

## Confluent Cloud Definitions and Rules

*Effective Date: February 2, 2026*

These definitions and rules supplement and are incorporated by reference into Customer's applicable Order with Confluent. All capitalized terms will have the meanings assigned to them in the Order or the Agreement.

Confluent may update these definitions and rules from time to time. Each update will bear an Effective Date, and will apply only to Orders that are entered into after such Effective Date. Prior versions (available in the archive on [confluent.io/contracts](https://confluent.io/contracts)) remain applicable to Orders entered into during the effective period of such versions.

**Pricing:** Fees for the Cloud Service are based on per-unit pricing and are charged in accordance with Customer's usage of each component of the Cloud Service, as further described in Customer's Order.

**Billing:** Cloud Service bills are based on Customer's consumption of resources within Customer's Cloud Organization ID and Tenant ID. Billing for each Cloud Service component accrues at intervals set forth in the Rate Card. All billing computations are conducted in Coordinated Universal Time (UTC). To view billing information, log into the Cloud Service and visit the Billing & Payment screen.

**Eligible Accounts:** Only Cloud Service fees incurred under the account identified in Customer's Order will be eligible for any Discount outlined in the Order.

**Total Available Balance:** The amount of Cloud Service usage fees the Customer may consume prior to being billed overages during the Order Term.

**Net Payable Amount:** The amount the Customer is committed to pay under an applicable Order, subject to any schedule defined therein. If not stated, it shall be equivalent to the Total Available Balance.

**Support and Additional Services:** Confluent offers 3 levels of add-on Support Services plans for the Cloud Service: Developer, Business, and Premier. If Customer elects Premier-level Support Services, then (a) such Support Services must be maintained at the Premier level for the entire Order Term, and (b) following the Order Term, such Premier-level Support Services will end, unless Customer enters into a new commitment Order.

Except for the BYOC Service as set forth on the applicable Order, Support Services are optional and not eligible for any Discounts, but such fees will draw down from the Total Available Balance. Purchases of additional services such as professional services and education services are not subject to any Discount and will not draw down from the Total Available Balance. Confluent's Support Services offerings and monthly charges are described at <https://www.confluent.io/confluent-cloud/support>.

**New Components and Continued Usage:** If Confluent adds new features or components to the Cloud Service during an Order Term ("New Components") for which Confluent charges separate fees, Confluent will publish supplemented pricing to Customer's Rate Card on or before the date of general availability, and Customer will be charged for usage of such New Components in accordance with such pricing. Any Discount will not be applied to charges for the New Components during the Order Term. If such New Components are initially made available as "Preview" or "Early Access," the pricing may change when the New Components are made generally available.



**Additional Terms for BYOC Service:** Unless otherwise set forth in the applicable Order, pricing for the BYOC Service Rate Card is published at [www.warpstream.com/pricing](http://www.warpstream.com/pricing). Billing for each BYOC Service cluster accrues in 15-minute increments. The BYOC Service has only Business and Premier Support Service plans. In addition, the BYOC Service is subject to the Bring Your Own Cloud Service Terms set forth at <https://www.confluent.io/contracts/>.

**Cloud Parent ID and Child Cloud Organization IDs:** If set forth in an applicable Order, the Total Available Balance in the Cloud Parent ID will be shared across the Child Cloud Organization IDs listed on the applicable Order or other Child Cloud Organization IDs requested by Customer and approved by Confluent as set forth below. Any Cloud Service usage in a Child Cloud Organization ID will draw down against the Total Available Balance and billed in accordance with the Cloud Parent ID's Rate Card. Once the Total Available Balance is exhausted, Customer is responsible for all overages in each Child Cloud Organization ID, which Confluent will bill monthly in arrears. A "Child Cloud Organization ID" means a unique Confluent Cloud Organization ID attached to a Cloud Parent ID that is responsible for fees.

During the Order Term, Customer may create new Child Confluent Cloud Organization IDs to add to the applicable Order ("New Child OrgID") that may draw against the Total Available Balance, provided (i) Customer is in compliance with the terms of the Order, (ii) Customer has not reached the Total Available Balance, and (iii) the request is made at least two months prior to the end of the applicable Order Term. Customer's request will be processed within 30 business days. Adding a New Child OrgID does not extend the applicable Order Term.

Except as explicitly set forth in an applicable Order, each Child Cloud Organization IDs is charged the minimum fee for Support Services, including percentage based on usage.