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TEAMMATE® GLOBAL LICENSE, SUPPORT AND SERVICES AGREEMENT

IMPORTANT NOTICE: PLEASE READ THIS GLOBAL LICENSE, SUPPORT AND SERVICES AGREEMENT (THIS “AGREEMENT”) CAREFULLY BEFORE INSTALLING, DOWNLOADING, COPYING OR USING ANY TEAMMATE® SOFTWARE. THIS AGREEMENT IS A LEGAL AGREEMENT BETWEEN THE COMPANY, ORGANIZATION OR OTHER PERSON OR ENTITY THAT HAS LICENSED THIS SOFTWARE (“CUSTOMER”) AND LICENSOR (AS DEFINED BELOW). IT HAS THE SAME EFFECT AS ANY NEGOTIATED WRITTEN AGREEMENT SIGNED BY CUSTOMER AND GOVERNS PERMITTED ACCESS TO AND INSTALLATION, COPYING AND USE OF THE SOFTWARE BY CUSTOMER AND ANY USERS. BY CLICKING TO ACKNOWLEDGE AND AGREE TO THIS AGREEMENT, OR BY INSTALLING, DOWNLOADING, OR USING THE SOFTWARE, CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY, OR DO NOT HAVE AUTHORITY TO BIND CUSTOMER TO, THESE TERMS AND CONDITIONS, THEN DO NOT INSTALL, DOWNLOAD OR USE THE SOFTWARE.

THIS AGREEMENT MAY REFER TO AND INCORPORATE SUPPLEMENTAL TERMS SET FORTH IN ONE OR MORE ORDER FORMS (AS DEFINED BELOW). IN ADDITION, CUSTOMER’S RIGHTS UNDER THIS AGREEMENT MAY BE SUBJECT TO ADDITIONAL OR DIFFERENT TERMS AND CONDITIONS IN A SEPARATE WRITTEN LICENSE AND SERVICES AGREEMENT WHICH MAY SUPERSEDE ALL OR PORTIONS OF THIS AGREEMENT, AS AND TO THE EXTENT EXPRESSLY PROVIDED THEREIN. TO THE EXTENT A CUSTOMER HAS PREVIOUSLY ENTERED INTO A SEPARATE LICENSE AGREEMENT FOR THE LICENSED PRODUCTS AND ANY SUCH TERMS CONFLICT WITH THE TERMS HEREUNDER, THE TERMS OF THAT PARTICULAR OTHER PRE-EXISTING LICENSE AGREEMENT(S) SHALL GOVERN IN THE EVENT OF CONFLICT.

Section 1. Selected Definitions

- 1.1. “Affiliate” means with respect to Customer, any corporation, partnership, firm, joint venture, limited liability company, association, joint-stock company, trust, unincorporated organization, governmental organization or body that, directly or indirectly through one or more intermediaries, controls, is controlled by or is under common control with Customer, and the term “control” (including the terms “controlled by” and “under common control with”) means the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such entity, organization or body, whether through ownership of voting securities or otherwise.
- 1.2. “Content” means informational content, such as operational risk listings or categories, sample report templates or illustrative databases, contained in the Software or supplied by or on behalf of Licensor to Customer with the Software.

- 1.3. “Documentation” means any operating manuals, user instructions, technical specifications or similar publications relating to the Use and administration of the Software by Licensor customers that are supplied with or contained in the Software provided to Customer by or on behalf of Licensor.
- 1.4. “Effective Date” means the earlier of (a) the date so designated in the Order Form, or (b) the date Customer first downloads or receives delivery of the Software.
- 1.5. “Initial Fees” means all license fees payable for license of the Software, together with all fees for any related Services (to the extent such fees are to be paid up front pursuant to the Order Form) and for the initial Support term, in each case as shown on the applicable Software Order Form.
- 1.6. “Intellectual Property Rights” means all rights, title and interests in and to the Licensed Products, including, without limitation, all copyright, patent, trade secret, trademark and other intellectual property and proprietary and moral rights related thereto, and these and any other similar rights in any jurisdiction relating to the Licensed Product.
- 1.7. “Licensed Products” means the Software identified on an applicable Order Form, any Content (whether included in such Software or separately provided), the Documentation and the Media.
- 1.8. “Licensor” means Wolters Kluwer Financial Services, Inc. or any non-United States affiliated company that is named as the “licensor” or “services provider” in any Order Form or written license and/or services agreement with Customer.
- 1.9. “Media” means the physical media on which the Software and Documentation are recorded or printed, as provided by Licensor to Customer.
- 1.10. “Order Form” means Licensor’s then current order form for Software or its then current Services, all of which refer to and are governed by this Agreement, completed and signed by Customer and Licensor.
- 1.11. “Services” means the services (other than Support) provided by Licensor under this Agreement, as requested by Customer, accepted by Licensor and described in one or more Order Forms.
- 1.12. “Software” means (a) the TeamMate® electronic audit management software suites, only in machine readable, executable (object code) format, including the features, functions, designs and any Content included therein, (b) the TeamMate® Analytics Software, only in machine readable, executable (object code) format, including the features, functions, designs and any Content included therein (c) any Updates or Versions that may be provided by or on behalf of Licensor to Customer during the applicable Support Period, and (d) any complete or partial copies thereof permitted to be made by this Agreement.
- 1.13. “Support” means Licensor’s then current support and maintenance services program for the Software, as further described in Section 8.
- 1.14. “Support Period” means the period during which Licensor provides support services under the terms of this Agreement and as set out in the Order Form, for which Customer has paid the applicable fee(s).
- 1.15. “Update” means any updates, enhancements, improvements, corrections, service packs or

other modifications of or to the Software that are released by Licensor for general distribution to Software licensees as a part of Support during the period for which Customer has purchased Support, but which are not new major Versions. An Update is generally denoted by Licensor by a change to the right of the first decimal point in the Software version number (for example, Version 1.0 to 1.1).

- 1.16. “Use” or “Using” means (a) to install, load, download, execute, access, utilize, display or store the Software or information therein, or interact with its functionality or processing capabilities in accordance with the terms of this Agreement, and (b) to read, process and utilize the Documentation and process the Media in connection with Use of the Software in accordance with the terms of this Agreement.
- 1.17. “User” means each individual employee of Customer or its authorized agents or subcontractors who Uses the Licensed Products as operated or made available by or through Customer, regardless of whether such individual is actively Using the Software at any given time.
- 1.18. “Version” means any new version or upgrade of the Software that contains substantial and significant enhancements, or other substantial changes in functionality or performance as compared to the previous version (if any) and which is designated by a numeric change to left of the decimal (e.g., Version 8.0 and 9.0).

Section 2. License Grant

- 2.1. General. Effective upon Customer’s payment of the Initial Fees, Licensor hereby grants to Customer a non- exclusive, perpetual and non-transferable license to Use the Licensed Products, on and subject to the terms and conditions of this Agreement. Licensor reserves all rights in and to the Licensed Products not expressly granted in this Agreement.
- 2.2. Internal Use Limitation. Customer may Use and permit its Users to Use the Licensed Products only for Customer’s own internal business purposes. Other than Users authorized hereunder, Customer shall not permit any third party to Use the Licensed Products in any way whatsoever. Except as expressly authorized by Section 3 of this Agreement, Customer shall not, and shall not permit any User to, offer or Use the Licensed Products for the benefit of any affiliated or unaffiliated third parties, including in any computer service business, service bureau arrangement, outsourcing or subscription service, time sharing or other participation arrangement.
- 2.3. Number of Users. Customer shall not Use, or permit the Use of, any Licensed Products by more than the maximum number of Users specified in the applicable Order Form (as the same may be adjusted pursuant to an Order Form amendment or supplement or Sections 3.3 and 4.4 hereof), whether or not such Users are actively Using the Licensed Products at the same time.
- 2.4. Copies. Customer may make a reasonable number of back-up copies of the Software for Customer’s archival or disaster recovery purposes only and not for production, development,

evaluation or testing purposes (other than to ensure that such back-up copies are capable of replacing the Software in case of a disaster). Such copies shall be the property of Licensor and Customer shall not remove from, deface or overprint on the original Software any Licensor copyright notices, trademarks, logos, legends or other similar proprietary designations, and shall accurately reproduce all of the same on any permitted copies. Customer shall keep exclusive possession of and control over the copies of the Licensed Product in its possession and shall effect and maintain adequate security measures to safeguard the Licensed Product from access or Use by any unauthorized person or person who is not an authorized User hereunder.

Section 3. Limited Third Party Use of Licensed Products

- 3.1 Affiliate Use. Any Customer Affiliate may Use the Licensed Products, provided that (a) such Customer Affiliate Uses the Licensed Products only for its own and/or Customer's internal business purposes strictly in accordance with all of the terms and conditions set forth in this Agreement (including, without limitation, Section 2.3 above), and (b) Customer Affiliate agrees to comply with and be bound by the terms of this Agreement. Customer hereby agrees to be fully responsible and liable for each and every Customer Affiliates' (and its Users) full compliance with the terms and conditions of this Agreement, such that any breach of the terms of this Agreement by any such Affiliate (or its Users) shall be deemed a breach by Customer.
- 3.2 Use by Third Party Service Providers. Customer may permit Use of the Licensed Products by its third party service providers or consultants, including any third parties providing Customer with outsourcing, data center management or disaster recovery services ("Service Providers"), provided that such Service Providers (a) Use the Licensed Products only for Customer's internal business purposes and (b) agree to comply with and be bound by the terms of this Agreement. Customer hereby agrees to be fully responsible and liable for each and every Service Providers' (and its Users) full compliance with the terms and conditions of this Agreement, such that any breach of the terms of this Agreement by any such Services Provider (or its Users) shall be deemed a breach by the Customer.
- 3.3 User Count and License Fee Adjustments. Any individuals afforded rights to Use the Licensed Products pursuant to Sections 3.1 or 3.2 shall be counted as Users for all purposes under this Agreement. Customer shall advise Licensor promptly upon any increase in the total number of Users as a result of any such Affiliate or Service Provider Use and shall pay to Licensor any required additional License fees at Licensor's then current applicable rates. No such adjustments shall be required for any incidental access to information in, from or generated by the Software required or requested by any external financial auditor of Customer or any Affiliate, or any representative of any governmental, accreditation or regulatory body in the course of their normal regulatory, investigative or professional duties for or with respect to Customer or any Affiliate.

Section 4. Unauthorized Use of Licensed Products

- 4.1 No Modification or Reverse Engineering. Customer shall not, and shall not allow any User, Affiliate or Service Provider to, (a) modify, port, adapt or translate or create any derivative works from or based on the Licensed Products, in whole or in part, (b) reverse engineer, decompile, disassemble or otherwise attempt to reduce the object code to or discover the source code of the Software, or (c) combine or merge the Software with, or incorporate it into, any other software. This prohibition shall not apply to the extent that applicable law affords Customer the right to decompile the Software if and as necessary to render it interoperable with other software licensed or used by Customer, provided that Customer first requests such interoperability information from Licensor and complies with any reasonable conditions, including payment of any reasonable fees and expenses then generally charged by Licensor to its customers for the same. Customer's Use of the Software to process Customer information or tasks and produce activity lists, schedules or reports which the Software enables and for which it is intended will not be deemed to constitute creation of derivative works or violations of this Section 4.1.
- 4.2 No Transfer or Assignment. Except as may be otherwise expressly provided in Section 3, Customer shall not (a) sublicense, assign or transfer the Software in whole or in part to any third party, or (b) assign or transfer to any third party any of Customer's rights or interests in and to the Software, including through any lease, rental, subscription, lending, pledge, security interest or shared participation arrangement with or in favor of any third party.
- 4.3 Additional Customer Responsibilities. Customer shall maintain, and promptly provide to Licensor upon its request, accurate User lists and other reasonably detailed records regarding Use of the Software by or for Customer. If Customer becomes aware of any unauthorized Use of all or any part of the Licensed Products, Customer shall notify Licensor promptly, providing reasonable details. Customer will remain responsible for any unauthorized Use of the Licensed Products by any individuals employed by, acting as authorized agents of or performing services for Customer or its Affiliates (including any of their respective service providers).
- 4.4 Verification Rights. Upon reasonable prior notice to Customer not more than once every twelve (12) months, Licensor may conduct an audit, using its own or third party personnel, to review that Customer's Use of the Licensed Products complies with this Agreement, including the number of licensed Users under this Agreement and the applicable Order Form(s). Licensor will conduct any such audit during Customer's normal business hours and in accordance with Customer's reasonable site security requirements. If any such audit or any other Customer-provided information reveals that Customer has underpaid any license or Support fees, then as a non-exclusive remedy, Licensor may invoice Customer for, and Customer will pay, such additional fees as are thereby determined to be payable, based on Licensor's then effective list prices. If such underpayment exceeds five percent (5%) of the total fees paid *or due and payable* by Customer under this Agreement, Customer also shall reimburse Licensor for its reasonable costs actually incurred in conducting the verification.

Section 5. Proprietary Rights

- 5.1 Ownership of Licensed Products. Customer acknowledges that Licensor is and will remain the sole and exclusive owner of all Intellectual Property Rights. Customer shall have no rights, title or interest therein or thereto, other than the limited license expressly set forth in this Agreement.
- 5.2 Ownership of Customer Data. Nothing in this Agreement shall be construed as granting Licensor any right, title or interest in or to any Customer-provided data or other content or information input into or processed using the Licensed Products.
- 5.3 Ownership of Other Materials. Licensor shall be the exclusive owner of all rights, title and interests, including all Intellectual Property Rights, in and to (i) the Licensed Products, (ii) any and all translations, adaptations, developments, enhancements, improvements, Updates, Versions, customizations or other modifications or derivations of or to the Licensed Products, whether or not developed by or for the Customer, and (iii) any suggestions, ideas, enhancement requests, feedback, or recommendations provided by or on behalf of Customer. In providing any customized report template or other customized work product deliverables in connection with its provision of Services hereunder, Licensor does not and shall not be deemed to transfer to Customer any Intellectual Property Rights therein, whether as “work-for-hire” or otherwise, other than the right to Use the same in accordance with this Agreement as part of the Licensed Products. Customer hereby assigns, grants and conveys to Licensor all rights, title and interests in and to any and all such materials, effective upon their creation or communication. Customer will execute and deliver to Licensor such further assignments and take all such further actions as Licensor may reasonably request to effect or evidence the assignment to and vesting in Licensor of all such rights.
- 5.4 No Contest. Neither Party shall pursue any claims contesting, make any filings or registrations inconsistent with or otherwise take any actions to challenge the respective intellectual property rights of the other Party as set forth in this Section 5.

Section 6. Confidential Information

- 6.1. Nature and Scope. Customer’s (i) financial and audit working papers and related documentation, and (ii) all data and other information identified as confidential by Customer, are confidential information of Customer. Customer agrees that the Licensed Products constitute trade secrets and confidential information of Licensor. “Confidential Information” includes any Licensor internal policies, procedures or third party audit or attestation reports and all information that is or reasonably should be understood to be confidential, proprietary, or generally not available to the public, whether furnished or made available before or after the date of this Agreement, and regardless of its form, format, media or mode of disclosure (written, visual, electronic or other).

- 6.2. Obligations. Each party will keep all Confidential Information of the other Party strictly confidential. Each party agrees to use the same care to protect the Confidential Information of the other as it employs with similar information of its own (but in no event less than reasonable care). Neither party will disclose any Confidential Information of the other party, except that each party may disclose Confidential Information of the other to its employees, subcontractors or agents who have a need to know such information, provided that, prior to such disclosure, the disclosing party requires that each such employee, subcontractor or agent agree to the restrictions on use and disclosure of Confidential Information set forth in this Agreement. The parties further agree that they will use Confidential Information solely for the purposes for which such information, or access to it, is provided pursuant to the terms of this Agreement. Upon any termination of this Agreement or otherwise promptly after the disclosing party's reasonable request, the receiving party shall either return to the disclosing party or destroy and certify in writing to such party the destruction of any and all Confidential Information of such party in the receiving party's possession. For the purpose of this Section 6, with respect to Customer, "party" shall include any Affiliate of Customer who has Users hereunder. In addition, Customer and its Affiliates (if applicable) shall be responsible for full compliance of any of their Service Providers' or Users' full compliance with the confidentiality obligations hereunder. These confidentiality obligations shall survive for a period of five (5) years after Customer's termination of Support of the Software.
- 6.3. Exceptions. Confidential Information shall not include information which is: (i) independently developed by the party without the benefit of the other's disclosure or is already known by the party at the time of disclosure; (ii) approved for release by the other's written authorization or is rightfully received by the party from a third party without any obligation of confidentiality; (iii) public knowledge without the wrongful act or breach of this Agreement by either party; or (iv) disclosed pursuant to the requirements of a governmental agency or court order.

Section 7. Order, Delivery and Payment

- 7.1 Order, Delivery, Installation. Customer may order Software licenses, Support and/or Services by submitting one or more signed Order Forms to Licensor. After its acceptance of a Software Order Form, Licensor will either deliver the Software to Customer at the locations provided therein or permit the Customer to download the Software from an FTP site identified in such Order Form. Customer will be responsible for installation of the Software, except to the extent Licensor agrees to provide such Services in accordance with Section 9 and pursuant to an Order Form. Acceptance will be deemed to occur on Customer's receipt or downloading of Licensed Products, Customer's order or renewal of Support or Licensor's performance of Services, as applicable. Licensor will bear all risk of loss for Licensed Products until their delivery to or downloading by Customer.
- 7.2 Payment and Taxes. All fees and expenses are quoted and invoiced in the currency specified

in the applicable Order Form. All invoiced amounts are due and payable by Customer within thirty (30) days after the invoice date. Fees and other charges described in the applicable Order Form, do not include federal, state or local sales, foreign withholding, use, property, excise, service, value added or similar taxes (“Tax(es)”) now or hereafter levied, all of which shall be for Customer’s account. With respect to state/local sales tax, direct pay permits or a valid tax-exempt certificates must be provided to Licensor prior to the execution of this Agreement. If Licensor is required to pay Taxes, Customer shall reimburse Licensor for all such amounts. Customer hereby agrees to indemnify Licensor for any such Taxes and related costs, interest and penalties paid or payable by Licensor.

Section 8. Support

- 8.1 Support Term and Fees. The initial term for Support of the Software will commence on the Effective Date and continue for such initial Support Period as shown on the applicable Order Form. Support will automatically renew for successive one (1) year renewal terms unless and until terminated as provided in Section 8.5. Unless otherwise provided in the Order Form, Support will be provided to Customer at no additional charge during the initial twelve (12)-month term following the Effective Date. Support fees for each successive Support renewal term are payable by Customer annually in advance. At the request of Licensor, Customer will provide Licensor with an update and/or confirmation of the number of Users of the Software and to the extent such number of Users has increased, Customer will pay Licensor such increased license fees and Support as required hereunder.
- 8.2 Licensor Support Obligations. Throughout the applicable Support Period, provided that Customer is not then in default of its obligations under this Agreement (including payment obligations) and subject to the exclusions set forth in Section 8.4, Licensor will provide or cause to be provided the following Support services: (a) telephone help-desk, and electronic and/or remote access support to assist Customer in its Use of the Software and respond to any reported failures of the Software to conform to Section 10.2 (provided that this support shall not be in lieu of obtaining training with respect to the Licensed Product, for which there is a Service charge); (b) provision of such Updates and Versions as Licensor from time to time produces and distributes generally to Software licensees under Support for no additional fees; and (c) such other support services as Licensor provides generally to licensees as part of its then current Software support and maintenance program.
- 8.3 Customer Responsibilities. Throughout the applicable Support Period, Customer will: (a) at its expense, maintain an approved, secure internet connection and such other compatible devices as needed to enable Licensor to gain remote access, with Customer’s consent, to the computer system(s) on which the Software is installed for diagnostic, error notation and correction and other support purposes; (b) cooperate with Licensor in investigating and seeking to identify the cause of any claimed failure of the Software to perform in accordance with this Agreement; (c)

allow such other remote and/or on-site access to the Software and to Customer's systems as may be reasonably required for Licensor to perform Support activities and (d) install all Updates and/or Version of the Software within at least eighteen (18) months of their release by Licensor. Licensor's obligation to provide the Support described in Section 8.2 above shall not apply to the extent Customer is not in full compliance with this Section 8.3. Customer acknowledges that the failure to timely install any Updates and/or Versions shall excuse Licensor's warranty and indemnity obligations herein, if and to the extent any performance or infringement issues thereby would have been avoided or mitigated by Customer's installation of such Updates and/or Versions.

- 8.4 Exclusions. Licensor Support will not include: (a) resolution of problems resulting from: (i) any modification of or damage to the Software or its operating environment, (ii) Customer's failure to operate the Software in an approved hardware and software environment or otherwise in accordance with applicable Licensor Documentation, or (iii) Customer's failure to implement any Updates provided by Licensor within the period of time required in Section 8.3(d); (b) new Versions of the Software for which Licensor establishes and generally charges Software licensees a separate license fee; (c) the provision of any Updates or other program Support described in Section 8.2, if Customer is in default with respect to payment of Support fees; or (d) Services, including but not limited to any installation, implementation and other Services.
- 8.5 Support Termination. Either party may terminate Support under this Agreement as of the end of the initial Support Period, or as of the end of any renewal term, by written notice to the other party at least ninety (90) days prior to the end of such applicable Support Period and/or renewal term. If Customer's license to use any of the Software is terminated for any reason, Support will terminate automatically as to such Software. If Licensor terminates Support in accordance with this Section 8.5, other than in the circumstance of a breach of this Agreement by Customer, Customer will be entitled to receive a pro-rata refund of any prepaid Support fees for any period beyond the termination effective date.

Section 9. Services

- 9.1 General. Licensor offers consulting services relating to the Licensed Products, including installation and implementation services, configuration or customization of templates or reports and training for Customer personnel. Licensor will provide (a) any required initial implementation Services, as provided in the Order Form for the Licensed Products, and (b) all other Services, at Customer's election and following Customer's signature and Licensor's acceptance of an Order Form describing the nature, scope, project assumptions, fees, duration, location(s) of the covered Services, in each case in accordance with and subject to the terms and conditions of this Agreement.
- 9.2 Services Performance; Customer Support. In performing Services, Licensor may assign Licensor personnel, authorized agents or qualified third-party contractors who are proficient in

the provision of Services relating to the Licensed Products ("Consultants"). Licensor will be responsible for the observance by such Consultants of Licensor's obligations hereunder, including the confidentiality obligations in Section 6 herein. Customer agrees to provide the information, facilities, personnel and equipment, including if applicable suitably configured computers, reasonably identified by Licensor as essential to the performance of any Services. Customer may require Licensor's personnel in performing any Services to observe at all times the safety and security policies of Customer. Customer shall advise Licensor of any hazards to the health and safety of Licensor's personnel on the Customer's premises and provide Licensor's personnel with appropriate information regarding applicable safety and security procedures.

- 9.3 Services Pricing. Unless otherwise provided in the applicable Order Form, all Services shall be provided on a time and expense/materials basis at Licensor's then current rates. Licensor reserves the right to impose a higher rate for Services performed upon the request or with the approval of Customer in excess of a forty (40) hour week or during weekend or holiday periods. Estimates are provided for Customer's information only and are not guaranteed. Customer shall pay or reimburse Licensor for all reasonable travel and other out-of-pocket expenses incurred in connection with Licensor's performance of Services hereunder.

Section 10. Limited Warranties and Disclaimers

- 10.1 Authority. Each party represents to the other that such party has the full corporate power and authority to enter into and perform this Agreement.
- 10.2 Software and Media. Licensor warrants to Customer that, for a period of ninety (90) days from its delivery date, (a) the Software will perform substantially in accordance with the material functional specifications contained in the Documentation in effect at the time of delivery to Customer when such Software is properly installed and Used on the recommended operating system, and (b) the Media on which the Software is furnished, if any, will be free from material defects under normal use. Licensor's entire liability and the Customer's sole and exclusive remedy for breach of this Section 10.2 will be limited to either, at Licensor's option, replacement of the Software and Media, if any, at no charge to Customer or refund of the license fee paid by Customer and termination of this Agreement. The warranties in this Section 10.2 shall not apply if, and during the period that, any Licensed Products are provided to Customer for evaluation or trial use.
- 10.3 Services. Licensor warrants to Customer that all Services provided under this Agreement will be performed by competent personnel with appropriate experience in providing such Services.
- 10.4 Warranty Limitations. The preceding Licensor warranties do not apply to and, to the full extent permitted by law, Licensor shall have no responsibility for breaches of warranty to the extent arising from: (i) Customer operator errors; (ii) Customer hardware or operating system failures; (iii) the modification of the Software by any person other than Licensor (except as directed or

authorized by Licensor); (iv) the combination of the Software with products or services not provided by Licensor (except as directed or authorized by Licensor); (v) Use of any portion of the Software in a manner not permitted or contemplated by this Agreement or the Documentation; (vi) Use of an earlier Version of some or all of the Software other than the current Version or Use of Software without all Updates installed.

10.5 **DISCLAIMERS**. (a) EXCEPT FOR (i) THE WARRANTIES EXPRESSLY STATED ABOVE IN THIS SECTION 10 AND (ii) ANY WARRANTY, REPRESENTATION OR CONDITION TO THE EXTENT THE SAME CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW, LICENSOR AND ITS AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS MAKE NO REPRESENTATIONS OR WARRANTIES, AND EXPRESSLY DISCLAIM AND EXCLUDE ANY AND ALL WARRANTIES, REPRESENTATIONS AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, WHETHER ARISING BY OR UNDER STATUTE, COMMON LAW, CUSTOM, USAGE, COURSE OF PERFORMANCE OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, LICENSOR AND ITS AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS DO NOT WARRANT, AND EXPRESSLY DISCLAIM ANY REPRESENTATION OR WARRANTY, THAT THE LICENSED PRODUCTS, CONTENT, SUPPORT, SERVICES OR OTHER DELIVERABLES PROVIDED BY OR ON BEHALF OF LICENSOR WILL SATISFY CUSTOMER'S REQUIREMENTS OR THAT THEIR USE OR OPERATION WILL BE ERROR OR DEFECT FREE OR UNINTERRUPTED, OR THAT ALL SOFTWARE DEFECTS WILL BE CORRECTED. EXCEPT FOR THE EXPRESS WARRANTIES IN SECTION 10, (A) THE LICENSED PRODUCTS ARE PROVIDED "AS IS," WITH ALL FAULTS AND WITHOUT ANY GUARANTEES REGARDING QUALITY, PERFORMANCE, SUITABILITY, TIMELINESS, SECURITY, DURABILITY, INTEGRABILITY OR ACCURACY, AND (B) CUSTOMER ACCEPTS THE ENTIRE RISK OF AND RESPONSIBILITY FOR USE, QUALITY, PERFORMANCE, SUITABILITY AND RESULTS OF USE OF THE LICENSED PRODUCTS AND ITS OWN AUDIT APPROACH OR METHODOLOGY.

(b) NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY LICENSOR, ANY OF ITS AFFILIATES, DISTRIBUTORS, AGENTS, SUBCONTRACTORS OR SUPPLIERS OR THEIR RESPECTIVE EMPLOYEES, OFFICERS OR DIRECTORS WILL INCREASE THE SCOPE OR OTHERWISE ALTER THE TERMS OF ANY WARRANTY EXPRESSLY STATED IN THIS AGREEMENT OR CREATE ANY NEW REPRESENTATIONS, WARRANTIES OR CONDITIONS.

(c) TO THE EXTENT THAT ANY WARRANTIES, REPRESENTATIONS OR CONDITIONS CANNOT BE FULLY DISCLAIMED AND EXCLUDED UNDER APPLICABLE LAW AS CONTEMPLATED BY SECTION 10.5(a), THEN ANY DIFFERENT OR ADDITIONAL LEGALLY REQUIRED WARRANTIES, REPRESENTATIONS OR CONDITIONS, SHALL BE

LIMITED IN DURATION TO NINETY (90) DAYS FROM THE DATE OF SOFTWARE DELIVERY OR SERVICES PERFORMANCE, AS APPLICABLE.

Section 11. Indemnities

11.1 Infringement Indemnity.

(a) General. Licensor agrees (i) to defend Customer against or, at Licensor's option (subject to Section 11.2), settle any unaffiliated third party claim or action brought against Customer asserting that Customer's Use of all or part of the Licensed Products in conformity with this Agreement infringes such third party's copyrights or registered trademarks in the United States, Canada, Australia or the European Union or a third party's patents in the United States, and (ii) to indemnify Customer against actual damages and reasonable costs and expenses assessed against or recovered from Customer as a result of any such claim or action.

(b) Exclusions. Section 11.1(a) does not cover claims or actions based upon or arising out of: (i) Use of the Licensed Products in combination with other non-Licensor-provided products or programs with which the Licensed Products are not authorized or intended to be used; (ii) modification or alteration of the Software by Customer or for Customer by any person other than Licensor or its authorized agent; (iii) Use of the Licensed Products in breach of this Agreement or in a manner not consistent with or contemplated by the Documentation; or (iv) use of a superseded or altered Version of some or all of the Software if infringement would have been avoided or mitigated by the use of a subsequent unaltered Version (with all Updates) of the Software that is provided to Customer as part of Support.

(c) Licensor Cure. If all or part of the Licensed Products become, or in Licensor's opinion, are likely to become, the subject of a third party claim of infringement or violation of such third party's intellectual property rights, Licensor may, at its option: (i) procure for Customer the right to continue using the affected Licensed Products; (ii) replace the same with substantially equivalent, non-infringing materials; or (iii) modify the affected Licensed Products so that they become non-infringing without materially changing their functionality. If, in Licensor's opinion, none of the foregoing alternatives are feasible or commercially reasonable, Licensor may terminate Customer's license to the affected Licensed Products, require and accept return of the same, and refund to Customer the unamortized portion of the allocable Software license fees paid by Customer with respect thereto (based on a five-year estimated useful life) and the unused portion of any Customer prepaid, related Support fees.

(d) Exclusive Remedy. To the maximum extent permitted by applicable law, the provisions of this Section 11.1 state the sole, exclusive and entire liability of Licensor and its affiliates, distributors, agents, subcontractors and suppliers, and Customer's sole remedy, with respect to any actual or claimed infringement or other violation of any third party's intellectual property rights.

11.2 Indemnification Procedures. The indemnity in this Section 11 is contingent upon: (i) Customer

promptly notifying the Licensor in writing of any claim which may give rise to a claim for indemnification; (ii) Licensor being allowed to control the defense and settlement of such claim; and (iii) Customer cooperating with all reasonable requests of Licensor (at Licensor's expense) in defending or settling a claim. Customer shall have the right, at its option and expense, to participate in the defense of any suit or proceeding through a counsel of its own choosing. Licensor may settle any such claim, provided that no settlement of any claim admitting liability of, or imposing duties or restrictions upon, Customer, other than for payment of monetary amounts for which Licensor agrees to be responsible or for termination of Customer's Use of the Software in accordance with Section 11.1, may be effected without the prior written consent of the Customer, which shall not be unreasonably withheld or delayed. The indemnities in this Section 11 shall not apply if, and during the period that, any Licensed Products are provided to Customer for evaluation or trial use.

Section 12. Limitations of Liability

- 12.1 Internet Exclusion. THE SOFTWARE MAY BE USED TO ACCESS AND TRANSFER INFORMATION OVER THE INTERNET. CUSTOMER ACKNOWLEDGES AND AGREES THAT LICENSOR AND ITS AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS DO NOT OPERATE OR CONTROL THE INTERNET AND THAT (I) VIRUSES, WORMS, TROJAN HORSES, OR OTHER UNDESIRABLE DATA OR SOFTWARE, OR (II) UNAUTHORIZED USERS (E.G. HACKERS), MAY ATTEMPT TO OBTAIN ACCESS TO AND DAMAGE CUSTOMER'S DATA, WEBSITES, COMPUTERS OR NETWORKS. LICENSOR SHALL NOT BE RESPONSIBLE FOR PREVENTION OR EFFECTS OF SUCH ACTIVITIES.
- 12.2 Customer Responsibility; Professional Advice. CUSTOMER ASSUMES ALL RESPONSIBILITIES AND RISKS, FOR ITSELF AND ALL USERS, REGARDING: (I) ALL DATA AND INFORMATION COLLECTED, USED OR INCLUDED IN OR PROCESSED, ACCESSED OR STORED WITH THE LICENSED PRODUCTS; (II) THE PREPARATION, ACCURACY, REVIEW AND USE OF RESULTS OBTAINED THROUGH USE OF THE SOFTWARE OR ANY CONTENT, AND ANY DECISIONS OR ADVICE MADE OR GIVEN TO ANY PARTY BASED ON THE USAGE OF THE LICENSED PRODUCT. LICENSOR AND ITS AFFILIATES, DISTRIBUTORS, AGENTS, SUBCONTRACTORS AND SUPPLIERS ARE NOT ENGAGED IN RENDERING AUDITING, ACCOUNTING, LEGAL OR OTHER PROFESSIONAL OR EXPERT ADVICE OR SERVICES AND ARE NOT RESPONSIBLE FOR HOW THE LICENSED PRODUCT IS USED, THE RESULTS AND ANALYSIS DERIVED BY CUSTOMER BY USE OF THE LICENSED PRODUCT AND ANY DECISIONS THE CUSTOMER MAY TAKE BASED ON CUSTOMER'S USAGE OF THE LICENSED PRODUCT.
- 12.3 Damages Exclusion. EXCEPT AS OTHERWISE PROVIDED IN SCHEDULE A, AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER LICENSOR OR CUSTOMER, NOR THEIR RESPECTIVE AFFILIATES, DISTRIBUTORS, AGENTS, SUBCONTRACTORS OR

SUPPLIERS, WILL HAVE ANY LIABILITY WHATSOEVER FOR ANY LOSS OF SALES, PROFITS, BUSINESS, DATA, OR OTHER INCIDENTAL, CONSEQUENTIAL, INDIRECT, OR ANY EXEMPLARY, PUNITIVE OR SPECIAL LOSS OR DAMAGE, EVEN IF ADVISED OF THE POSSIBILITY OF THEIR OCCURRENCE, RESULTING FROM OR ARISING OUT OF OR RELATED TO THIS AGREEMENT, THE LICENSED PRODUCTS, CONTENT, SUPPORT OR ANY SERVICES RENDERED HEREUNDER, OR ANY OTHER CAUSE WHATSOEVER, REGARDLESS OF THE FORM OF THE CLAIM OR ACTION (WHETHER BASED ON CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER TORT, STATUTE OR OTHERWISE).

- 12.4 Limitations of Liability. Except for any indemnification liability arising under Section 11.1 of this Agreement, and except as otherwise provided in Schedule A, the entire and collective liability of Licensor and its affiliates, distributors, agents, subcontractors and suppliers, arising out of or related to this Agreement, the Licensed Products, Content, Support or Services, or any other cause whatsoever, including without limitation on account of performance or nonperformance of obligations under this Agreement, regardless of the form of the cause of action, whether in contract, tort (including without limitation negligence), statute or otherwise, shall in no event exceed the total fees paid to Licensor in the twelve-month period preceding the date such claim or cause of action first arose. The limitation of liability under this Section will be applied to the maximum extent permitted by applicable law.
- 12.5 Limitations Period. Any claim or cause of action arising under or otherwise relating to this Agreement, any Order Form, or the Licensed Products, Support, Services or other subject matter hereof or thereof, whether based on contract, tort (including negligence) or otherwise, must be commenced within one year from the date such claim or cause of action first arose.

Section 13. Term and Termination

- 13.1 Term. This Agreement will become effective upon Licensor's execution of the Order Form or, if earlier, the Effective Date, and will remain in force until terminated in accordance with the terms hereof.
- 13.2 Termination.
- (a) Either party may terminate this Agreement in its entirety, or in part with respect to an Order Form for Services, at any time upon thirty (30) days prior written notice, if the other party materially fails to comply with any of the terms and conditions of this Agreement and such failure is not cured by the end of such thirty (30)-day period. Licensor may terminate this Agreement immediately if Customer materially fails to comply with Sections 2, 3, 4, 5 or 6 of this Agreement.
 - (b) Unless otherwise specified by the parties in writing, either party may terminate this Agreement in part with respect to the delivery by Licensor of any of the Services upon thirty (30) days' advance written notice. Upon any such partial termination, Licensor shall advise Customer of the extent to which performance of a terminated Service has been completed through such

date. Licensor shall be paid for all work performed and expenses with respect to such Service through the date of termination.

- 13.3 Effects of Termination. Upon termination of this Agreement for cause by Licensor, including due to violation by Customer or Affiliates (or their respective Users) of Sections 2, 3, 4, 5, 6 or 10.1 or for failure to pay any license fee or contractually required Support Fee due hereunder or any applicable Order Form ("Licensor For-Cause Termination"), Customer shall immediately cease using the Licensed Products, return all of the Licensed Products (including all copies thereof, in whatever form) to Licensor, and return to Licensor all of its Confidential Information in tangible form, destroy or erase any computer entries, database entries and any other recordation of Licensor Confidential Information.
- 13.4 Survival. In the circumstance of a Licensor For-Cause Termination, all license rights granted under Sections 2 and 3 shall be terminated, provided Sections 4, 5, 6, 7 (to the extent payment is still due by Customer) 10.4, 10.5, 12, 13, 14 and 15 shall survive any such termination of the Agreement. In the circumstance of a Customer ceasing to maintain Support or expiration of the Agreement, Sections 2, 3, 4, 5, 6, 7 (to the extent payment is still due by Customer) 10.4, 10.5, 12, 13, 14 and 15 shall survive any such termination or expiration of the Agreement.

Section 14. Governing Law and Dispute Resolution

- 14.1 Governing Law. The Parties consent to the application of the Governing Law to govern, interpret and enforce all rights, duties and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles. Unless a different legal jurisdiction is denoted in an Order Form, the "Governing Law" shall be determined by the Customer's principal place of business, as follows: (i) in the North, South or Central America, except Canada: "the laws of the State of New York, U.S.A."; (ii) in Canada: "the laws in the Province of Ontario, Canada"; (iii) in Europe, the Middle East and Africa: "the laws of England & Wales," in which event the provisions of Schedule A shall apply to this Agreement; and (iv) in Asia Pacific: "the laws of New South Wales, Australia", in which event the provisions of Schedule B shall apply to this Agreement. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.
- 14.2 Injunctive Relief. Notwithstanding an agreement of the parties to submit disputes under this Agreement for resolution by arbitration, each party agrees that any actual or threatened breach by the other of its obligations under this Agreement relating to proprietary rights, confidentiality and non-disclosure of Confidential Information may cause irreparable damage for which legal remedies are inadequate, and each party agrees that the other may seek immediate injunctive or other equitable relief restraining such actual or threatened breach in any judicial forum, without the need to first secure a judgment or award and without the need to seek arbitration and follow any procedures related thereto.
- 14.3 Dispute Resolution Method and Venue. Unless otherwise provided in the Order Form, and

subject to Section 14.2, any dispute arising under or relating to the subject matter of this Agreement shall be submitted for resolution in the method and to the venue as follows. If Customer's principal place of business is located: (a) in the United States, disputes shall be submitted to a state or federal court in the Borough of Manhattan, New York City, New York; (b) in Canada, disputes shall be submitted to the federal or provincial courts in Toronto, Ontario; (c) in North, Central or South America, disputes shall be submitted for arbitration in Miami, Florida, U.S.A., under the rules of the American Arbitration Association; (d) in Europe, the Middle East and Africa, disputes shall be submitted to arbitration in London, England, under the Arbitration Rules of the London Court of International Arbitration; (e) in Asia Pacific, disputes shall be submitted to arbitration in Sydney, (NSW) Australia, under the rules of the Australian Commercial Disputes Centre Ltd.

14.4 Waiver of Jury Trial. EACH PARTY KNOWINGLY, VOLUNTARILY AND UNCONDITIONALLY WAIVES ITS RIGHT TO A JURY TRIAL FOR ANY CLAIM OR CAUSE OF ACTION DIRECTLY OR INDIRECTLY ARISING OUT OF OR RELATING TO THIS AGREEMENT, ANY RELATED DOCUMENTS, THEIR RESPECTIVE SUBJECT MATTER OR RELATED DEALINGS BETWEEN THE PARTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW.

14.5 Arbitration Procedures. The following procedures shall apply to any disputes under this Agreement or in regards to the Licensed Product to which arbitration applies as set forth in Section 14.3 above. Arbitration shall be conducted before a single arbitrator unless the amount in dispute exceeds the equivalent of US \$250,000, to be jointly selected and if the parties cannot agree on such single arbitrator within a period of 30 days after an arbitration proceeding has been filed, then the single arbitrator will be selected in accordance with the applicable arbitral body for the relevant jurisdictions set forth in Section 14.3 above. If the amount in dispute exceeds the equivalent of US \$250,000, it shall be decided by three arbitrators, one to be selected by each party and the two party-appointed arbitrators to agree upon the third. The arbitrator(s) must have experience with and knowledge of the licensing of software, and have been admitted to the practice of law for at least ten years. Under no circumstances are the arbitrators authorized to make awards contrary to the damages exclusions, liability limitation, remedial and other provisions of this Agreement. Any court having jurisdiction shall be entitled to enforce the agreement of the parties to arbitrate their disputes and enter judgment on any arbitral award hereunder.

Section 15. Miscellaneous Provisions

15.1 Export Controls. Customer acknowledges that the Licensed Products are subject to export controls under United States laws and regulations, including the Export Administration Regulations, 15 C.F.R. Parts 730-774, and may be subject to other applicable laws and regulations in other jurisdictions relating to export, re-export, import, transfer or other disposition of software and other technology (collectively, "Export Control Laws"). From and after Licensor's

delivery of the Licensed Products to Customer, Customer shall comply with any and all applicable Export Control Laws applicable to the Licensed Product.

- 15.2 Government Use. In the event that Customer is an agency of the United States Government or that a license granted hereunder is pursuant to a contract with either a defense or civilian agency of the United States Government, Customer acknowledges that the Software and Documentation, respectively, provided to Customer hereunder constitute commercial computer software and commercial computer software documentation developed at private expense and are subject to the terms and restrictions of this Agreement pursuant to FAR 27.405-3 and DFARS 227.7202. The contractor/manufacturer is Licensor, with an address set forth on the applicable Order Form.
- 15.3 Entire Agreement. This Agreement, including its Schedules and exhibits, together with all Order Forms, (i) collectively constitute the entire agreement between the parties, and (ii) supersede all prior agreements, understandings, proposals and communications, oral or written, relating to the subject matter of this Agreement. Any purchase order, requisition, work order, request for proposal or other document or record prepared, issued or provided by or on behalf of Customer relating to the subject matter of this Agreement is for administrative convenience only and will have no effect in supplementing, varying or superseding any provisions of this Agreement, regardless of any acknowledgement thereof by Licensor.
- 15.4 Precedence. In the event of any inconsistency or conflict between the terms and conditions of this Agreement and any Order Form, schedule, exhibit or other attachment, the order of precedence shall be as follows: first, the body of this Agreement; then, any applicable schedules or exhibits to this Agreement; then, any Order Form; then any exhibits or other attachments to any Order Form. In the event of conflict between this Agreement and any Order Form, the body of this Agreement shall govern and control, except to the extent such Order Form makes clear that this Agreement is being amended by such Order Form.
- 15.5 Severability. If any provision of this Agreement is held to be invalid, illegal or unenforceable, such provision shall be, to the maximum extent permitted by applicable law, construed or limited, and/or deemed replaced by a revised provision, to the extent (and only to the extent) necessary to render it valid, legal and enforceable and, as nearly as possible, to reflect and achieve the parties' intentions in agreeing to the original provision. If it is not possible to so construe, limit or reform any such provision, then the invalid, illegal or unenforceable provision shall be severed from this Agreement. The remaining provisions of this Agreement shall be unaffected thereby and shall continue in full force and effect.
- 15.6 Amendment; Waiver. This Agreement may be modified or amended by a writing expressly identified as an amendment and signed by both parties. Unless otherwise provided in an amendment, Licensor reserves the right to modify, in its discretion, the terms in the body of this Agreement in connection with (i) the general release of future versions, updates, or upgrades of the Software; and/or (ii) the issuance of invoices for Services. Customer will be provided an

- opportunity to review and accept or reject any modified Agreement, but continued use of the Software will be subject to Customer's acceptance of such modified Agreement.
- 15.7 No Third Party Beneficiary. No third party is intended to be or shall be a third party beneficiary of any provision under this Agreement. Licensor and Customer shall be the only parties entitled to enforce the rights set out in this Agreement.
- 15.8 Assignment. Customer may not assign or transfer this Agreement or any rights or obligations hereunder, without the prior written consent of Licensor, except that, after reasonable prior notice thereof to Licensor, Customer may assign or transfer its rights and obligations under this Agreement to an Affiliate of Customer or to a successor to its business to which this Agreement relates.
- 15.9 Force Majeure. Except for payment obligations, neither party will be liable to the other for any failure or delay in performing its obligations under this Agreement due to any cause beyond its reasonable control, including, without limitation, fire, flood, earthquake or other natural catastrophes, acts of war, terrorism or civil disobedience, governmental acts, laws or regulations, embargoes, labor strikes or difficulties, failures of third party suppliers, acts or omissions of carriers, transmitters, providers of telecommunications or Internet services, vandals, hackers, transportation stoppages or slowdowns or the inability to procure parts or materials. Each party will use reasonable efforts to give written notice to the other promptly after becoming aware of any condition or event causing any such excusable performance failure or delay.
- 15.10 Insurance. During any period in which it is performing Services for Customer, Licensor will maintain (a) workers' compensation with such coverage amounts at least equal to that legally required in jurisdictions in which such Services are being performed, and (b) general liability insurance in commercially reasonable amounts covering liability for bodily injury, death and property damage. Upon written request, Licensor shall promptly provide written confirmation of such insurance coverage.
- 15.11 Independent Contractor. Each party's relationship to the other is that of an independent contractor. Nothing in this Agreement, and no course of dealing between the parties, shall be construed to create a partnership, joint venture or employment or agency relationship between the parties or between Customer and any Licensor employee, agent or contractor. Neither party has any authority to bind, incur liability for or otherwise act on behalf of the other party, and neither party will represent or imply that it has any such authority.
- 15.12 Notices. All notices under this Agreement shall be in writing and shall be deemed to have been received upon personal delivery, by facsimile (followed by delivery of a hard copy thereof within five (5) business days of such facsimile), by commercial overnight courier service, or five (5) business days after mailing by certified or registered mail to the address for such party provided in the Order Form.
- 15.13 Electronic Documents. Any document in electronic format or any document reproduced from an

electronic format shall not be denied legal effect, validity, or enforceability solely for that reason and shall meet any requirement to provide an original or print copy.

Schedule A - This Schedule applies in the event the laws of England & Wales are the Governing Law of this Agreement.

1. Section 10.5(a) (Disclaimers) is replaced in its entirety with the following: “The warranties, terms and conditions stated in this Agreement are in lieu of all other conditions, warranties or other terms concerning the supply or purported supply of, failure to supply or delay in supplying the Licensed Products or any Support or Services which, but for this Section 10.5, might have effect between Licensor and Customer or would otherwise be implied into or incorporated into this Agreement or any collateral contract, whether by statute, common law or otherwise, all of which are hereby excluded (including, without limitation, the implied conditions, warranties or other terms as to satisfactory quality, fitness for purpose or as to the use of reasonable skill and care). Licensor does not warrant that the Licensed Products will be suitable for Customer’s requirements nor that any use will be uninterrupted or error free.”

2. Section 12.3 is replaced in its entirety with the following:

“Section 12.3. (i) Nothing in this Agreement shall exclude or limit Licensor’s liability for (1) fraud (2) death or personal injury caused by its negligence (including negligence as defined in section 1 of the Unfair Contract Terms Act 1977), (3) any breach of the obligations implied by s.12 Sale of Goods Act 1979 or s.2 Supply of Goods and Services Act 1982 or (4) any other liability which cannot be excluded or limited by applicable law.

(iii) Save as provided in Section 12.3(a)(i), Licensor shall have no liability for:

(1) loss of income or revenue;

(2) loss of use of money;

(3) loss of actual or anticipated profits;

(4) loss of anticipated savings;

(5) loss of opportunity;

(6) loss of goodwill or reputation;

(7) loss of, damage to or corruption of data; or

(8) any indirect or consequential loss or damage of any kind, In each case howsoever arising, whether such damage was foreseeable or in the contemplation of the parties and whether arising in or for breach of contract, tort (including negligence), breach of statutory duty, indemnity or otherwise.”

3. Section 12.4 is replaced in its entirety with the following: “Save as provided in Section 12.3(a)(i), the maximum aggregate liability of Licensor under or in connection with this Agreement or any collateral contract, whether arising in contract, tort (including negligence) or otherwise, shall in no circumstances exceed a sum equal to 100% of the license fee and the fees for any services payable by the Customer under this Agreement. This Section 12.4 shall not apply to the indemnities in Section 11.”

The first sentence of Section 15.7 (No Third Party Beneficiary) is replaced in its entirety with the following:
“The Contract (Rights of Third Parties) Act 1999 shall not apply to this Agreement.”

To Section 15.3 (Entire Agreement), the following sentences are added: “Each party agrees and undertakes to the other party that the only rights and remedies available to it arising under or in connection with this Agreement or its subject matter shall be for breach of contract as provided in these terms and conditions. Nothing in this clause shall limit or exclude any liability for fraud or the tort of deceit.”

Schedule B – This Schedule applies in the event the laws of New South Wales, Australia, are the Governing Law of this Agreement.

To Section 2.1 (License) the following sentence is added: “All powers (if any) conferred on Customer by section 26 of the Trade Marks Act 1995 (Cth) are expressly excluded.”

The second sentence of Section 2.4 is revised to read in its entirety: “Except as expressly permitted by this Agreement, and except as to the extent that applicable laws (including the Copyright Act 1968 (Cth)) prevent the Licensor from restraining the Customer from doing so, Customer shall not (and shall not allow any third party to) otherwise copy, or modify, decompile, disassemble or otherwise reverse-engineer the Software.”

To Section 12, the following provision is added as Section 12.6: “CERTAIN LEGISLATION, INCLUDING THE *TRADE PRACTICES ACT 1974* (CTH), MAY IMPLY WARRANTIES OR CONDITIONS OR IMPOSE OBLIGATIONS UPON LICENSOR WHICH CANNOT BE EXCLUDED, RESTRICTED OR MODIFIED OR CANNOT BE EXCLUDED, RESTRICTED OR MODIFIED EXCEPT TO A LIMITED EXTENT. THIS AGREEMENT MUST BE READ SUBJECT TO THESE STATUTORY PROVISIONS. IF THESE STATUTORY PROVISIONS APPLY, TO THE EXTENT TO WHICH LICENSOR IS ENTITLED TO DO SO, LICENSOR LIMITS ITS LIABILITY IN RESPECT OF ANY CLAIM UNDER THOSE PROVISIONS TO: (i) IN THE CASE OF GOODS, AT LICENSOR'S OPTION: (a) THE REPLACEMENT OF THE GOODS OR THE SUPPLY OF EQUIVALENT GOODS; (b) THE REPAIR OF THE GOODS; (c) THE PAYMENT OF THE COST OF REPLACING THE GOODS OR OF ACQUIRING EQUIVALENT GOODS; (d) THE PAYMENT OF THE COST OF HAVING THE GOODS REPAIRED; AND (ii) IN THE CASE OF SERVICES, AT LICENSOR'S OPTION: (a) THE SUPPLYING OF THE SERVICES AGAIN; OR (b) THE PAYMENT OF THE COST OF HAVING THE SERVICES SUPPLIED AGAIN.”

Sections 10.2, 10.3, 10.5, 12. 1, 12.2, 12.3, 12.4 and 12.5 shall be subject to the foregoing (Section 12.6).

Hosting Addendum – This Hosting Addendum applies in the event Customer is obtaining Hosting Services.

THIS HOSTING ADDENDUM TO THE GLOBAL LICENSE, SUPPORT AND SERVICES AGREEMENT (THIS “ADDENDUM”) SETS FORTH ADDITIONAL TERMS AND CONDITIONS APPLICABLE TO LICENSOR’S PROVISION OF THE HOSTING SERVICES (AS DEFINED BELOW) FOR THE SOFTWARE LICENSED BY CUSTOMER UNDER THE GLOBAL LICENSE, SUPPORT AND SERVICES AGREEMENT (THE “GLSSA”). THIS ADDENDUM IS HEREBY INCORPORATED BY REFERENCE INTO THE GLSSA, WHICH SHALL GOVERN LICENSOR’S PROVISION OF THE HOSTING SERVICES (INCLUDING BUT NOT LIMITED TO ALL LIMITATIONS OF LIABILITY AND DISCLAIMERS OF WARRANTY) EXCEPT AS EXPLICITLY SET FORTH HEREIN. IN THE CASE OF ANY CONFLICT BETWEEN THIS ADDENDUM AND THE GLSSA, THE TERMS OF THIS ADDENDUM SHALL TAKE PRECEDENCE WITH REGARDS TO THE HOSTING SERVICES. ANY CAPITALIZED TERMS USED BUT NOT DEFINED HEREIN SHALL HAVE THE MEANING SET FORTH IN THE GLSSA.

Section 1. Hosting Services

- 1.1 General. During the Hosting Term (as defined below), Licensor shall use commercially reasonable efforts to host the Hosted Software and provide access to the same via the Internet (the “Hosting Services”). The Hosting Services shall be considered “Services” as such term is defined in the GLSSA. “Hosted Software” means the Software that is hosted by Licensor and made available to Customer via the Internet. If Customer selects “Full Hosting” on an Order Form, the Hosted Software shall include all components of the Software. If Customer selects “Lite Hosting,” then the Hosted Software shall consist only of the server portion of the Software, and Customer shall host the client portion of the Software.
- 1.2 Updates. During the Hosting Term, Licensor shall be responsible for installing Updates to the Hosted Software in a timely manner. Therefore, the requirements for Customer to install or have installed Updates set forth in Sections 8.3, 8.4, 10.4, and 11.1(b) shall not apply to the Hosted Software during the Hosting Term. If Customer has selected “Lite Hosting,” then Customer shall continue to be responsible for installing Updates to any client portion of the Software.
- 1.3 Requirements. Licensor shall make the Hosted Software accessible to Customer’s computers with Internet access. Unless set forth otherwise in a written agreement between Licensor and Customer, Customer shall provide, at Customer’s own expense, all necessary hardware, software applications and Internet connectivity, as referenced in any Documentation or an Order Form, necessary to access and use the Hosted Software. This includes, but is not

limited to, Microsoft Office or other similar types of software. Furthermore, Customer shall maintain Support at all times during the Hosting Term.

- 1.4 Maintenance. Licensor reserves the right to perform scheduled and unscheduled maintenance on the Hosted Software from time to time. Licensor will use commercially reasonable efforts to give notice of scheduled downtimes to Customer prior to such downtimes.
- 1.5 Third Parties. Licensor may host the Hosted Software on its own servers or may use a third party to host the Hosted Software.

Section 2. Data

Customer shall be solely responsible for each User that accesses the Hosted Software, and for all data created by use of or access to the Hosted Software or stored in the Hosted Software (the “Data”). Customer grants, and will grant as such comes into existence, to Licensor a non-exclusive, non-transferable, royalty-free, worldwide license to access, copy, modify, create derivative works from, and otherwise use the Data for the purposes of administering the Hosted Software, Customer’s access to the Hosted Software, and as otherwise required for performing Licensor’s obligations under this Addendum. Customer shall defend, indemnify and hold Licensor and its Affiliates harmless from any claim, action, suit, damage, judgment or cost, including attorney’s fees, based upon or arising out of the custody, possession, storage, transmission or management of Data, including without limitation claims predicated on any law or regulation concerning protection of personal data or rights in data collections. Neither Licensor nor its Affiliates will be responsible for any loss of or damage to the Data.

Section 3. Order, Commencement, and Payment

- 3.1 Order and Commencement. Customer may order Hosting Services either on Customer’s signed Order Form for the Software, or by submitting a separate signed Order Form at a later date requesting Hosting Services. Such Order Form shall not be effective until accepted by Licensor.
- 3.2 Invoicing and Payment. Invoicing and payment terms for the Hosting Services shall be as set forth generally in the GLSSA and in the Order Form.

Section 4. Term and Termination

- 4.1 Hosting Term. The Hosting Term will commence on the date set forth on an Order Form for Hosting Services accepted by Licensor, and continue for an initial period of one (1) year. Thereafter, this Addendum shall automatically renew for consecutive one-year terms unless

either party provides the other party with written notice of its desire not to renew this Addendum at least ninety (90) days before the end of the then-current Hosting Term.

- 4.2 Termination. Licensor may terminate this Addendum (i) for Customer's breach of this Addendum or the GLSSA, provided that Licensor shall first provide Customer with written notice and thirty (30) days to cure such breach, or (ii) for convenience upon one hundred eighty (180) days written notice. In addition, this Addendum shall terminate immediately upon the termination of Support or termination of the GLSSA.
- 4.3 Effect of Termination. Upon any termination of this Addendum, Licensor may immediately discontinue the Hosting Services and Customer shall immediately cease accessing the Hosted Software. Provided that Customer has paid all fees due under this Addendum and the GLSSA, Licensor shall return the Data to Customer and, unless Customer is in material breach of the GLSSA or the GLSSA has been terminated, provide a copy of the then most recent version of the Software to Customer. Sections 2 and 5 of this Addendum shall survive termination of this Addendum.
- 4.4 Suspension or Termination of Service. Notwithstanding any other provision of this Addendum, Licensor may immediately and indefinitely suspend Customer's access to and use of the Hosted Software or terminate this Addendum in the event Customer is determined by Licensor, in Licensor's sole judgment, to have or attempted to have damaged, harmed or misused Licensor or the web site or systems of Licensor or its Affiliates, or as otherwise necessary to protect Licensor's or its Affiliate's or contractor's systems or software. Licensor will not be responsible for any damages incurred by Customer as a result of termination or suspension of access or use of the Hosted Software.

5. Disclaimer of Warranty

EXCEPT AS SET FORTH IN SECTION 1.1, THE HOSTING SERVICES PROVIDED UNDER THIS ADDENDUM ARE PROVIDED "AS IS" WITH NO GUARANTEE OF COMPLETENESS, ACCURACY, TIMELINESS OR AVAILABILITY. LICENSOR SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. LICENSOR DOES NOT WARRANT THAT THE HOSTING SERVICES WILL BE ERROR-FREE, AND FURTHER DOES NOT WARRANT THAT THE HOSTING SERVICES WILL ALWAYS BE ACCESSIBLE, UNINTERRUPTED, OR AVAILABLE FROM THE INTERNET.

TeamMate® Global Subscription and Services Agreement

This TeamMate Subscription Agreement (this “**Agreement**”) is made by and between Wolters Kluwer Financial Services, Inc. (“WKFS”), and “Customer”, and governs Customer’s right to access and use the Application, effective as of the date Customer signs the Order Form for the Application or otherwise purchases or renews a Subscription to the Application. This Agreement will continue to govern any other Application(s) listed on any future Order Forms, subject to Section 11.1 hereof.

1. **DEFINITIONS.** Capitalized terms used but not defined elsewhere in this Agreement shall have the respective meanings set forth below:

- 1.1. “**Affiliate**” means with respect to an entity party to this Agreement, any entity which, directly or indirectly, controls, is controlled by or is under common control with such party, where control means the ability to direct the affairs of an entity through ownership of voting interest, contract rights or otherwise.
- 1.2. “**Application**” means the means the TeamMate™ electronic audit management software suite or the TeamMate™ electronic controls management software suite or the TeamMate™ Express application(s) listed on an Order Form, as such applications may be updated from time to time by WKFS in its sole discretion.
- 1.3. “**Authorized User**” means each individual employee of Customer or its authorized agents or subcontractors who uses the Application as operated or made available by or through Customer, regardless of whether such individual is actively Using the Software at any given time, and is covered by an appropriate Subscription hereunder. An Authorized User does not acquire individual rights in the Application other than the right to access and use such Application on Customer’s behalf and pursuant to the rights granted to Customer and subject to the terms and conditions of this Agreement, including subsection 2.5 hereof.
- 1.4. “**Customer**” means the person or entity identified as the customer on the Order Form(s). The term “Customer” can also include an Affiliate of the primary Customer.
- 1.5. “**Designated Office(s)**” means the site(s), location(s), and/or address(es) for which Customer purchases Subscriptions for the Application as identified in the Order Form(s).
- 1.6. “**Fees**” means the amounts payable by Customer to WKFS under the Order Form(s) and this Agreement.
- 1.7. “**Online Account**” means the authorized access into the Application as established by WKFS for use by any particular Authorized User, and includes the controls, permissions and data unique to such user.
- 1.8. “**Online Account Access Information**” means the private access information (for example, username and password) used by each Authorized User of the Application to access his/her individual Online Account.

- 1.9. **“Order Form”** means (i) a written order in a form approved by WKFS and executed by Customer that provides for Customer’s acquisition of Subscriptions to the Application, (ii) a written order in a form approved by WKFS and accepted by Customer by execution thereof and/or payment therefor that provides for Customer’s acquisition of any Subscriptions for additional Application(s); or (iii) any renewal form for Subscriptions sent to Customer by WKFS under which Customer exercises its right to renew. All Order Forms incorporate and are subject to the terms and conditions of this Agreement.
- 1.10. **“Subscription”** means the rights granted to Customer by WKFS to access and use the Application, pursuant to the terms of this Agreement.

The use of the word “including” means “including without limitation.”

2. RIGHT TO USE; CONDITIONS OF USE; OWNERSHIP

2.1 Right to Use.

- 2.1.1 **Grant of Right.** Subject to the terms and conditions of this Agreement, WKFS grants to Customer a limited, nontransferable, nonexclusive right to access and use, and to permit Authorized Users to access and use, the Application solely for Customer’s internal use and for the purpose of performing internal auditing or compliance management services for Customer, without any further right to access or use the Application in any manner. WKFS reserves all rights in and to the Application not expressly granted in this Agreement. Without limiting the generality of the foregoing, the right to access and use the Application granted herein does not cover any underlying components of the Application, WKFS’s underlying application engines, or any other component of the Application or the operating environment within which the Application operates that is not intended by WKFS for access by any Authorized User.
- 2.1.2 **Authorized Users.** Customer shall purchase a Subscription for each Authorized User and shall not permit any person other than an Authorized User to use or access the Application. Customer shall cause each Authorized User to comply with the terms and conditions of this Agreement.
- 2.1.3 **Third-Party Service Providers.** Certain Applications may include functionality that is documented and intended to allow Third-Party Service Providers to access Customer’s Online Account to view data specific to such Customer. Customer may provide such limited access to its Third-Party Service Providers; provided that such Third-Party Service Providers (a) use the Application only for Customer’s internal business purposes and (b) agree to comply with and be bound by the terms of this Agreement. Customer hereby agrees to be fully responsible and liable for each and every Third-Party Service Provider (and its Users) full compliance with the terms and conditions of this Agreement, such that

any breach of the terms of this Agreement by any such Third-Party Services Provider (or its Users) shall be deemed a breach by the Customer.

2.1.4 **Condition of Rights.** The rights granted to Customer under this Agreement are conditioned upon Customer's compliance with the terms of this Agreement and the Order Form(s), including the timely payment of all applicable Fees.

2.2 **Protection of Online Account Access Information.** WKFS will supply Customer with the means to create private Online Account Access Information for its Authorized Users so that such Authorized Users may log into their respective Online Accounts within the Application. Online Accounts are designed for private use and should only be accessed through Authorized User's Online Account Access Information. Customer is fully responsible for the protection and confidentiality of its Authorized Users' Online Account Access Information. Customer acknowledges and agrees that Customer is responsible for all use of the Application as made through Customer's and its Authorized Users' Online Accounts by any person and for insuring that all use of Customer's and its Authorized Users' Online Accounts is for authorized purposes only and complies fully with the provisions of this Agreement. Customer agrees to promptly notify WKFS of any unauthorized use of any Online Account Access Information or any other breach of security upon becoming aware thereof, assist in preventing any recurrence thereof and otherwise cooperate fully in any proceedings or other actions undertaken to protect the rights of WKFS.

2.3 **Additional Online Terms.** WKFS may post duplicative and/or additional relevant terms, conditions and/or policies ("**Online Terms**") at the online location where Authorized Users access the Application. Authorized Users will be subject to such Online Terms from and after the date on which such Online Terms are first posted; provided, however, that to the extent that there is a conflict between this Agreement and any Online Terms, the terms of this Agreement will govern.

2.4 **Internet Connectivity; Disclaimer.** WKFS (either itself or through a third party) will make the Application available for access via the Internet. Customer shall provide, at Customer's own expense, all necessary hardware, applications and Internet connectivity necessary to access the Application. Customer acknowledges that the Internet is known to be unpredictable in performance and may, from time to time, impede access to the Application or performance hereunder. Customer agrees that WKFS is not in any way responsible for any interference with Customer's use of or access to the Application arising from or attributable to the Internet and Customer waives any and all claims against WKFS in connection therewith.

2.5 **Restrictions.** Customer must not do or attempt to do, or permit others to do or attempt to do, any of the following: (a) modify, port, adapt or translate or create any derivative works from or based on the Application, in whole or in part, (b) reverse engineer, decompile, disassemble or otherwise attempt to reduce the object code to or discover the source code of the Application, or (c) combine or merge the Application with, or incorporate it into, any other software, (d) rent, lease, distribute (or redistribute), except as authorized by this Agreement, provide or otherwise make available the

Application, in any form, to any third party; (e) share any Online Account or Online Account Access Information with third parties; (f) create any “links” to or “frame” or “mirror” the Application or any portion thereof; or (g) defeat, disable or circumvent any protection mechanism related to the Application. In addition, Customer shall not violate or attempt to violate the security of WKFS’s networks or servers, including (x) accessing data not intended for Customer or log into a server or account which Customer is not authorized to access; (y) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper written request and authorization; or (z) attempting to interfere with service to any user, host or network, including by means of submitting a virus, overloading, flooding, spamming, mail bombing or crashing.

2.6 Suspension of Access. In addition to any other suspension or termination rights of WKFS pursuant to this Agreement, WKFS may suspend or terminate Customer’s access to and/or use of, or otherwise modify, the Application and/or any component thereof, and/or any Online Account or any Online Account Access Information without notice (a) in the event Customer (including any Authorized User, Third-Party Service Provider or other person or entity acting through or on behalf of Customer) is determined by WKFS, in WKFS’s sole judgment, to have or attempted to have damaged, harmed or misused WKFS’s software, server, network or other systems; or (b) as necessary or appropriate to comply with any law, regulation, court order, or other governmental request or order or otherwise protect WKFS from potential legal liability or harm to its business. WKFS will use commercially reasonable efforts to notify Customer of the reason(s) for such suspension or termination action as soon as reasonably practicable unless such action is due to subsection (a) hereof. In the event of a suspension (other than due to subsection (a) hereof), WKFS will promptly restore Customer’s access to the Application as soon as the event giving rise to the suspension has been resolved as determined in WKFS’s discretion. Nothing contained in this Agreement will be construed to limit WKFS’s actions or remedies or act as a waiver of WKFS’s rights in any way with respect to any of the foregoing activities. WKFS will not be responsible for any loss or damages incurred by Customer as a result of any termination or suspension of access to or use of the Application as set forth in this Agreement.

2.7 Unauthorized Acquisition. WKFS expressly prohibits the use of any product or service from WKFS that has been improperly obtained and/or accessed. For purposes of illustration, but not limitation, examples include any product or service that: (a) is acquired from an unauthorized reseller or distributor; (b) is pirated, cracked or hacked, including through the use of Online Account Access Information established for use by another individual; (c) has been acquired with the intent or for the purpose to use in a manner that is illegal, fraudulent, in violation of this Agreement or otherwise outside the normal, stated and/or reasonably understood purpose of such product or service; or (d) is acquired with the use of false or inaccurate statements and/or information (e.g., false name, contact information, or payment information; or false declaration of the total number of

end users).

2.8 Reservation of Rights & Ownership of Developed Materials. WKFS and its Affiliates and any applicable licensors, retain all intellectual property and other proprietary rights, including all patent, copyright, trade secret, trade name, trademark, and other proprietary rights, related to the Application which are protected under United States intellectual property laws and international treaty provisions. Any unauthorized use of any Application will result in cancellation of this Agreement as well as possible civil damages and criminal penalties. Customer is not permitted to use “Wolters Kluwer Financial Services, Inc.,” “WKFS,” “TeamMate” or any other trade or service marks of WKFS or any of its Affiliates in Customer’s announcements, advertising or other materials unless expressly agreed to in writing by an authorized representative of WKFS. Customer acknowledges and agrees that WKFS and its Affiliates and any applicable licensor’s retention of contractual and intellectual property rights is an essential part of this Agreement. WKFS and its Affiliates and any licensor (as applicable) will own and Customer hereby assigns to WKFS all rights in (i) any copy, translation, modification, adaptation or derivative work of the Application, including any improvement or development thereof, whether provided as part of Support, Services or otherwise, and whether or not developed by or for the Customer, and (ii) any suggestions, ideas, enhancement requests, feedback, or recommendations provided by or on behalf of Customer.

2.9 U.S. GOVERNMENT RESTRICTED RIGHTS. The Application is provided with RESTRICTED RIGHTS. Any access or use of the Application by the United States Government is subject to restrictions as set forth in FAR 12.212 or DFARS 227.7202-1(a), 227.7202-3(a) and 227.7202-4 (1995) and, to the extent required under U.S. federal law, the minimum restricted rights as set out in FAR 52.227-19 (DEC 2007) or FAR 52.227-14 (DEC 2007). To the extent any Technical Data is provided pursuant to the Agreement, such data is protected per FAR 12.211 and DFARS 227.7102-2 and to the extent explicitly required by the U.S. Government, is subject to limited rights as set out in DFARS 252.227.7015 (NOV 1995) and DFARS 252.227-7037 (SEPT 1999). In the event that any of the above referenced agency regulations are modified or superseded, the subsequent equivalent regulation shall apply. The name of the manufacturer is Wolters Kluwer Financial Services, Inc., 100 S. Fifth Street, Suite 700, Minneapolis, MN 55402. If Customer is an agency, department, or other entity of any State government, the United States Government or any other public entity or funded in whole or in part by the United States Government, then Customer hereby agrees to protect the Application from public disclosure and to consider the Application exempt from any statute, law, regulation, or code, including any Sunshine Act, Public Records Act, Freedom of Information Act, or equivalent, which permits public access and/or use of the Application.

3. FEES AND PAYMENT

3.1 Fees. Customer must pay to WKFS the Fees for the Application (including associated Support)

set forth on the Order Form(s). All Fees and expenses are quoted and invoiced in the currency specified in the applicable Order Form. All invoiced amounts are due and payable by Customer within thirty (30) days after the invoice date. Additional fees as documented on an Order Form may be charged for additional Support and/or Services. Customer agrees to pay all such Fees within thirty (30) days of the invoice date. WKFS may assess a late payment Fee equal to the lesser of one and one-half percent (1½%) of the unpaid amount or the highest interest rate allowed by applicable law for each succeeding thirty (30) day period or portion thereof in which Fees are not paid in full. In addition, WKFS, in its discretion, may suspend or deny access to the Application if there is an unpaid invoice that is outstanding. ALL SALES ARE FINAL.

3.2 Taxes. Fees are exclusive of any federal, state or local sales, foreign withholding, use, property, excise, service, value added, electronic/Internet commerce, export, import or similar taxes (“Tax(es)”) now or hereafter levied, all of which shall be for Customer’s account. Customer is responsible for directly paying any such taxes assessed against it, and Customer will promptly reimburse WKFS for any such taxes payable or collectable by WKFS. Such taxes do not include taxes based upon WKFS’s income. Taxes are calculated on product plus additional charges, where applicable. Tax exemption certificates or direct pay permits, if any, must be submitted at the time of order. Customer acknowledges that the Application is pre-written software of general application. Customer hereby agrees to indemnify WKFS for any such Taxes and related costs, interest and penalties paid or payable by WKFS.

4. TERM & TERMINATION

4.1 Expiration of Rights. The initial term for Customer’s Subscription to the Application (including Support) will commence on the effective date and continue for such initial term as shown on the applicable Order Form. Thereafter, Customer’s Subscription will automatically renew for successive one (1) year renewal terms unless and until terminated. Subscription Fees for each successive renewal term are payable by Customer annually in advance. At the request of WKFS, Customer will provide WKFS with an update and/or confirmation of the number of Authorized Users of the Application and to the extent such number of Authorized Users has increased, Customer will pay WKFS such increased Subscription fees as required hereunder.

4.2 Expiration of Agreement. If the Subscription(s) granted under this Agreement are not renewed, then this Agreement will automatically expire and terminate upon the expiration of Customer’s Subscription to the last Application governed under this Agreement.

4.3 Termination of Agreement for Cause by WKFS.

4.3.1 This Agreement, including all rights provided hereunder, may be terminated by WKFS for cause, in its sole discretion, (i) immediately upon notice to Customer if Customer commits an incurable breach of the terms or conditions of this Agreement, or (ii) if Customer fails to cure a curable breach of this Agreement within thirty (30) days of being provided with notice

of such breach.

4.3.2 Termination of this Agreement pursuant to this subsection 4.3 will not require payment of a refund to Customer and will not affect: (a) Customer's obligation to pay any Fees due, or (b) any remedies available to WKFS by law or equity.

4.4 **Effect of Expiration or Termination of Agreement.** Upon any expiration or termination of this Agreement, all rights granted to Customer hereunder will immediately terminate and WKFS will have the right to immediately and indefinitely terminate Customer's access to and use of the Application. The following sections will survive the expiration or termination of this Agreement: subsections 2.4, 2.5, 2.7, 2.8, 2.9, 4.3, 4.4, 8.3, 8.4 and 8.5, and Sections 1, 7, 9, 10 and 11.

5. SUPPORT

5.1 **Support.** During each annual Subscription term, WKFS will provide such remote support services as WKFS provides generally to customers as part of its then current Application support program ("**Support**"). Unless otherwise provided in the Order, Support will be provided to Customer at no additional charge during each annual Subscription term.

5.2 **WKFS Support Obligations.** Throughout the applicable Subscription term, provided that Customer is not then in default of its obligations under this Agreement (including payment obligations) and subject to the exclusions set forth in Section 5.3, WKFS will provide or cause to be provided the following Support services: (a) telephone help-desk, and electronic and/or remote access support to assist Customer in its Use of the Application and respond to any reported failures of the Application (provided that this support shall not be in lieu of obtaining training with respect to the Application, for which there is a service charge); (b) provision of such updates and versions as WKFS from time to time produces and distributes generally to licensees under Support for no additional fees; and (c) such other support services as WKFS provides generally to licensees as part of its then current support and maintenance program.

5.3 **Exclusions.** WKFS Support will not include: (a) resolution of problems resulting from: (i) any modification of or damage to the Application or its operating environment by Customer, (ii) Customer's failure to operate the Application in an approved hardware and software environment or otherwise in accordance with applicable WKFS Documentation; (b) Services, including but not limited to any installation, implementation and other Services; or (c) any tax, accounting, legal or other professional or expert advice of any kind, including any advice regarding the appropriate handling of tax and accounting issues, or otherwise.

5.4 **Termination of Support.** If Customer's Subscription to use the Application is terminated for any reason, Support will terminate automatically as to such Application.

6. SERVICES

6.1 **General.** WKFS may offer certain additional services related to the Application. Such services may include, but are not limited to: (i) implementation services; (ii) training for Customer personnel; (iii)

file conversion services; and (iv) any other services specifically identified in an Order Form (hereinafter referred to as “**Services**”). WKFS will provide Services, at Customer’s election and following Customer’s signature and WKFS’s acceptance of an Order Form describing the nature, scope, project assumptions, fees, duration, location(s) of the covered Services, in each case in accordance with such Order Form and subject to the terms and conditions of this Agreement.

6.2 Services Performance. In performing Services, WKFS may assign WKFS personnel, authorized agents or qualified third-party contractors (“**Consultants**”). Customer agrees to provide the information, facilities, personnel and equipment, including, if applicable, suitably configured computers, that may reasonably be identified by WKFS as necessary or appropriate to the performance of any Services. Customer shall advise WKFS of any hazards to the health and safety of WKFS’s personnel on the Customer’s premises and provide WKFS’s personnel with appropriate information regarding applicable safety and security procedures.

6.3 Services Pricing. Unless otherwise provided in the applicable Order Form, all Services shall be provided on a time and expense/materials basis at WKFS’s then current rates. WKFS reserves the right to impose a higher rate for Services performed upon the request or with the approval of Customer in excess of a forty (40) hour week or during weekend or holiday periods. Estimates are provided for Customer’s information only and are not guaranteed. Customer shall pay or reimburse WKFS for all reasonable travel and other out-of-pocket expenses incurred in connection with WKFS’s performance of Services hereunder.

7. CUSTOMER’S PROFESSIONAL RESPONSIBILITY AND WARRANTIES

7.1 Professional Responsibility. Customer understands, agrees and acknowledges that:

7.1.1. Use of the Application does not relieve Customer of responsibility for the preparation, content, accuracy (including computational accuracy), and review of financial statements and work papers prepared by Customer while using the Application or any other work product generated by Customer while using the Application;

7.1.2. Customer will neither inquire nor rely upon WKFS for any tax, accounting, legal or other professional or expert advice of any kind;

7.1.3. Customer will retrieve in a timely manner any electronic communications made available to Customer by WKFS; and

7.1.4. Customer is fully and solely responsible for: (a) selection of adequate and appropriate Applications to satisfy Customer’s business needs and achieve Customer’s intended results; (b) use of the Application; (c) all results obtained from the Application; (d) selecting, obtaining and maintaining all hardware, software, computer capacity, Internet service, program and system resources and other equipment and utilities needed for access to and use of the Application, and for all costs associated therewith; and (e) selection, use of, and results obtained from any other programs, computer equipment or services used with the Application.

7.2 Customer's Representations. Customer represents, warrants and covenants that:

- 7.2.1. Customer has full power and authority to enter into this Agreement and all Order Forms hereunder and to perform its obligations under this Agreement and such Order Forms, and that this Agreement and all such Order Forms have been duly authorized and constitute valid and binding obligations of Customer;
- 7.2.2. Customer is accessing and using the Application solely for Customer's own internal use;
- 7.2.3. Customer will not access or use the Application to create a product, service or database that competes with WKFS or any Application;
- 7.2.4. Customer is responsible for complying with all rules, regulations and procedures of local, state, federal and foreign authorities applicable to Customer and its business;
- 7.2.5. Customer will be solely responsible for compliance with this Agreement by the Authorized Users;
- 7.2.6. Customer will not otherwise violate the rights of any third party while accessing or using the Application;
- 7.2.7. Customer has sole responsibility for all data, information, records or files that are uploaded and/or stored on the Application by or on behalf of Customer ("**Customer Data**");
- 7.2.8. Customer agrees not to: upload or transmit any Customer Data: (i) that Customer does not have the lawful right to copy, transmit, distribute, and display (including any Customer Data that would violate any confidentiality or fiduciary obligations that Customer might have with respect to the Customer Data); (ii) for which Customer does not have the consent or permission from the owner of any personally identifiable information contained in the Customer Data; (iii) that infringes, misappropriates or otherwise violates any intellectual property or other proprietary rights or violates any privacy rights of any third party (including any copyright, trademark, patent, trade secret, or other intellectual property right, or moral right or right of publicity); (iv) that is false or misleading; (v) that is defamatory, obscene, or offensive; or (vi) that violates, or encourages any conduct that would violate, any applicable law or regulation or would give rise to civil or criminal liability;
- 7.2.9. Customer will not use the Application to transmit, route, provide connections to or store any material that violate or promote the violation of any of the restrictions of subsection 7.2.8 above;
- 7.2.10. WKFS reserves the right, in its sole discretion, at any time, to remove any Customer Data that it believes to be in violation of this Agreement; and
- 7.2.11. WKFS does not claim any ownership rights in any Customer Data. However, by making Customer Data available through the Application, Customer grants WKFS the nonexclusive, worldwide, transferable right, on a royalty-free basis, with a right to sublicense this right only to third parties assisting WKFS in providing the Application or otherwise fulfilling WKFS's obligations hereunder, to possess, store, use, copy,

distribute and process Customer Data on the Application on Customer's behalf and on behalf of Clients (if applicable) solely for the purposes of fulfilling WKFS's obligations and/or exercising WKFS's rights hereunder. Customer represents, warrants and covenants to WKFS that WKFS's use of the Customer Data in compliance with the foregoing license grant shall not infringe, misappropriate or otherwise violate any intellectual property rights, or other rights, of any third party.

7.3 Indemnification. Customer agrees to indemnify and hold harmless WKFS, its employees, officers, directors and Affiliates against any and all liability (including damages, recoveries, deficiencies, interest, penalties and reasonable attorney's fees) to third parties relating to: (a) Customer's breach of any of its obligations, representations and/or warranties under this Agreement; or (b) except to the extent of claims for which WKFS is liable under Section 8 below, Customer's use of the Application and/or any third party software, application or service.

8. WKFS WARRANTIES

8.1 WKFS's General Warranties. WKFS represents and warrants that: (i) it has title to the Application or the right to grant Customer the rights granted hereunder; (ii) the Application does not violate any third party's United States patent, copyright or trade secret rights; and (iii) WKFS has not inserted any virus or similar device to erase data. Customer's sole and exclusive recourse and remedy, and WKFS's sole, exclusive and entire liability, for a breach of items (i) and (ii) by WKFS shall be the exercise of Customer's indemnity rights under subsection 8.2 below. For a breach of item (iii), Customer's sole and exclusive recourse and remedy – and WKFS's sole, exclusive and entire liability – shall be to terminate the Agreement and obtain a refund of the Fees paid for the directly affected Application less an allocation for use made by Customer prior to the breach.

8.2 Indemnification by WKFS.

8.2.1 Subject to the other terms and conditions set forth herein, WKFS agrees to defend Customer, its employees, officers and directors, at WKFS's sole cost and indemnify Customer (by paying for damages finally awarded against Customer or any amounts payable in any settlement entered into in compliance with this Agreement) from and against any claims, demands, actions or proceedings by any third parties alleging that Customer's use of the Application as provided and permitted herein infringes or violates such third party's United States patent, copyright or trade secret rights; provided that: (i) WKFS is notified promptly in writing of the claim; (ii) WKFS controls the defense, settlement and approval of the claim; and (iii) Customer cooperates reasonably, assists and gives all necessary authority to WKFS and reasonably required information in connection with the defense or settlement of the claim.

8.2.2 WKFS's indemnity obligations under subsection 8.2.1 hereof will not apply if and to the extent that they arise from or relate to: (i) the access or use of the Application in any manner

other than as provided and permitted by WKFS hereunder and as required to be used by Customer hereunder; (ii) the use of the Application in combination with any intellectual property, services, reports, documentation, hardware, software, data or technology not supplied by WKFS; or (iii) any Customer Data or other data or information, or other intellectual property supplied by Customer, an Authorized User or any third party.

8.2.3 If any Application becomes, or in WKFS's opinion, is likely to become, the subject of a third party claim covered by WKFS's indemnification obligations under subsection 8.2.1, then WKFS may, in its sole discretion and at its sole cost and expense: (i) procure for Customer the right to continue using such Application; (ii) modify the infringing portion of the Application so as to render it non-infringing but still appropriate for its intended use under this Agreement; or (iii) replace the infringing portion of the Application with non-infringing items with substantially similar functionality. If WKFS reasonably determines that none of the foregoing is commercially practicable, then WKFS may elect to terminate this Agreement and grant Customer a refund of the Fees paid for the affected Application less an allocation for use made by Customer prior to the termination.

8.2.4 This Section 8.2 states WKFS's entire liability and the sole and exclusive remedy of Customer, its employees, officers, directors and Affiliates and any Authorized User with respect to any actual or claimed infringement or other violation of any third party's intellectual property rights.

8.3 Limited Warranty. EXCEPT AS STATED IN SUBSECTION 8.1, THE APPLICATION, SUPPORT AND SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. WKFS DISCLAIMS AND EXCLUDES ANY AND ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IRRESPECTIVE OF ANY COURSE OF DEALING OR PERFORMANCE, CUSTOM OR USAGE OF TRADE. CUSTOMER BEARS THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE APPLICATION. WKFS DOES NOT WARRANT THAT THE APPLICATION OR ANY COMPONENT THEREOF WILL BE UNINTERRUPTED, THAT THEIR USE OR OPERATION WILL BE ERROR OR DEFECT FREE, THAT THE APPLICATION OR ANY COMPONENT THEREOF WILL ALWAYS BE ACCESSIBLE OR AVAILABLE, OR THAT ALL APPLICATION DEFECTS WILL BE CORRECTED. CUSTOMER WILL BE SOLELY RESPONSIBLE FOR THE SELECTION, USE AND SUITABILITY OF THE APPLICATION AND WKFS WILL HAVE NO LIABILITY THEREFOR.

8.4 Limitation of Liability and Damages. NEITHER PARTY (AND, IN THE CASE OF WKFS, ITS AFFILIATES, CONSULTANTS, DISTRIBUTORS, AGENTS, SUBCONTRACTORS AND LICENSORS) WILL HAVE ANY LIABILITY TO THE OTHER OR ANY THIRD PARTY (INCLUDING ANY CONTRACTOR, AGENT, AFFILIATE OR CLIENT OF CUSTOMER) FOR ANY LOSS OF PROFITS, SALES, BUSINESS, DATA, OR OTHER INCIDENTAL, CONSEQUENTIAL, OR

SPECIAL LOSS OR DAMAGE, INCLUDING EXEMPLARY AND PUNITIVE DAMAGES, OF ANY KIND OR NATURE RESULTING FROM OR ARISING OUT OF THIS AGREEMENT, THE APPLICATION, SUPPORT AND/OR SERVICES. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY WITH RESPECT TO ANY VIOLATION OF EITHER PARTY'S INTELLECTUAL PROPERTY RIGHTS AS SET FORTH HEREIN. THE TOTAL LIABILITY OF WKFS AND ITS AFFILIATES, CONSULTANTS, DISTRIBUTORS, AGENTS, SUBCONTRACTORS AND LICENSORS TO CUSTOMER OR ANY THIRD PARTY RESULTING FROM OR ARISING OUT OF THIS AGREEMENT, THE APPLICATION, SUPPORT AND/OR SERVICES FOR ANY AND ALL CLAIMS OR TYPES OF DAMAGES SHALL NOT EXCEED THE TOTAL FEES FOR THE APPLICATION OR SERVICES PAID HEREUNDER BY CUSTOMER IN THE TWELVE-MONTH PERIOD PRECEDING THE DATE SUCH CLAIM OR CAUSE OF ACTION FIRST AROSE. WKFS is not an insurer with regard to performance of the Application. Customer agrees to assume the risk for: (a) all liabilities disclaimed by WKFS herein, and (b) all alleged damages in excess of the amount of the limited remedy provided hereunder. The allocations of liability in this subsection 8.4 represent the agreed, bargained-for understanding of the parties and WKFS's compensation hereunder reflects such allocations. THE LIMITATION OF LIABILITY AND TYPES OF DAMAGES STATED IN THIS AGREEMENT ARE INTENDED BY THE PARTIES TO APPLY REGARDLESS OF THE FORM OF LAWSUIT OR CLAIM A PARTY MAY BRING, WHETHER IN TORT, CONTRACT OR OTHERWISE, AND REGARDLESS OF WHETHER ANY LIMITED REMEDY PROVIDED FOR IN THIS AGREEMENT FAILS OF ITS ESSENTIAL PURPOSE.

8.5 Third Party Products. The Application may contain code, content, features, functionality, and components that are provided by third-parties. Furthermore, the Application may require data and information from third-parties in order to work properly. ANY SUCH THIRD-PARTY PRODUCTS OR SERVICES SHALL BE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND BY WKFS. ALL RIGHTS AND OBLIGATIONS WITH RESPECT TO SUCH THIRD-PARTY PRODUCTS OR SERVICES SHALL BE GOVERNED EXCLUSIVELY BY THE TERMS AND CONDITIONS OF AGREEMENTS PROVIDED BY SUPPLIERS OF SUCH THIRD-PARTY PRODUCTS OR SERVICES AND CUSTOMER HEREBY RELEASES WKFS FROM ALL LIABILITY AND RESPONSIBILITY WITH RESPECT THERETO.

9. DISPUTE RESOLUTION

9.1 Audit. Upon WKFS's written request, Customer must furnish WKFS with a signed certificate verifying that the Application is being accessed and used in compliance with all of the terms and conditions of this Agreement, including being accessed and used only by Authorized Users and to the extent permitted herein, by Third-Party Service Providers. At its expense, WKFS, itself or by its third party agents, may audit Customer's compliance with the requirements of this Agreement.

Any such audit will be conducted not more than once per calendar year and during regular business hours at Customer's facilities and will not unreasonably interfere with Customer's business activities. During any such audit WKFS and its designees may have access to Customer's computer systems and records and conduct forensic reviews thereof and may interview any of Customer's current and former employees and contractors. If WKFS determines that Customer has not paid the Fees required pursuant to this Agreement for Customer's access or use of the Application, Customer will be invoiced for such Fees, plus an additional 1.5% monthly interest rate, or the maximum lawful amount, of the unpaid Fees (dating back to the time when such fees should have been paid). Customer shall pay (directly or by reimbursing WKFS) the reasonable cost of the audit if the audit detects unpaid Fees that exceed five percent (5%) of the total Fees actually paid for the period so audited. This right shall not limit or preclude any additional remedies available to WKFS provided by law or equity.

9.2 Limitations Period. Except for collection actions which may be brought by WKFS at any time and without limiting claims for indemnification hereunder, any claim or cause of action arising under or otherwise relating to this Agreement, any Order Form, or the subject matter hereof or thereof, whether based on contract, tort (including negligence) or otherwise, must be commenced within one year from the date such claim or cause of action first arose.

9.3 Jurisdiction. The parties hereto, and each of them, acknowledge that they have had the opportunity to be represented by independent counsel of their choice prior to entering into this Agreement and any Order Form hereunder. Customer agrees that this Agreement shall be interpreted and enforced according to the laws of the State of New York, without any regard to conflicts of law rules that would require another jurisdiction's law to apply, and shall be treated as if executed and performed in the Borough of Manhattan, New York City, New York. All disputes arising out of or relating to this Agreement shall be instituted and prosecuted exclusively in Borough of Manhattan, New York City, New York, with Customer specifically consenting to extraterritorial service of process for that purpose. The parties agree that the United Nations Convention on Contracts for the International Sale of Goods shall not apply in any respect to this Agreement or to the parties in general.

9.4 Waiver of Jury Trial. EACH PARTY, TO THE EXTENT PERMITTED BY LAW, KNOWINGLY, VOLUNTARILY AND INTENTIONALLY WAIVES ITS RIGHT TO A TRIAL BY JURY IN ANY ACTION OR LEGAL PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT, ANY ORDER FORM OR THE SUBJECT MATTER HEREOF OR THEREOF.

9.5 Enforcement. Customer will pay all of WKFS's attorneys' fees and costs and expenses incurred in the enforcement of any of the provisions of this Agreement.

9.6 Remedies. Customer acknowledges that the Application and other proprietary information of WKFS are unique and that, in the event of any breach of this Agreement by Customer, WKFS may not have an adequate remedy at law, and will be entitled to seek injunctive or other equitable relief

without the necessity of proving actual damages. Unless specifically stated otherwise elsewhere in this Agreement, the various rights, options, elections, powers and remedies of a party or parties to this Agreement shall be construed as cumulative and no one of them exclusive of any others or of any other legal or equitable remedy, which said party or parties might otherwise have in the event of breach or default in the terms hereof.

9.7 Notices. All notices, demands, consents or requests given by a party hereto must be in writing and sent by delivery via a third party, nationally recognized tracked express mail service, postage prepaid, addressed to either Customer's billing address or Wolters Kluwer Financial Services, Attn: TeamMate Sales, 100 S. Fifth St., Suite 700, Minneapolis, MN 55402 with a copy to Wolters Kluwer Financial Services, Attn: Legal, 100 S. Fifth St., Suite 700, Minneapolis, MN 55402. Customer agrees to always provide WKFS with Customer's most current contact information, including Customer's address, phone number, fax number and e-mail address.

9.8 Severability. If any provision of this Agreement is held to be invalid, illegal or unenforceable, such provision shall be, to the maximum extent permitted by applicable law, construed or limited, and/or deemed replaced by a revised provision, to the extent (and only to the extent) necessary to render it valid, legal and enforceable and, as nearly as possible, to reflect and achieve the parties' intentions in agreeing to the original provision. If it is not possible to so construe, limit or reform any such provision, then the invalid, illegal or unenforceable provision shall be severed from this Agreement. In any event, the remaining provisions of this Agreement shall be unaffected thereby and shall continue in full force and effect.

9.9 Waiver. A party's failure or delay to require compliance with any term of this Agreement, or to exercise any right provided herein, shall not be deemed a waiver by such party of such term or right. No failure or delay in exercising any right or remedy or requiring the satisfaction of any condition under this Agreement, and no course of dealing between the parties, shall operate as a waiver or legally bar a party from enforcing any right, remedy or condition. All waivers must be made in writing and signed by the waiving party and any such waiver on one occasion is effective only in that instance and only for the purpose that it is given and is not to be construed as a waiver on any future occasion.

10. CONFIDENTIALITY

10.1 Nonuse and Nondisclosure. Customer and WKFS agree that during the term hereof and for four (4) years after termination or expiration of this Agreement, or for such longer period as may be required by applicable law or regulation, all non-public information furnished or disclosed to the other pursuant to this Agreement, including the terms of Customer's Order Form(s), proprietary information within the Application, Customer Data, WKFS internal policies, procedures or third party audit or attestation reports and any discussions between the parties regarding other potential business relationships (the "**Confidential Information**"), shall be held in strict confidence by the

other party, and will not be used other than as provided herein or made available or disclosed to any third party without the other party's prior written consent. Each party also agrees to restrict dissemination of such Confidential Information to only those persons in their respective organizations or third-party consultants or service providers who have a need to know such Confidential Information to perform the obligations under this Agreement. Each party will be deemed to have fulfilled its confidentiality obligations under this Section 10 if it affords the other party's Confidential Information at least the same degree of care it takes in protecting its own confidential information from unauthorized disclosure (but in no event using less than a reasonable degree of care).

10.2 Exceptions. Notwithstanding the above restrictions, neither party will have any obligation for any nonuse or nondisclosure of Confidential Information which (i) is now or subsequently enters the public domain through means other than disclosure by a party hereto in breach of the terms of this Agreement; (ii) is lawfully obtained from a third party without an obligation of confidentiality; (iii) is independently developed by such party or is already lawfully in the possession of the receiving party free of any obligation of confidence to the other party; or (iv) is required to be disclosed by law, by court order or by order of any government or administrative tribunal having jurisdiction over the recipient, provided that the recipient must, to the extent legally permitted, notify the disclosing party of any such requirement prior to disclosure in order to afford such other party an opportunity to seek a protective order to prevent or limit disclosure, and the recipient will reasonably cooperate with the disclosing party's efforts to obtain such protective order.

10.3 Expiration. Upon termination or expiration of this Agreement, both parties agree to destroy all copies of written Confidential Information. Notwithstanding any of the foregoing, WKFS shall be entitled to keep copies of Confidential Information (i) preserved or recorded in any computerized data storage device or component (including any hard drive or database) or saved automatically to standard back-up or archival systems, and/or (ii) as required by applicable law or regulation; provided, that such Confidential Information shall remain subject to the confidentiality requirement of this Agreement. The disclosing party will retain all proprietary rights to the information it discloses hereunder, regardless of the expiration of the obligations under this Section 10.

MISCELLANEOUS

11.1 Entire Agreement. This Agreement, along with the Order Form(s) and any other terms otherwise published by WKFS outside of this Agreement, constitutes the entire and exclusive agreement, understanding and representation, express or implied, between Customer and WKFS with respect to the subject matter hereof; it is the final expression of that agreement and understanding, and it supersedes all prior agreements and communications between the parties (including all oral and written proposals), with respect to said subject matter. In the event of a conflict, this Agreement

will control, then the Order Form, and then any other terms provided by WKFS, unless WKFS explicitly acknowledges and upholds the particular conflict in such other document. Oral statements made about the Application, Support and/or Services will not constitute warranties, will not be relied on by Customer, and will not be binding or enforceable. No supplement, modification or amendment of this Agreement will be binding unless executed in writing by WKFS and Customer, provided that WKFS may supplement this Agreement if such supplement is a clarification or is otherwise not adverse to Customer. WKFS reserves the right to revise this Agreement from time to time in its discretion, provided that any such revisions shall not be effective with respect to Customer until the commencement of Customer's next renewal term, if any.

11.2 Evaluation Use. If the Application is made available to Customer on an evaluation, demonstration or trial basis, then this Agreement will govern Customer's access and use except as modified by this subsection 11.2. Any Application made available to Customer for evaluation, demonstration or trial purposes shall only be accessed and used for a limited period of time. Certain functionality of such Application may be disabled or restricted. Commercial use of such Application is not authorized, is outside the scope of this Agreement, and is a violation of U.S. and international copyright laws. Access to any Application made available on an evaluation, demonstration or trial basis shall be terminated and disabled by WKFS upon the conclusion of the evaluation, demonstration or trial. Customer must purchase a Subscription from WKFS before accessing or using the Application for any commercial purpose. The following sections of this Agreement shall not apply to any Application made available to Customer on an evaluation or trial basis: subsections 2.1, 8.1 and 8.2, and Sections 3, 4 and 5.

11.3 Force Majeure. WKFS shall not be held liable for the failure to perform any obligation, or for the delay in performing any obligation, arising out of or connected with this Agreement if such failure or delay results from or is contributed to by any cause beyond its reasonable control including failures or delays caused by the act or omission of any governmental authority, fire, flood, failures of third party suppliers, acts or omissions of carriers, transmitters, providers of telecommunications or Internet services, vandals, hackers or other event beyond its reasonable control.

11.4 Export Restrictions. Customer is advised that the Application may be subject to access and export controls under United States laws and regulations, including the U.S. Export Administration Regulations, and diversion contrary to U.S. law and regulation is prohibited. Customer agrees to not directly or indirectly access, export, import or transmit the Application from or to any country, end user or for any end use that is prohibited by any applicable U.S. regulation or statute (including those countries embargoed from time to time by the U.S. government or the United Nations). Additionally, Customer agrees not to directly or indirectly access, export, import, transmit or use the Application contrary to the laws or regulations of any other governmental entity that has jurisdiction over such access, export, import, transmission or use. Customer represents and agrees that neither the United States Bureau of Industry and Export Administration nor any other

governmental agency has issued sanctions against Customer or otherwise suspended, revoked or denied Customer's export privileges.

11.5 Modification/Replacement of Application. WKFS reserves the right, in its sole discretion and without first consulting with Customer, to discontinue or modify the Application or any component thereof for any reason. If the Application is discontinued during the term of a Subscription granted hereunder, then WKFS will, in its discretion, either: i) provide a pro-rata refund of the Fees paid for the discontinued Application and any related Support; or ii) provide Customer with access to a product having substantially similar or greater functionality (with WKFS reserving the right to charge additional Fees for any such greater functionality) for the remainder of the then current Subscription term.

11.6 No Third Party Beneficiary. No third party is intended to be or shall be a third party beneficiary of any provision under this Agreement. WKFS and Customer shall be the only parties entitled to enforce the rights set out in this Agreement.

11.7 Assignment. Neither this Agreement, the rights granted hereunder nor the Application may be sublicensed, assigned, sold, hypothecated, or transferred by Customer without the prior written consent of WKFS, which shall not be unreasonably withheld in the case of an internal restructuring involving Customer unrelated to a change in ownership. Any attempt to sublicense, assign or transfer any of the rights, duties or obligations under this Agreement without the prior written consent of WKFS shall automatically terminate the rights granted hereunder and shall be void and of no effect. WKFS may assign this Agreement or delegate its duties, in whole or in part, without any consent of Customer. Customer agrees that WKFS's retention of these contractual and other legal rights is an essential part of this Agreement.

Data Transmission Notification. The Application may transmit to the servers on which the Application is hosted, various information relating to how Customer and its Authorized Users access and/or use the Application, as well as general information about Customer's and its Authorized Users' computer system from which the Application is being accessed (for example, system configuration, type of internet connectivity, RAM, CPU, operating system, browser version), as well as certain records that Customer has created while using the Application. WKFS may use this information for purposes of improving, enhancing or further developing the Application, for internal quality assurance and software error checking, to assist users with multiple offices and as otherwise necessary or appropriate to perform its obligations pursuant to this Agreement. WKFS shall keep this information confidential in accordance with Article 10 hereof.