MSU values per monitored LPAR can be derived from Dynatrace® or section N5 of the sub-capacity reporting tool (SCRT) report. The peak rolling 4-hour average MSU values per subsystem can be derived from section P5 of the SCRT report.

Customer is responsible for monitoring MSU licensed consumption. Customer agrees to promptly notify Dynatrace if the peak rolling 4-hour average MSU values of its monitored LPARs or subsystems exceed the licensed MSUs.

Customer agrees not to disable the reporting of information about monitored technologies, or if disabled, to provide Dynatrace with the peak rolling 4-hour average MSU values of their monitored LPARs or subsystems every 6 months from date of execution.

DIGITAL EXPERIENCE MONITORING

Dynatrace Synthetic Monitoring, Real User Monitoring, and Session Replay capabilities are consumed based on DEM Units. DEM Units may be consumed as shown in the Unit Weighting Table below.

Dynatrace Digital Experience Monitoring (DEM) Unit Weighting Table		
DEM Unit Capability Type	**Unit of Measure**	**DEM Unit Weight**
Real User Monitoring Session	Per Session	0.25
Real User Monitoring Session captured with Session Replay	Per Session	1.00
Additional Defined Properties for Real User Monitoring Session	Per property per Session	0.01
Synthetic Monitoring (Browser or Clickpath Monitor)	Per Synthetic Action	1.00
Synthetic Monitoring (HTTP Monitor)	Per Synthetic Request	0.10
Synthetic Monitoring (Third-Party Synthetic API)	Per Third-Party Synthetic Result	0.10

EXTENDING DYNATRACE DATA COLLECTION AND ANALYTICS

Each Dynatrace supported technology offers multiple “built-in” metrics. Built-in metrics are automatically detected and monitored for Customer. DDUs extend the value of Dynatrace’s built-in monitoring capabilities by enabling customers to integrate with third-party data sources, calculate custom metrics, and other use cases.

Custom Metrics, Log Monitoring, Custom Traces, Custom Events, Serverless Functions, Log Management and Analytics, and Business Events capabilities are consumed based on DDUs. DDUs may be consumed as shown in the Unit Weighting Table below.

Dynatrace Davis Data Unit (DDU) Weighting Table		
Davis Data Unit Capability Type	**Unit of Measure**	**DDU Weight**
Custom Metrics	Per metric data point	0.001

Log Monitoring	Per log record	0.0005
Custom Traces	Per span	0.0007
Custom Events	Per custom event	0.001
Serverless Functions	Per invocation	0.002
Log Management and Analytics		
Ingest & Process	Per GB	100.00
Retain	Per GB per day	0.30
Query	Per GB	1.70
Business Events		
Ingest & Process	Per GB	100.00
Retain	Per GB per day	0.30
Query	Per GB	1.70

APPLICATION SECURITY

Dynatrace Application Security is provided via configuration of Dynatrace OneAgent® on a monitored host in a customer's environment. A OneAgent operating in Full-Stack or Infrastructure Monitoring mode is a pre-requisite to enable Application Security.

Runtime Vulnerability Analytics and Runtime Application Protection capabilities are consumed based on ASUs. ASUs may be consumed as shown in the Unit Weighting Table below. Runtime Application Protection requires Runtime Vulnerability Analytics to be enabled as a pre-requisite.

Dynatrace Application Security Unit (ASU) Weighting Table		
Maximum RAM Memory Available To Operating System Where OneAgent is Installed	**Runtime Vulnerability Analytics** *Application Security Units per hour*	**Runtime Vulnerability Analytics & Runtime Application Protection** *Application Security Units per hour*
1.6 GB	0.1	0.2
4 GB	0.25	0.5
8 GB	0.5	1
16 GB	1	2
32 GB	2	4
48 GB	3	6
64 GB	4	8
80 GB	5	10
N x 16	N	N x 2

MISSION CONTROL SUPPORT SERVICES FOR MANAGED CLUSTERS

Dynatrace Managed Mission Control Support Services requires an active maintenance or subscription contract. Dynatrace Managed provides cluster software for deployment on Customer provisioned and controlled infrastructure. The Customer needs to provide hardware and operating system instances according to the specifications outlined in Dynatrace's online documentation for set up and configuration of Dynatrace Managed.

The Customer enables outbound access (to a set of fixed IP addresses) of the Dynatrace Managed cluster nodes to the Internet to perform license validation and, the automatic download of update packages (deployment is defined by Customer), and to send self-monitoring health metrics of the Dynatrace Managed cluster node(s). All communication is outbound-only, encrypted (TLS 1.2) and fully auditable by Customer. All monitoring data remains on the Customer-defined infrastructure.

DYNATRACE PREMIUM HIGH AVAILABILITY FOR DYNATRACE MANAGED

Dynatrace Premium High Availability allows Dynatrace Managed clusters to be deployed across regionally distributed data centers enabling resilience against data center outages. It is an additional license measured by the peak Host Units monitored by a Dynatrace Managed cluster.

DYNATRACE ENTERPRISE SUCCESS AND SUPPORT

Dynatrace offers customers the option to subscribe to Dynatrace Enterprise Success and Support, as further described on the Dynatrace website, for an additional fee set forth in Customer's Order Form. When purchased, Dynatrace Enterprise Success and Support will be available for Customer's product subscriptions active on the Start Date shown on the applicable Order Form. Additional purchases of Dynatrace products during the term of the Order Form will be accompanied by an incremental Dynatrace Enterprise Success and Support fee. Renewal fees for Dynatrace Enterprise Success and Support will be based on the Dynatrace products licensed at the time of renewal.