



Order Form Supplement Data-as-a-Service Offerings

This Order Form Supplement forms a part of the agreement between Customer and ThousandEyes, Inc. under which Customer is purchasing a subscription to the ThousandEyes Service. To the extent that there is a conflict between this Order Form Supplement and the agreement governing the purchase of the ThousandEyes Service subscription (the "**Agreement**"), this Order Form Supplement will take precedence notwithstanding anything to the contrary in the Agreement. Terms used but not defined herein shall have the meaning ascribed to such terms in the Agreement.

USING THE DATA-AS-A-SERVICE OFFERING IDENTIFIED BELOW CONSTITUTES ACCEPTANCE OF THIS ORDER FORM SUPPLEMENT. IF CUSTOMER DOES NOT AGREE TO ALL OF THE TERMS SET FORTH HEREIN, THEN CUSTOMER MAY NOT AND WILL NOT USE THE DATA-AS-A-SERVICE OFFERING.

Information regarding the public Internet, or which is otherwise available to the public, is not considered to be Confidential Information. If Customer has resources on the Internet which are publicly visible, the ThousandEyes Technology may identify Customer, but only to the extent the information relates to the public Internet or is otherwise available to the public.

Internet Insights - Outage Detection

ThousandEyes's Internet Insights Outage Detection service provides a stream of information relating to global and regional network outages ("**Outage Detection**"). Outage Detection provides visibility into specific datasets derived from an aggregation of ThousandEyes tests running across the public internet ("**Packages**").

Packages may include, for example, groups of internet service providers. At any time, ThousandEyes may elect to discontinue or modify Packages. If ThousandEyes materially deprecates or discontinues a Package, upon Customer's written request (email acceptable) ThousandEyes will provide Customer a credit for a pro-rata portion of the license fee paid to ThousandEyes for the affected Package for the remainder of the unexpired Subscription Term (a "**Credit**"). This Credit may be applied to alternative Packages, used to purchase an equivalent value of Units, or refunded to Customer, as agreed by the parties.