

EMEA Product Agreement

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THIS PRODUCT. BY DOWNLOADING, INSTALLING OR USING THIS PRODUCT, YOU INDICATE ACCEPTANCE OF AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT DOWNLOAD, INSTALL OR USE THIS PRODUCT. THIS AGREEMENT DOES NOT SUPERSEDE ANY OTHER SIGNED AGREEMENT BETWEEN YOU AND QUEST THAT EXPRESSLY GOVERNS THE ORDER FOR THIS PRODUCT.

This EMEA Product Agreement (the “**Agreement**”) is made between you, the customer (“**Customer**” or “**you**”) and Quest as defined below.

1. Definitions. Capitalized terms not defined in context shall have the meanings assigned to them below:

- (a) “**Quest**” means *Quest Software International Ltd*, with its registered office at Unit 5, Bluebell Business Park, Old Naas Road, Dublin 12, Ireland, or if you purchased the Products in the United Kingdom *Quest Software (UK) Ltd*, with its registered office at Ascot House, Maidenhead Office Park, Westacott Way, Littlewick Green, Maidenhead, Berks SL6 3QQ, United Kingdom, or if you purchased the Products in Germany *Quest Software GmbH* with its registered office at Im Mediapark 4e, 50670 Cologne, Germany.
- (b) “**Affiliate**” means any legal entity controlling, controlled by, or under common control with a party to this Agreement, for so long as such control relationship exists.
- (c) “**Documentation**” means the user manuals and documentation that Quest delivers with the Software, and all copies of the foregoing.
- (d) “**Hardware**” means the hardware products purchased by Customer under this Agreement.
- (e) “**License Type**” means the model by which the Software is licensed (e.g., by server, by mailbox, by managed user) as may be indicated in the applicable Order.
- (f) “**Partner**” means a reseller or distributor that is under contract with Quest or another Partner and is authorized via the contract to resell the Products and/or Maintenance Services.
- (g) “**Product Guide**” means the document located at <http://www.quest.com/productguide> that contains the Product Terms.
- (h) “**Product Terms**” means the usage rights and other terms associated with each License Type or individual Product. The Product Terms for Software identified in an Order that is issued to Quest shall be as stated in the Order, or, if no Product Terms are stated in the Order, then the Product Terms for such Software shall be as stated in the Product Guide as of the date of the Order. The Product Terms for Software ordered from a Partner shall be as stated in the Product Guide as of the date of the Order.
- (i) “**Products**” means the Software and/or Hardware purchased by Customer under this Agreement.
- (j) “**Order**” means the document by which Customer orders the Product(s) or, if Customer orders the Product(s) from Quest’s eStore (<https://estore.quest.com>), the process by which Customer orders the Product(s). Orders executed by Customer and Quest shall be governed solely by the terms of this Agreement and the applicable Order. Orders placed with Quest by Customer purchase order only and all Orders placed through a Partner shall be governed solely by the terms of this Agreement. Any conflicting or additional terms in or accompanying an Order will not be binding on Quest unless Quest accepts such terms in writing. Each Order shall be the Customer’s irrevocable commitment to purchase and pay for the Products and/or Maintenance Services stated in the Order.
- (k) “**Software**” means the object code version of the software that is delivered pursuant to an Order as well as any corrections, enhancements, and upgrades to such software that Quest may provide to Customer pursuant to this Agreement, and all copies of the foregoing.

2. Software License.

- (a) **Internal Use License.** Subject to the terms of this Agreement, Quest grants to Customer, and Customer accepts from Quest, a perpetual (unless otherwise set forth in an Order), non-exclusive, non-transferable (except as otherwise set forth herein) and non-sublicensable license to (i) install, execute, access, run, or otherwise use the quantities of each item of Software identified in the applicable Order within the parameters of the Product Terms associated with the applicable Software and License Type, (ii) make a reasonable number of additional copies of the Software to be used solely for non-productive archival or passive disaster recovery purposes, provided such copies are kept in a secure location and are not used for production purposes unless the primary copy of the Software is not being used for production purposes and (iii) make and use copies of the Documentation as reasonably necessary to support Customer’s authorized users in their use of the Software (collectively, “**License**”). Each License shall only be used by Customer in the country in which the Software is initially delivered to Customer. Except for MSP Licenses (as defined below), Customer shall only use the Software to support the internal business operations of itself and its worldwide Affiliates.
- (b) **MSP License.** If an MSP License is specifically identified in an Order, Customer shall be granted a License to use the Software identified in the Order and the associated Documentation as a managed service provider (“**MSP**”) to provide software and systems management services, including, without limitation, application, operating system, and database implementation, performance tuning, and maintenance services (“**Management Services**”), for the benefit of the single named client stated in the Order (“**Client**”), pursuant to the terms of this Agreement and the MSP Use Terms in the Product Guide.
- (c) **Evaluation License.** If an Order indicates that Software is to be used for evaluation purposes or if the Software is otherwise obtained from Quest for evaluation purposes, Customer shall be granted a non-production License to use such Software and the associated Documentation solely for Customer’s own internal evaluation purposes for an evaluation period of up to thirty (30) days from the date of delivery of the Software, plus any extensions granted by Quest in writing (the “**Evaluation Period**”). There is no fee for Customer’s use of the Software for non-production evaluation purposes during the Evaluation Period, however, Customer is responsible for any applicable shipping charges or taxes which may be incurred, and any fees which may be associated with usage beyond the scope permitted herein. Customer’s opportunity for a free evaluation of the Software is limited to one Evaluation Period per release of the Software. Notwithstanding anything otherwise set forth in this Agreement, Customer understands and agrees that evaluation Software is provided “**AS IS**” and that Quest does not provide a Warranty or Maintenance Services for evaluation Licenses.
- (d) **Third Party Use.** If Customer contracts with a third party who performs Software implementation, configuration, consulting or outsourcing services (“**Service Provider**”), the Service Provider may use the Software and Documentation Licensed by Customer hereunder solely for purposes of providing such services to Customer, provided that (i) Customer ensures that the Service Provider uses the Software and Documentation in accordance with the terms of this Agreement, (ii) the use of the Software and Documentation by the Service Provider will not violate the terms of the export restrictions set forth herein, and (iii) the Service Provider is not a Quest competitor. Customer shall be liable to Quest for the acts and omissions of its Service Providers in connection with their permitted use of the Software

and Documentation.

(e) **Freeware.** If a freeware version of Quest software ("Freeware") is downloaded by Customer from a Quest website, the terms of such use shall be governed by the applicable Freeware definition provided at: www.quest.com/productguide.

3. Restrictions. Except to the extent expressly permitted by applicable law, and to the extent that Quest is not permitted by such applicable law to exclude or limit the following rights, Customer may not reverse engineer, decompile, disassemble, or attempt to discover or modify in any way the underlying source code of the Products, Documentation or any part thereof. In addition, Customer may not (i) modify, translate, localize, adapt, rent, lease, loan, create or prepare derivative works of, or create a patent based on the Products, Documentation or any part thereof, or (ii) resell the Products or Documentation or use the Products or Documentation in any commercial time share arrangement, in connection with the operation of any nuclear facilities, or for purposes which are competitive to Quest. Each permitted copy of the Software and Documentation made by Customer hereunder must contain all titles, trademarks, copyrights and restricted rights notices as in the original. Customer understands and agrees that the Products may work in conjunction with third party products and Customer agrees to be responsible for ensuring that it is properly licensed to use such third party products. Notwithstanding anything otherwise set forth in this Agreement, the terms and restrictions set forth herein shall not prevent or restrict Customer from exercising additional or different rights to any open source software that may be contained in or provided with the Products in accordance with the applicable open source licenses. Customer may not use any license keys or other license access devices not provided by Quest, including but not limited to "pirate keys", to install or access the Products.

4. Reservation of Rights and Ownership. Quest reserves any and all rights, implied or otherwise, which are not expressly granted to Customer in this Agreement. Customer understands and agrees that (i) the Products are protected by copyright and other intellectual property laws and treaties, (ii) Quest and/or its suppliers own the title, copyright, and other intellectual property rights in the Products, (iii) the Software is licensed, and not sold, and (iv) this Agreement does not grant Customer any rights to Quest's trademarks or service marks.

5. Hardware. In the event Customer acquires Hardware under this Agreement, title to such Hardware shall pass to Customer upon shipment (unless such Hardware is rented, leased or loaned to Customer).

6. Payment. Customer agrees to pay to Quest (or, if applicable, the Partner) the fees specified in each Order, including any applicable shipping fees. Customer will be invoiced promptly following delivery of the Products or prior to the commencement of any Renewal Maintenance Period and Customer shall make all payments due to Quest in full within thirty (30) days from the date of each invoice or such other period (if any) stated in an Order signed by Quest. Any amounts payable to Quest by Customer that remain unpaid after the due date shall be subject to a late charge of 1.5% of the invoice amount per month from the due date until such amount is paid, or the maximum rate permitted by law if less.

7. Taxes. The fees stated in an Order may not include taxes. If Quest is required to pay sales, use, property, value-added or other taxes based on the Products or Maintenance Services provided under this Agreement or on Customer's use of Products or Maintenance Services, then such taxes shall be billed to and paid by Customer. This Section does not apply to taxes based on Quest's income.

8. Termination. This Agreement or Licenses granted hereunder may be terminated (i) by mutual agreement of Quest and Customer, (ii) by Quest, if Customer or a Service Provider commits a material breach of this Agreement and fails to cure such breach to Quest's reasonable satisfaction within thirty (30) days following receipt of Quest's notice thereof, or (iii) by Customer for any reason upon thirty (30) days written notice to Quest. Upon termination of this Agreement or expiration or termination of a License for any reason, all rights granted to Customer for the applicable License(s) shall immediately cease and Customer shall immediately: (i) cease using the applicable Software and Documentation, (ii) remove all copies, installations, and instances of the applicable Software from all Customer computers, (iii) return the applicable Software to Quest together with all Documentation and other materials associated with the Software and all copies of any of the foregoing, or destroy such items, (iv) cease using the Maintenance Services associated with the applicable License(s), (v) pay Quest or the applicable Partner all amounts due and payable up to the date of termination, and (vi) give Quest a written certification that Customer has complied with all of the foregoing obligations. Termination of this Agreement or a License shall be without prejudice to any other remedies that the terminating party may have under law, subject to the limitations and exclusions set forth in this Agreement. Any provision of this Agreement that requires or contemplates execution after termination of this Agreement or expiration of a License is enforceable against the other party and their respective successors and assignees notwithstanding termination or expiration, including, without limitation, the "Payment", "Taxes", "Termination", "Warranty Disclaimer", "Infringement", "Restrictions", "Limitation of Liability", "Confidential Information", "Compliance Verification", and "General" Sections of this Agreement.

9. Export. Customer acknowledges and agrees that the Products are subject to the export control laws, rules, regulations, restrictions and national security controls of the United States and other applicable foreign agencies (the "Export Controls"), and agrees not to export or re-export, or allow the export or re-export of the Products or any copy, portion or direct product of the foregoing in violation of the Export Controls. Customer hereby represents that (i) Customer is not an entity or person to which shipment of Products is prohibited by the Export Controls; and (ii) Customer will not export, re-export or otherwise transfer the Products to (a) any country subject to a United States trade embargo, (b) a national or resident of any country subject to a United States trade embargo, (c) any person or entity to which shipment of Products is prohibited by the Export Controls, or (d) anyone who is engaged in activities related to the design, development, production, or use of nuclear materials, nuclear facilities, nuclear weapons, missiles or chemical or biological weapons.

10. Maintenance. During any Maintenance Period and for the applicable fees, Quest shall make available to Customer the maintenance and support services for the Software as defined in this Section ("**Maintenance Services**"). The first Maintenance Period begins on the date of delivery of the Software following an Order and ends twelve (12) months thereafter unless otherwise set forth in the applicable Order (the "**Initial Maintenance Period**"). Following the Initial Maintenance Period, Maintenance Services shall automatically renew for additional terms of twelve (12) months (each, a "**Renewal Maintenance Period**") unless the renewal has been cancelled by either party giving written notice, by email or otherwise, to the other at least sixty (60) days prior to the first day of the applicable Renewal Maintenance Period. Cancellation of Maintenance Services will not terminate Customer's rights to continue to use the Software. Maintenance fees shall be due in advance of a Renewal Maintenance Period and shall be subject to the payment requirements set forth in this Agreement. The procedure for reinstating Maintenance Services after it has lapsed is posted at http://support.quest.com/Maintenance_Service.asp. Except as otherwise stated in the Product Guide, Maintenance Services shall be available via the Internet, e-mail, or telephone and shall mean the following:

(a) Quest shall make available to Customer new versions and releases of the Software, including Software corrections, enhancements and upgrades, if and when Quest makes them generally available without charge as part of Maintenance Services.

(b) Quest shall respond to unlimited communications from Customer that report Software failures not previously reported to Quest by Customer. Nothing in the foregoing shall operate to limit or restrict follow up communication by Customer regarding Software failures.

(c) Quest shall respond to requests from Customer's technical coordinators for assistance with the operational/technical aspects of the Software unrelated to a Software failure; provided that Quest shall have the right to limit such responses if Quest determines, in its sole reasonable discretion, that on-site consulting services would be more appropriate to address the scope and nature of the requests. Any such onsite consultation would be pursuant to a services agreement as agreed upon by the parties.

(d) Customer shall have access to Quest's Support Web site at <http://support.quest.com> ("**SupportLink**").

(e) Maintenance Services are available during standard support hours ("**Business Hours**") as indicated on SupportLink. In addition, Customer may purchase Business Critical Support (i.e. 24x7 Severity Level 1 support) for certain Software. The list of Software for which Business Critical Support is available and/or required is set forth on SupportLink.

(f) During Business Hours, Quest will respond within one (1) hour to a call from Customer which reports a critical Software condition (a "**Severity Level 1 Problem**"). Customer must use commercially reasonable efforts to provide Quest with the necessary remote access to facilitate the identification and resolution of a Severity Level 1 Problem. Quest's ability to identify and resolve a Severity Level 1 Problem may be delayed without such remote access.

(g) The Maintenance Services for those Software products that Quest has obtained through an acquisition or merger may, for a period of time following the effective date of the acquisition or merger, be governed by terms other than those in this Section 10. The applicable different terms, if any, shall be stated on SupportLink.

(h) For Hardware on which Total Privileged Access Management Software ("**TPAM**") is delivered (as such Software may be renamed by Quest in its sole discretion), if the Customer has purchased Maintenance Services for TPAM continuously since the purchase of licenses for TPAM, the Hardware Replacement Policy shall be included as part of Maintenance Services for TPAM.

The "**Hardware Replacement Policy**" is as follows: On the business day following Quest's determination that replacement Hardware is required, Quest will either ship a replacement for any Hardware ("**Replacement Hardware**") or, at its discretion, ship a replacement part for the Hardware to be installed by Customer ("**Replacement Part**"). Any Replacement Parts shall be externally replaceable, not requiring the Hardware case to be opened. Replacement Hardware or Replacement Parts may be previously used, but shall not be of lesser capacity or specification than the Hardware or part being replaced. If Customer cannot permanently delete the data from the Hardware's data storage device and Customer's information security policy does not permit return of the Hardware with the sensitive data on it, Customer may remove any data storage device that does not require the Hardware case to be opened and return the Hardware without the device.

11. Warranties.

(a) **Software Warranty.** Except as otherwise set forth in Section "*Country Unique Terms*" Quest warrants that, for a period of thirty (30) days following the initial delivery of Software pursuant to an Order (the "Warranty Period"), (i) the media provided by Quest, if any, on which the Software is recorded will be free from material defects in materials and workmanship under normal use, (ii) the operation of the Software, as provided by Quest, will substantially conform to the Documentation applicable to such Software, and (iii) the Software as delivered by Quest does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code designed by Quest to allow unauthorized intrusion upon, disabling of, or erasure of the Software (however, the Software may contain a key limiting use of the Software to within the scope of License granted, and license keys issued by Quest for temporary use are time-sensitive) (the "Warranties"). Customer must give written notice to Quest of any breach of the Warranties no later than five days following the expiration of the Warranty Period.

Customer's exclusive remedies, and Quest's sole obligations, for any such breach of these Warranties shall be as follows: (a) for the warranty in subsection (i), Quest shall, at its expense, replace any defective media; (b) for the warranty in subsection (ii), Quest shall correct or provide a workaround for reproducible errors in the Software that cause a breach of the warranty within a reasonable time considering the severity of the error and its effect on Customer, or, at Quest's option, refund the license fees paid for the nonconforming Software upon return of such Software to Quest and termination of the related License(s) hereunder; and (c) for the warranty in subsection (iii), Quest shall provide a copy of the Software that is in conformance with such warranty.

The foregoing Warranties shall not apply to any non-conformance (i) that Quest cannot recreate after exercising commercially reasonable efforts to attempt to do so; (ii) caused by misuse of the Software or by using the Software in a manner that is inconsistent with this Agreement or the Documentation; or (iii) arising from the modification of the Software by anyone other than Quest.

(b) **Hardware Warranty.** Except for Hardware upon which TPAM is delivered, Hardware shall be warranted in accordance with the warranty document delivered with the Hardware and/or included on the hardware manufacturers' website. In the event Customer acquires Hardware that is delivered with a third party warranty ("**Third Party Warranty**"), Customer will rely solely on the applicable third party for all Third Party Warranty obligations.

For the period of one year from the date of delivery, Quest warrants that the Hardware upon which TPAM is delivered shall operate in a manner which allows TPAM to be used in substantial conformance with the Documentation. Customer's exclusive remedy, and Quest's sole obligation, for any such breach of the foregoing warranty shall be as stated in the Hardware Replacement Policy.

(c) **Maintenance Services Warranty.** Quest warrants that Maintenance Services will be performed with reasonable care and skill. Customer must report any breach of this warranty to Quest in writing within thirty (30) days of performance of the Maintenance Services in question, and Customer's exclusive remedy and Quest's sole obligation for such breach of warranty shall be for Quest to reperform the relevant Maintenance Services.

(d) **Warranty Disclaimer.** THE EXPRESS WARRANTIES AND REMEDIES SET FORTH IN THIS SECTION AND THE SECTION "*COUNTRY UNIQUE TERMS*" ARE THE ONLY WARRANTIES AND REMEDIES PROVIDED BY QUEST HEREUNDER. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL OTHER WARRANTIES OR REMEDIES ARE EXCLUDED, WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, AND ANY WARRANTIES ARISING FROM USAGE OF TRADE OR COURSE OF DEALING OR PERFORMANCE. QUEST DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE PRODUCTS.

12. Infringement. Quest will at its own expense defend or settle any claim, suit, action, or proceeding brought against Customer by a third party to the extent it is based on an allegation that the Software directly infringes any patent, copyright, trademark, or other proprietary right enforceable in the country in which the Software is delivered to Customer, or misappropriates a trade secret in such country (a "Claim"). Additionally, Quest shall pay any judgments finally awarded against Customer under a Claim or any amounts assessed against Customer in any settlements of a Claim, and reasonable administrative costs or expenses, including without limitation reasonable

attorneys' fees, necessarily incurred by Customer in responding to the Claim. Quest's obligations under this Section are conditioned upon Customer (i) giving prompt written notice of the Claim to Quest; (ii) permitting Quest to retain sole control of the investigation, defense or settlement of the Claim, and (iii) providing Quest with such cooperation and assistance as Quest may reasonably request from time to time in connection with the investigation, defense or settlement of the Claim. Quest shall have no obligation hereunder to defend Customer against any Claim (a) resulting from use of the Software other than as authorized in this Agreement, (b) resulting from a modification of the Software other than by Quest, or (c) based on Customer's use of the Software after Quest recommends discontinuation because of possible or actual infringement, (d) based on Customer's use of a superseded or altered release of Software if the infringement would have been avoided by use of a current or unaltered release of the Software made available to Customer, or (e) to the extent the Claim arises from or is based on the use of the Software with other products, services, or data not supplied by Quest if the infringement would not have occurred but for such use. If Customer's use of the Software is enjoined as a result of a Claim, Quest shall, at its expense and option either (i) obtain for Customer the right to continue using the Software, (ii) replace the Software with a functionally equivalent non-infringing product, (iii) modify the Software so that it is non-infringing, or (iv) accept the return of the infringing Software and refund the license fee paid for the infringing Software, pro-rated over a sixty (60) month period from the date of delivery of the Software following an Order. This Section states the entire liability of Quest, and Customer's sole and exclusive remedy, with respect to a Claim.

13. Limitation of Liability.

Type of Damages. EXCEPT FOR (A) ANY BREACH OF THE "RESTRICTIONS" OR "CONFIDENTIAL INFORMATION" SECTIONS OF THIS AGREEMENT, (B) AMOUNTS CONTAINED IN JUDGMENTS OR SETTLEMENTS WHICH QUEST IS LIABLE TO PAY ON BEHALF OF CUSTOMER UNDER THE "INFRINGEMENT" SECTION OF THIS AGREEMENT, OR (C) ANY LIABILITY TO THE EXTENT LIABILITY MAY NOT BE EXCLUDED OR LIMITED AS A MATTER OF LAW, IN NO EVENT SHALL QUEST, ITS AFFILIATES, OR SUPPLIERS, OR CUSTOMER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS, LOSS OF BUSINESS, LOSS OF CONTRACTS, LOSS OF GOODWILL OR REPUTATION, LOSS OF ANTICIPATED SAVINGS, LOSS OF, DAMAGE TO OR CORRUPTION OF DATA, HOWSOEVER ARISING, WHETHER SUCH LOSS OR 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, OR OTHERWISE.

Amount of Damages. EXCEPT FOR (A) ANY BREACH OF THE "SOFTWARE LICENSE", "RESTRICTIONS", "EXPORT" OR "CONFIDENTIAL INFORMATION" SECTIONS OF THIS AGREEMENT, OR ANY OTHER VIOLATION OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; (B) QUEST'S EXPRESS OBLIGATIONS UNDER THE "INFRINGEMENT" SECTION OF THIS AGREEMENT; (C) QUEST'S COSTS OF COLLECTING DELINQUENT AMOUNTS WHICH ARE NOT THE SUBJECT OF A GOOD FAITH DISPUTE; OR (D) ANY LIABILITY TO THE EXTENT LIABILITY MAY NOT BE EXCLUDED OR LIMITED AS A MATTER OF LAW, THE MAXIMUM AGGREGATE AND CUMULATIVE LIABILITY OF QUEST, ITS AFFILIATES AND SUPPLIERS, AND CUSTOMER UNDER THIS AGREEMENT, WHETHER ARISING IN OR FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), BREACH OF STATUTORY DUTY, OR OTHERWISE, SHALL NOT EXCEED 125% OF THE FEES PAID AND/OR OWED (AS APPLICABLE) BY CUSTOMER FOR THE PRODUCTS OR RELEVANT YEAR OF MAINTENANCE SERVICES THAT ARE THE SUBJECT OF THE BREACH.

LIABILITY WHICH MAY NOT BE EXCLUDED OR LIMITED AS A MATTER OF LAW, SHALL INCLUDE BUT NOT BE LIMITED TO (A) DAMAGE CAUSED WITH INTENT OR BY GROSS NEGLIGENCE, (B) DEATH, PHYSICAL INJURY OR HARM TO HEALTH, (C) MANDATORY STATUTORY LIABILITY UNDER LOCAL PRODUCT LIABILITY LEGISLATION, AND (D) IN GERMANY ONLY, AND ONLY UP TO THE AMOUNT OF THE TYPICALLY FORESEEABLE DAMAGE, ANY DAMAGE CAUSED BY THE SIMPLE NEGLIGENT BREACH OF A "MATERIAL CONTRACTUAL DUTY" THAT PREJUDICES THE ACHIEVEMENT OF THE PURPOSE OF THIS AGREEMENT.

Quest's Affiliates and suppliers shall be beneficiaries of this "Limitation of Liability" Section and Customer's Service Providers are entitled to the rights granted under the "Third Party Use" Section of this Agreement; otherwise, no third party beneficiaries exist under this Agreement. Quest expressly excludes any and all liability to Customer's Service Providers, Clients and to any other third party.

14. Confidential Information.

(a) **Definition.** "Confidential Information" means information or materials disclosed by one party (the "Disclosing Party") to the other party (the "Receiving Party") that are not generally available to the public and which, due to their character and nature, a reasonable person under like circumstances would treat as confidential, including, without limitation, personal data, financial, marketing, and pricing information, trade secrets, know-how, proprietary tools, knowledge and methodologies, the Products (in source code and/or object code form), information or benchmark test results regarding the functionality and performance of the Products, and any Software license keys provided to Customer.

Confidential Information shall not include information or materials that (i) are generally known to the public, other than as a result of an unpermitted disclosure by the Receiving Party after the Agreement Date; (ii) were known to the Receiving Party without an obligation of confidentiality prior to receipt from the Disclosing Party; (iii) the Receiving Party lawfully received from a third party without that third party's breach of agreement or obligation of trust; or (iv) are or were independently developed by the Receiving Party without access to or use of the Disclosing Party's Confidential Information.

(b) **Obligations.** The Receiving Party shall (i) not disclose or permit disclosure of the Disclosing Party's Confidential Information to any third party, except as permitted in Section 14(c) below, (ii) only use the Disclosing Party's Confidential Information to exercise the rights granted to it under this Agreement, and (iii) protect the Disclosing Party's Confidential Information from unauthorized use or disclosure by exercising at least the same degree of care it uses to protect its own similar information, but in no event less than a reasonable degree of care. The Receiving Party shall promptly notify the Disclosing Party of any known unauthorized use or disclosure of the Disclosing Party's Confidential Information and will cooperate with the Disclosing Party in any litigation brought by the Disclosing Party against third parties to protect its proprietary rights. For the avoidance of doubt, this Section 14 shall apply to all disclosures of the parties' Confidential Information as of the Agreement Date, whether or not specifically arising from a party's performance under this Agreement.

(c) **Permitted Disclosures.** Notwithstanding the foregoing, the Receiving Party may disclose the Disclosing Party's Confidential Information with the Disclosing Party's prior written consent or to its any Affiliates, directors, officers, employees, consultants or representatives (collectively, the "Representatives"), but only to those Representatives that (i) have a "need to know" in order to carry out the purposes of this Agreement, (ii) are legally bound to the Receiving Party to protect information such as the Confidential Information under terms at least as restrictive as those provided herein, and (iii) have been informed by the Receiving Party of the confidential nature of the Confidential Information and the requirements regarding restrictions on disclosure and use as set forth in this Section 14.

Additionally, it shall not be a breach of this Section for the Receiving Party to disclose the Disclosing Party's Confidential Information as

may be required by operation of law or legal process, provided that the Receiving Party provides prior notice of such disclosure to the Disclosing Party unless expressly prohibited from doing so by a court, arbitration panel or other legal authority of competent jurisdiction.

15. Compliance Verification. Customer agrees to maintain and use systems and procedures to accurately track, document, and report its installations and usage of the Products. Such systems and procedures shall be sufficient to determine if Customer's deployment of the Products is within the quantities, Product Terms, and maintenance releases to which it is entitled. At Quest's request, but not more frequently than once per year, Customer shall provide a written report to Quest, signed by an authorized representative, listing Customer's then current deployment of the Products. Customer will permit Quest or its designated auditing agent to audit Customer's deployment of the Products for compliance with the terms and conditions of this Agreement and the applicable Order(s). Customer shall provide its full cooperation and assistance with such audit and provide access to the applicable records and computers. Any such audits shall be scheduled at least ten (10) days in advance, shall be conducted during normal business hours at Customer's facilities, and shall not unreasonably interfere with Customer's business activities. If Customer's deployment of the Products is found to be greater than its purchased entitlement to such Products, Customer shall be invoiced for the over-deployed quantities at Quest's then current list price plus the applicable Maintenance and over-deployment fees. All such amounts shall be payable in accordance with this Agreement. Additionally, if the unpaid fees exceed five percent (5%) of the fees paid for the subject Products, then Customer shall also pay Quest's reasonable costs of conducting the audit. The requirements of this Section shall survive for two (2) years following the termination of the last License governed by this Agreement.

16. Country Unique Terms. If you purchased the Products in any country set forth in this Section "*Country Unique Terms*", this Section sets forth specific provisions as well as exceptions to the terms and conditions in this Agreement: (i) If you purchased the Products in Austria, Germany or Italy then the duration of the Warranty Period in the Section "*Software Warranty*" shall be changed from thirty (30) days to one (1) year. (ii) If you purchased Products in Germany notwithstanding anything otherwise set forth in Section "*Software Warranty*" if a replacement or error correction definitely fails, Customer may exercise its statutory warranty rights (price reduction, rescission, damage compensation subject to Section "*Limitation of Liability*"). (iii) If you purchased the Products in Austria or Germany Quest warrants that the Hardware provided by Quest substantially conforms to the Documentation applicable to such Hardware and the Warranty Period and remedies contained in the Section "*Software Warranty*" shall apply accordingly to such Hardware.

17. General.

(a) **Governing Law and Venue.** If you purchased the Products in Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, Netherlands, Norway, Spain, Sweden or Switzerland then the laws of such country apply. If you purchased the Products in any other country in Europe, the Middle East or Africa then the laws of England apply. Any conflict of laws principles that would require the application of laws of a different country are excluded. The parties agree that the United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement, regardless of the countries in which the parties do business or are incorporated. Any action seeking enforcement of this Agreement or any provision hereof shall be brought exclusively in the courts of the country whose laws apply to this Agreement. Each party hereby agrees to submit to the jurisdiction of such courts.

(b) **Assignment.** Neither party may assign or transfer any of its rights or obligations under this Agreement to any third party without the other party's prior written consent, except in connection with a merger, acquisition or sale of all or any portion of such party's assets or business, provided that such party's successor entity assumes in writing all of such party's obligations under this Agreement and agrees in writing to be bound by this Agreement. Any attempted assignment or transfer in violation of the foregoing will be null and void. Notwithstanding the foregoing, the parties agree that Quest may use subcontractors to perform all or part of its obligations hereunder.

(c) **Severability.** If any provision of this Agreement shall be held by a court of competent jurisdiction to be contrary to law, such provision will be enforced to the maximum extent permissible and the remaining provisions of this Agreement will remain in full force and effect. Notwithstanding the foregoing, the terms of this Agreement that limit, disclaim, or exclude warranties, remedies or damages are intended by the parties to be independent and remain in effect despite the failure or unenforceability of an agreed remedy. The parties have relied on the limitations and exclusions set forth in this Agreement in determining whether to enter into it.

(d) **Personal Data.** Customer hereby acknowledges and agrees that Quest's performance of this Agreement may require Quest to process or store personal data of Customer, its employees and Affiliates and to transmit such data internally within Quest or to Quest Affiliates. Such processing, storage, and transmission (i) shall be for the sole purpose of, and only to the extent necessary for Quest to perform its obligations under this Agreement and (ii) may take place in any of the countries in which Quest and its Affiliates conduct business, including countries outside of the European Economic Area. Quest hereby affirms to Customer that Quest Software, Inc. currently abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of data from the European Union.

(e) **Notices.** All notices provided hereunder shall be in writing and addressed to the legal department of the respective party or to such other address as may be specified in an Order or in writing by either of the parties to the other in accordance with this Section. Except as may be expressly permitted herein, notices may be delivered personally, sent via a nationally recognized courier or overnight delivery service, or mailed by first class mail, postage prepaid. All notices, requests, demands or communications shall be deemed effective upon personal delivery or four (4) days following deposit in the mail in accordance with this paragraph.

(f) **Disclosure of Customer Status.** Quest may include Customer in its listing of customers and, upon written consent by Customer, announce Customer's selection of Quest in its marketing communications.

(g) **Waiver.** Performance of any obligation required by a party hereunder may be waived only by a written waiver signed by an authorized representative of the other party, which waiver shall be effective only with respect to the specific obligation described therein. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

(h) **Injunctive Relief.** Each party acknowledges and agrees that in the event of a material breach of this Agreement, including but not limited to a breach of the "*Software License*", "*Restrictions*" or "*Confidential Information*" Sections of this Agreement, the non-breaching party shall be entitled to seek immediate injunctive relief, without limiting its other rights and remedies.

(i) **Force Majeure.** Each party will be excused from performance for any period during which, and to the extent that, it is prevented from performing any obligation or service as a result of causes beyond its reasonable control, and without its fault or negligence, including without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, communication line failures, and power failures. For the avoidance of doubt, an excuse of the obligation to pay fees due hereunder during the pendency of a force majeure event shall not operate to relieve Customer or its Affiliates of its contractual obligations to pay such fees.

(j) **Headings.** Headings in this Agreement are for convenience only and do not affect the meaning or interpretation of this Agreement. This Agreement will not be construed either in favor of or against one party or the other, but rather in accordance with its fair meaning.

When the term "including" is used in this Agreement it will be construed in each case to mean "including, but not limited to".

(k) **Legal Fees.** If any legal action is brought to enforce any rights or obligations under this Agreement, the prevailing party shall be entitled to recover its reasonable attorneys' fees, court costs and other collection expenses, in addition to any other relief it may be awarded.

(l) **Entire Agreement.** This Agreement is intended by the parties as a final expression of their agreement with respect to the subject matter hereof and may not be contradicted by evidence of any prior or contemporaneous agreement unless such agreement is signed by both parties. In the absence of such an agreement, this Agreement shall constitute the complete and exclusive statement of the terms and conditions and no extrinsic evidence whatsoever may be introduced in any judicial proceeding that may involve the Agreement. In the event of a conflict between the terms of this Agreement and the terms contained in an Order, the terms in the Order shall only control if the Order is signed by both Quest and Customer; otherwise, the terms of this Agreement shall control. Neither this Agreement, nor an Order, may be modified or amended except by a writing executed by a duly authorized representative of each party. The parties hereby acknowledge and agree that this Agreement or an Order may not be denied legal effect, validity, or enforceability solely because a certified electronic signature was used in its formation and waive any rights or requirements under any laws or regulations in any jurisdiction which require an original (non-electronic) signature, to the extent permitted under applicable mandatory law. No other act, document, usage or custom shall be deemed to amend or modify this Agreement or an Order. Delivery of Products shall be FCA (Quest's Dublin office) ICC Incoterms (2010).