Infrastructure Overview and Subprocessors

This documentation provides an overview of relevant infrastructure, subprocessors and other entities material to Aternity's provision of its products and services.

Capitalized terms used in this documentation have the meanings attributed to such terms in Aternity's Cloud Terms of Service, Software License Agreement and/or Data Processing Addendum.

Infrastructure – Customer Data Storage

Aternity’s Cloud Services are hosted on the infrastructure of third-party public cloud providers. In general, Customer Data is stored in third-party data centers in the location from which a customer subscribes to the Cloud Service; however, customers can request at the time of sign-up to be hosted in a specific data center location.

The following describes the locations and legal entities engaged in the storage of Customer Data by Aternity for the applicable Cloud Service is set out below:

<table>
<thead>
<tr>
<th>Cloud Service</th>
<th>Data Center Location</th>
<th>Operator Entity Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aternity</td>
<td>United States – US East (N. Virginia)</td>
<td>Amazon Web Services, Inc.</td>
</tr>
<tr>
<td></td>
<td>Asia Pacific (Sydney)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EU (Frankfurt)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EU (London)*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*Available to select UK government customers only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Canada (Central)</td>
<td></td>
</tr>
<tr>
<td>AppInternals</td>
<td>United States – US East (N. Virginia)</td>
<td>Amazon Web Services, Inc.</td>
</tr>
</tbody>
</table>

Customer Data Processing

The following third parties are engaged in processing of Customer Data to assist Aternity in connection with the provision of products and services.

<table>
<thead>
<tr>
<th>Subprocessor Entity Name</th>
<th>Location</th>
<th>Brief Processing Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer 1, LLC</td>
<td>United States</td>
<td>Tier 1 24x7 telephone customer support</td>
</tr>
<tr>
<td>salesforce.com, inc.</td>
<td>United States</td>
<td>Customer account administration and support case incident management</td>
</tr>
</tbody>
</table>

Aternity Affiliate Subprocessors

Aternity LLC ("Aternity") is headquartered in Cambridge, MA, USA and has engaged and authorized the affiliates below to provide (1) customer outreach and support; and/or (2) software engineering, software maintenance or systems maintenance.

<table>
<thead>
<tr>
<th>Affiliate Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aternity Australia</td>
<td>Australia</td>
</tr>
<tr>
<td>Aternity Information Systems Ltd.</td>
<td>Israel</td>
</tr>
<tr>
<td>Aternity BV</td>
<td>Netherlands</td>
</tr>
<tr>
<td>Riverbed Technology Labs SRL</td>
<td>Romania</td>
</tr>
<tr>
<td>Riverbed Technology Pte. Ltd.</td>
<td>Singapore</td>
</tr>
<tr>
<td>Aternity Limited</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>Riverbed Technology, Inc.</td>
<td>United States</td>
</tr>
</tbody>
</table>