

Condition Number	Condition
CLOUD011	(CLOUD011) Forsta Plus Cloud Report Access (also known as "Third Party Access"): this is a generic term covering the provision of access to reports made available by a Designated User to one individual, either as a Report Viewer ("RVA"), Report Analyst ("RAA") or Report Designer ("RDA"), and where the quantity and type of said access is stated herein. Access to some features may be subject to the purchase of additional product specific Add-Ons.
CLOUD013	(CLOUD013) Forsta Plus Cloud Units: Client accepts that Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided.
CLOUD014	(CLOUD014) Forsta Plus Cloud API Access: Licensing of the API Access is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
CLOUD016	(CLOUD016) Forsta Plus Cloud Panel: The licensed number of panelists on this Form is the aggregate number of panelists (whether active or passive, complete or partial) across all of Client's panels running on the Service. Panel Sample Files may be deleted by Forsta after 60 days. When a Designated User of Client selects the "Panel Registration Survey" box in the Project Overview area of Forsta Plus, then: (i) if the survey record is immediately deleted with DeleteCurrentResponse (script function in a script node) there will be no charge; (ii) whereas if the survey record is not immediately deleted then Forsta Plus Cloud Units charge per complete will apply. Selecting the "Panel Registration Survey" box shall solely be done by Client for eligible projects in accordance with the Documentation and the AUP.
CLOUD032	(CLOUD032) Forsta Plus Cloud Transaction Types: Licensing of this Add-On is subject to the terms and conditions of a specific Transaction Types Schedule to be included into the Agreement stipulating the agreed accounting structure.

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CLOUD033	(CLOUD033) Forsta Plus Cloud SFTP: Where SFTP Data Delivery is ordered, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP AddOn includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, but will then be set up by Forsta to have specific folder/file access rights related to the specific process only.
CLOUD051	(CLOUD051) Forsta Plus Cloud Genius Text Analytics: Licensing of this Product is subject to the Genius Text Analytics Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. If several open ended questions are included in a questionnaire, the equivalent number of Verbatims will be charged per questionnaire.
CLOUD065	(CLOUD065) CLOUD LMS: The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of LMS User Accesses, please contact support@forsta.com . All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta.

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CLOUD066	(CLOUD066) CLOUD CRM Connector for Salesforce ("CRMSF") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Salesforce.com Inc ("SFDC"), at Client's sole expense. Client's license with SFDC must accommodate for a number of integration calls to SFDC's APIs sufficient to support the integration with Forsta Plus. By using the CRMSF Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on SFDC's platform. In order to activate this Add-On, we require the Client's production Salesforce Organization ID. (Note that it must be the Production Organization ID and a Sandbox Salesforce Organization ID is insufficient). (B) Certain functionalities available with this Add-On interoperate with SFDC software and integration services. Proper performance of this Add-On therefore also depends on the continued and proper availability of such SFDC software and services, and Forsta cannot guarantee performance or uptime on behalf of SFDC. (C) Client hereby acknowledges that (i) any data transferred out of the SFDC platform and onto the Forsta Plus platform, shall cause SFDC no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMSF that subsequently resides within the SFDC platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and SFDC, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to SFDC in order to enable the integration, and such information will be used by SFDC pursuant to SFDC's privacy policy available at https://www.salesforce.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMSF integration if SFDC exercises its right to terminate use of the CRMSF integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMSF integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMSF. (E) Client represents and warrants that it shall not permit the use of the CRMSF in countries under U.S. embargo or by individuals on U.S. government denied parties lists. (F) SFDC does not permit any trials of the CRMSF to last for more than 60 days. (G) Support requests by Client in relation to CRMSF must be submitted to Forsta whilst those relating to SFDC software should be submitted to SFDC. Use of this Add-On requires proper configuration of Client's SFDC environment; that configuration is Client's responsibility. (H) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's SFDC integration to such new Add-On.
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CLOUD075	(CLOUD075) Genius Social Analytics: Licensing of this Product is subject to the Genius Social Analytics Schedule found at https://legal.forsta.com/legal/genius-social-analytics-schedule/ unless such schedule was previously agreed to by the parties in which case such agreed version controls.

CLOUD101-04	(CLOUD101-04) Forsta Plus Cloud Package: This Forsta Plus Base License Package for Canada Cloud (v4) comprises the following elements: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; Reportal; and (B) COMPONENTS: Survey Designer; Studio Designer; Flex E-Mail Opt-Out Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub and Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (053) Software Package: The SaaS Software Package (v1) comprises of Data Processing, Questionnaire Reviewer, Random Data Generator, Spell Checker. - (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total
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	number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
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CLOUD102-02	(CLOUD102-02) Forsta Plus Cloud Package: This Forsta Plus Base License Package for Germany Cloud (v2) comprises the following elements: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; and (B) COMPONENTS: Flex E-Mail Opt-Out Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Studio Designer and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub and Survey Data Storage and 20MB File Library Storage. The following elements have the conditions as stated below: - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (053) Software Package: The SaaS Software Package (v1) comprises of Data Processing, Questionnaire Reviewer, Random Data Generator, Spell Checker. - (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
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CLOUD103-01	(CLOUD103-01) Forsta Plus Cloud Package: This Forsta Plus Base License Package for Saudi Arabia Cloud (v1) comprises the following elements: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; and (B) COMPONENTS: Flex E-Mail Opt-Out Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Studio Designer and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub and Survey Data Storage and 20MB File Library Storage. The following elements have the conditions as stated below: - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). - (050) Storage Package: Storage is provided at "Account" level - i.e., one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (053) Software Package: The SaaS Software Package (v1) comprises of Data Processing, Questionnaire Reviewer, Random Data Generator, Spell Checker. - (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The

	specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
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CLOUD559	(CLOUD559) Base License Package for Single Tenant Environment (v1): Access to a Single Tenant Environment is subject to the terms and conditions of the Forsta Cloud Schedule found at https://legal.forsta.com/legal/forsta-cloud-schedule/. The Base License Package for Single Tenant Environment (v1) is comprised of the following elements: - 1 Named Professional User ID with LMS Access - 1 DSC - Reportal - Survey Designer - Studio Designer - Flex Email Opt-Out Extension The preceding elements have the conditions as stated below: (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Sales Order, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. (053) Software Package: The SaaS Software Package (v1) comprises of Data Processing, Questionnaire Reviewer, Random Data Generator, Spell Checker. (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third-party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc. In the case of Studio based solutions related to Employee Surveys, the Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Order are set forth therein.
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CLOUD730	(CLOUD730) Forsta Plus Cloud CATI: Access to and use of Consoles for Forsta Plus CATI is subject to acceptance of the License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. The maximum allowed number of concurrently connected CATI Consoles is set forth in this Form. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Software updates may require direct operations on the device. The successful use of CATI is contingent upon Client's infrastructure (internet, phone lines, LAN, load balancers, etc.) being sufficiently scaled, and operating without interruptions. The Parties will cooperate in performing a Pre-CATI-deployment assessment (the "PCD"), which defines the minimum standards necessary for Client to run CATI. Client shall comply with those standards. If Forsta has been requested by Client to address an issue which Forsta reasonably deems, after due investigations, to be related to aspects outside of its contractual responsibility (e.g. by failure to comply with the system requirements or the PCD standards, CATI consoles connection issues due to e.g. latency, connection loss, inadequate bandwidth, insufficient network, etc.), then Forsta may temporarily discontinue its support efforts in the affected area, pending a report to be prepared by an independent third party consultant experienced in areas such as performance troubleshooting and network optimization. In the event that such third party report determines that the issues experienced by Client are stemming out of aspects outside Forsta's contractual responsibility, Client will reimburse Forsta in full for the costs incurred.
CLOUD837	(CLOUD837) Forsta Plus Cloud Open Dialer API: Licensing of Forsta Plus Open Dialer API is subject to the Open Dialer API Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. This Add-On is solely aimed at enabling a data communication bridge between the Service and a third party dialer, where such third party dialer, and any equipment related thereto, is provided to Client by a third party and under a separate agreement to which Forsta is not a party. Forsta is not responsible for any aspect relating to the third party dialer and equipment, and all support requests from Client relating to dialer will be routed directly to that third party vendor.
CLOUD974	(CLOUD974) Forsta Plus Cloud Digital Feedback SDK: Licensing of this Add-On is subject to the Mobile SDK Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.

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	For improved user experience globally and for the ability to deal with high volume requests, Digital Feedback SDK leverages third party content delivery network services (CDN). Forsta is unable to guarantee that the CDN supplier complies with Forsta system requirements at all times. Accordingly, the Forsta Plus SLA shall not apply to Digital Feedback SDK due to CDN related events, provided however that Forsta commits to promptly work with Client to address such situations by way of resolution or workaround.
CLOUD994	(CLOUD994) Forsta Plus Cloud Forsta Visualizations Crosstab Module: Licensing of this Add-On is subject to the Forsta Visualizations SLA and Support Terms found at https://legal.forsta.com unless such terms (or a related Dapresy Schedule) were previously agreed to by the parties in which case such agreed version controls.
DAPRY040-01	(DAPRY040-01) Forsta Visualizations Full Package (v1) comprises the following components: Unlimited Admin Users; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Enfesys; Multi Language; Hierarchy Support; Hierarchy Bulk Export; Super Tab; RU User Groups; Document Center; Open Comments.
FPS200	(FPS200) Consultancy: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/ . The provision of consultancy services may necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, the consultancy services ordered in this Sales Order shall expire on completion of the Sales Order Term herein.

FPS202	(FPS202) Fixed Price Deliverable: The Fixed Price Deliverable is provided subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/. The Fixed Price Deliverable set forth in this Form will be delivered for the stated fixed fee above, under the requirements and assumptions contained in a separate Statement of Work, identified with the same OID-number as the one in the upper left corner of this Form. If there is a scope change from the work detailed in the Statement of Work, or if there are changes in requirements or assumptions, a Change Order document will be issued to Client and the new scope will be agreed upon between the parties. The Fixed Price Deliverable stated in the Statement of Work will not change without mutual sign off through a Change Order outlining the change in scope, commercial terms, and timelines.
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FVIS001-03	(FVIS001-03) Base Package Admins Enterprise (v3) comprises the following components: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Enfesys; Multi Language; Hierarchy Support; Hierarchy Bulk Export; Super Tab; RU User Groups; Document Center; Open Comments. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.

FVIS002-03	(FVIS002-03) Base Package Admins Professional (v3) comprises the following components: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Multi Language; Hierarchy Support; Super Tab; RU User Groups; Document Center; Open Comments. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.
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FVIS003-01	(FVIS003-01) Base Package Admins Enterprise Plus (v1) comprises the following components: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Enfesys; Multi Language; Hierarchy Support; Hierarchy Bulk Export; Super Tab; RU User Groups; Document Center; Open Comments; ; 1 x SSO; 2 x Custom Themes; 2 x Custom Project Selection Page & URL; 60 CS Hours. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.
FVIS004	(FVIS004) Additional Admin User License: Administrator Users can perform the following processes: 1. Create projects, 2. Import data, 3. Design Dashboard, 4. Distribute Dashboards to persons having a Report User subscription, based upon the system edition licensed. To ensure optimum performance, Administrator Users should have a high-speed Internet connection. Upon initial sign in, all Administrator Users must agree to the Forsta Visualizations Acceptable Use Policy.
FVIS006	(FVIS006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.

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FVIS012-02	(FVIS012-02) Base Package Admins: Turnkey (v1): This is a license for a Services Delivery based upon specifications in the SOW and comprises the following features: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. *Deck Creation - Easily create comprehensive chart decks to visually convey key findings without having to create tables first, all in a familiar interface like PowerPoint.
FVIS017	(FVIS017) Forsta Visualizations Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided.

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FVIS018-01	(FVIS018-01) Base Package Admins Essential (v1) comprises the following components: The agreed quantity of Admin Users; Units; CSM Support; Cross Table Tool; StoryCreator; Document Center. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided.
FVIS200	(FVIS200) Consultancy: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/ . The provision of consultancy services may necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, the consultancy services ordered in this Form shall expire on completion of the Sales Order Term herein.
LX001	(LX001) RIO Local Experience: Where any agreement between the Parties includes terms regarding data privacy or data security beyond that which is required by applicable law, such terms shall not apply to the Rio services (including any data processed therein) and, instead, the Rio Data Security Terms, which will be provided to Client upon request, will apply to the Rio services.
MS006	(MS006) Forsta Visualizations Report User License: This product is subject to the Forsta Visualizations SLA and Support Terms as given at https://legal.forsta.com/ .
MS008	(MS008) Forsta Visualizations Other License Cost (as specified in Comment field): This product is subject to the Forsta Visualizations SLA and Support Terms as given at https://legal.forsta.com/ .
MS011	(MS011) Report Access (also known as "Third Party Access"): is a generic term covering the provision of access to reports made available by a Designated User to one individual, either as a Report Viewer (RVA), Report Analyst (RAA) or Report Designer (RDA), and where the quantity and type of said access is stated herein. Access to some features (including Active Dashboards and Actions) may be subject to the purchase of additional product specific Add-Ons.

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MS013	(MS013) Units: Client accepts that Forsta Plus Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided.
MS014	(MS014) API Access: Licensing of the Forsta Plus API Access (formerly known as XML Web Services) is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
MS015	(MS015) Premium E-mailing: This Product requires an Client domain to be obtained and managed by the Client. Forsta will provide the IP address, and Client will be the sole user thereof, for purpose of e-mailing only. Premium E-Mail does not include: (i) monitoring by Forsta of anti-spam sites for potential listings of such IP addresses; (ii) whitelisting assistance by Forsta; or (iii) the domain to be used as email sender.
MS033	(MS033) Security Package: For learning how to use PGP encryption in relation to the Software, see the Documentation. Where SFTP is to be used, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP AddOn includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, and will be set up by Forsta to have specific folder/file access rights related to the specific process only.

MS051	(MS051) Genius Text Analytics: Licensing of this Product is subject to the Genius Text Analytics Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. If several open ended questions are included in a questionnaire, the equivalent number of Verbatims will be charged per questionnaire.
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Condition Number	Condition
MS055	(MS055) Invitations & Reminders ("I&R"): Forsta Plus Unit Fees are payable in full at the beginning of each one-year period. One (1) unit-charge is applied to Client each time one (1) I&R is successfully sent from the Service, independently of whether or not delivered to a recipient. When the number of pre-paid I&Rs have been consumed, additional I&Rs may be purchased upon execution of a new Sales Order. I&Rs are priced in steps according to the quantity bought in each individual purchase. In lack of purchase of additional I&Rs upon exhaustion of pre-paid allocations, Client shall be charged based on the relevant pay-as-you-go rate for all subsequent usage. I&Rs ordered herein, can only be used during the Sales Order Term, and shall be removed from Client's account on expiry of the Sales Order Term. In relation to report exports (PDF, PPT and Excel) from the Service the applicable charge as defined in the table in the Fees Schedule, will be nine (9) I&Rs per export. Client will have access to regular logs summarizing consumption of I&Rs. Client undertakes to promptly perform accurate review of said logs, and promptly inform Forsta of any inaccuracy or error. Where Forsta and Client agree that the logs are incorrect, Forsta shall provide a corrected version, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the communication of inaccuracy or error was provided.

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MS066	(MS066) CRM Connector for Salesforce ("CRMSF") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Salesforce.com Inc ("SFDC"), at Client's sole expense. Client's license with SFDC must accommodate for a number of integration calls to SFDC's APIs sufficient to support the integration with Forsta Plus. By using the CRMSF Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on SFDC's platform. In order to activate this Add-On, we require Client's production Salesforce Organization ID. (Note that it must be the Production Organization ID and a Sandbox Salesforce Organization ID is insufficient). (B) Certain functionalities available with this Add-On interoperate with SFDC software and integration services. Proper performance of this Add-On therefore also depends on the continued and proper availability of such SFDC software and services, and Forsta cannot guarantee performance or uptime on behalf of SFDC. (C) Client hereby acknowledges that (i) any data transferred out of the SFDC platform and onto the Forsta Plus platform, shall cause SFDC no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMSF that subsequently resides within the SFDC platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and SFDC, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to SFDC in order to enable the integration, and such information will be used by SFDC pursuant to SFDC's privacy policy available at https://www.salesforce.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMSF integration if SFDC exercises its right to terminate use of the CRMSF integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMSF integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMSF. (E) Client represents and warrants that it shall not permit the use of the CRMSF in countries under U.S. embargo or by individuals on U.S. government denied parties lists. (F) SFDC does not permit any trials of the CRMSF to last for more than 60 days. (G) Support requests by Client in relation to CRMSF must be submitted to Forsta whilst those relating to SFDC software should be submitted to SFDC. Use of this Add-On requires proper configuration of Client's SFDC environment; that configuration is Client's responsibility. (H) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's SFDC integration to such new Add-On.
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Condition Number	Condition
MS072	(MS072) Language Translator Extension: Use of the Language Translator Extension requires Client, at its sole cost and expense, to set up and manage the required Microsoft Translator or Google Translate account(s) and to provide Forsta with access to those accounts as appropriate. Where the price model offered, either by Microsoft Translator or Google Translate, is based on actual consumption, Client shall be solely responsible for all of such costs towards the respective translator as incurred by Forsta's use on behalf of Client. The terms and conditions applicable to either translator are those offered by that translator at any time, and Client fully accepts such terms. Client understands and agrees (a) that Forsta will not be performing quality assurance of the translations, and shall have no responsibility for the accuracy thereof; and (b) that Forsta shall have no responsibility for proper functioning of, or the availability of, either Microsoft Translator or Google Translate; and (c) that data to be translated will be transferred out of Forsta's hosting environments and onto the translator's services, over which Forsta has no control and for which Forsta can accept no responsibility.

MS133	(MS133) Base License Package (v3): This package comprises the following elements up to the quantity stated herein, for use on one SaaS Hosting Environment: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; Reportal; and (B) COMPONENTS: Studio Designer; Survey Designer; Studio Designer; Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the
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	Documentation for details. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of an Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System (LMS) is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
OP011	(OP011) One Reportal Access allows access by one individual to the reports made available to the user by a Designated User. Where permitted by the License Key for the Software, Client may convert Reportal Accesses at the ratio of 4 Report Viewer to 2 Report Analyst to 1 Report Designer.
OP013	(OP013) Units: Forsta Plus Units can only be used during the Sales Order Term, and shall be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order.
OP014	(OP014) API Access: Licensing of the Forsta Plus API Access (formerly known as XML Web Services) is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.

Condition Number	Condition
OP016	(OP016) Panel: The licensed number of panelists on this Sales Order is the aggregate number of panelists (whether active or passive, complete or partial) across all of Client's panels running on the Software. When a Designated User of Client selects the Panel Registration Survey box in the Project Overview area of Forsta Plus, then: (i) if the survey record is immediately deleted with DeleteCurrentResponse (script function in a script node) there will be no charge; (ii) whereas if the survey record is not immediately deleted then Forsta Plus Units charge per complete will apply. Selecting the Panel Registration Survey box shall solely be done by Client for eligible projects in accordance with the Documentation the AUP.
OP025	(OP025) Open Dialer API: Licensing of Forsta Plus Open Dialer API is subject to the Open Dialer API Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. The Schedule stipulates terms and conditions for the use of software to be installed on dialer equipment to be procured and maintained by Client. This Add-On is solely aimed at enabling a data communication bridge between the Software and a third party dialer, where such third party dialer, and any equipment related thereto, is provided to Client by a third party and under a separate agreement to which Forsta is not a party. Forsta is not responsible for any aspect relating to the third party dialer and equipment, and all support requests from Client relating to dialer will be routed directly to that third party vendor.

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OP028	(OP028) CATI: (i) The maximum allowed number of concurrently connected CATI Consoles is set forth in this Form. (ii) System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Software updates may require direct operations on the device. (iii) The successful use of CATI is contingent upon Client's infrastructure (internet, phone lines, LAN, load balancers, etc.) being sufficiently scaled, and operating without interruptions. The Parties will cooperate in performing a Pre-CATI-deployment assessment (the "PCD"), which defines the minimum standards necessary for Client to run CATI. Client shall comply with those standards (iv) If Forsta has been requested by Client to address an issue which Forsta reasonably deems, after due investigations, to be related to aspects outside of its contractual responsibility (e.g. by failure to comply with the system requirements or the PCD standards, including CATI consoles connection issues due to e.g. latency, connection loss, inadequate bandwidth, insufficient network, etc.), then Forsta may temporarily discontinue its support efforts in the affected area, pending a report to be prepared by an independent third party consultant experienced in areas such as performance troubleshooting and network optimization. In the event that such third party report determines that the issues experienced by Client are stemming out of aspects outside Forsta's contractual responsibility, Client will reimburse Forsta in full for the costs incurred. (v) Access to and use of Consoles for Forsta Plus CATI is subject License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC.
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OP031	(OP031) CAPI: Access to and use of Consoles for Forsta Plus CAPI and / or Forsta Plus Kiosk is subject to acceptance of the License Agreement for License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ . The Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. Client is responsible for ensuring that all Consoles are permanently deleted from all devices when the appropriate license is no longer valid. The number of devices on which Consoles can be installed is not limited by Forsta, whereas Client shall activate, via the Forsta Plus Software, each device (an "Active Station") "Active Station" is any device enabled for CAPI or Kiosk data collection, regardless of whether data collection is being performed or not at any given time. Client may replace CAPI or Kiosk Active Stations no longer needed with new ones. The maximum allowed number of Active Stations is set forth in this Form. Client is not allowed to remove and re-activate the same CAPI or Kiosk station on an on-going basis as such activity will be deemed an attempt to circumvent the licensing model. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Some software updates may require direct operations on the devices.
OP032	(OP032) Transaction Types: Licensing of this Add-On is subject to the terms and conditions of a specific Transaction Types Schedule to be included into the Agreement stipulating the agreed accounting structure.
OP033	(OP033) SFTP: Where SFTP Data Delivery is ordered, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware.
OP036	(OP036) CAPI Productivity Reporting: Licensing of this Product is subject to: (i) additional system requirements; and (ii) hardware specifically dedicated to run this Add-On. First time installation is to be conducted by Forsta at agreed fees.
OP037	(OP037) Reportal: This Add-On is based on an external third party component. It is not allowed to install such external third party component unless it has been licensed from Forsta under a Sales Order.

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OP038	(OP038) Flex Framework: (A) This Add-On provides Client access to install and operate, on the Equipment, the Forsta Plus Flex Extension Framework, and to activate through the Framework the number of extensions allowed for in the applicable line item in the table herein. This limit applies independently of whether the extensions are developed and delivered by Forsta ("Forsta Extension"), by Client, or by a 3rd party developer. Forsta Extensions are subject to separate licensing. Forsta is only responsible for support or maintenance of Forsta Extensions. Development of applications based on the Forsta Plus Flex Extension Framework, is subject to Client entering into Flex Developer License with Forsta. (B) Flex Add-Ons are made available to Client as programs separate from the Forsta Plus Software. Flex Add-Ons must be installed in accordance with the Documentation. Updates to Flex Add-Ons may be released by Forsta outside of the release cycle of the Forsta Plus Software, and are made available from the Forsta Extranet.
OP044	(OP044) Non-Production License: Client may install and operate additional instances of the Licensed Software, in the quantity stated in the Product table herein. Such operation shall be solely and exclusively for non-production purposes related to testing. The Non-Production Site (the "NPS") shall not be used for staging or for pre- or post- production activities such as project authoring, data collection, data analysis, reporting, e-mailing, and similar. Client shall be responsible for providing monthly server logs to Forsta for all NPS. Forsta's support and maintenance obligations outlined in the Agreement shall NOT apply to the NPS. Any request by Client for support or maintenance on the NPS shall be deemed as Additional Services in accordance with the terms of the Agreement. The License Key provided by Forsta for the NPS will include the elements specified in the Comments field on this Form. In absence of such specification, only a basic license will be provided, limited to one (1) Forsta Plus Professional Designer User ID, but no other user licenses, nor any third party licenses.
OP063	(OP063) Power-Point: Client is responsible for the Power-Point licenses for the Designated Users.
OP064	(OP064) PowerMTA-Integration: The use of the "PowerMTAIntegration email component" Add-On, assumes that (i) Client has obtained the necessary licenses for the PowerMTA software from the applicable third party vendor (currently Port25); (ii) has procured the required Equipment to run PowerMTA; and (iii) has entered into necessary support and maintenance agreements with such third party; all of the above at Client's sole cost and risk. Forsta is not responsible for any aspect relating to the PowerMTA software or the Equipment, and all support requests from Client relating to PowerMTA and the Equipment will be routed directly by Client to the third party vendor.

Condition Number	Condition
OP065	(OP065) The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta.
OP067	(OP067) Forsta Plus Branded AskMe Offline Survey Completion App Add-On (FPBA): Licensing of this Add-On is subject to Client also possessing a "Forsta Plus AskMe Offline Survey Completion App" Add-On license. The following conditions apply to all FPBA products: (i) Client accepts that certain elements of FPBA cannot be tailored or white-labelled, and that certain elements may change from time to time as set forth in the "Forsta Plus App Branding Guidance Manual" (the "FPABM"), (ii) Client is responsible for all costs associated with publishing the application on the Apple App Store and or Google Play store, including any preagreed cost for hours spent by Forsta in performing such tasks on behalf of Client, (iii) it is Client's sole responsibility to create any End User License Agreement and/or Privacy Policy that is required to be added to FPBA in order to distribute it via app stores, and (iv) Supported platforms shall be those detailed in the applicable system requirements available from https://legal.forsta.com/ at any time. The conditions applicable to the line item "Branded AskMe Offline Survey Completion App (Initial Build & Deployment)" (if included in this Form), are set forth in the FPABM. Client shall fill in required information in the FPABM as required, and shall sign and return it to Forsta.
OP069	(OP069) Beta-feature toggle for Continuous Delivery: This Add-On is only available for Equipment operating on Continuous Delivery, and enables Client to activate Beta-features hidden behind feature toggles. Activation of such features must be done subject to prior agreement by Forsta. Beta-features are under development, may not be documented, are not supported, and may change without pre-warning. Beta-Features must not be used for any production purposes. Use of Beta-features is at Client's sole risk, and Forsta shall have no responsibility for any consequence of use thereof. Those Beta-features which Forsta determines to be made generally available in the Software may be offered as AddOns subject to additional charges, and / or may require agreement to additional legal terms.

Condition Number	Condition
OP071	(OP071) Forsta Plus Scan - Desktop Software: Licensing of the Forsta Plus Scan - Desktop Software is subject to the Desktop Software Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
OP072	(OP072) Language Translator Extension: Use of the Language Translator Extension requires Client, at its sole cost and expense, to set up and manage the required Microsoft Translator or Google Translate account(s) as appropriate. Where the price model offered, either by Microsoft Translator or Google Translate, is based on actual consumption, Client shall be solely responsible for all of such costs towards the respective translator. The terms and conditions applicable to either translator are those offered by that translator at any time, and Client fully accepts such terms. Client understands and agrees (a) that Forsta will not be performing quality assurance of the translations, and shall have no responsibility for the accuracy thereof; and (b) that Forsta shall have no responsibility for proper functioning of, or the availability of, either Microsoft Translator or Google Translate; and (c) that data to be translated will be transferred out of Forsta's hosting environments and onto the translator's services, over which Forsta has no control and for which Forsta can accept no responsibility.
OP108	(OP108) Octopus: This item is the annual fee for Client's use of the automated Octopus deployment technologies, in relation to one (1) server instance of the Forsta Plus software. Octopus is a third party software application. The fee includes Forsta's assistance in relation to first time installation and configuration of Octopus, and guidance in relation to ongoing updates to Octopus. Licensing for one (1) Octopus component is included, including ongoing Octopus updates. Client must have a dedicated server for Octopus, sharing of Octopus servers/licensing which Client already uses for other third party applications is not supported. Use of Octopus is only supported on Forsta Plus On-Premise v20 or later. Client must maintain Octopus configuration at a version compatible with Forsta Plus' deployment processes at all times.

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OP134	(OP134) Base License Package (v3): This package comprises the following elements up to the quantity stated herein, for use on one Hosting Environment: (A) ACCESS: 25 Named Professional User IDs; 1 DSC; and 1 TA; (B) COMPONENTS: Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL Add-On); Flex Framework, Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and File Library Storage. The following elements have the conditions as stated below: - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (038) Flex Framework: (A) This Add-On provides Client access to install and operate, on the Equipment, the Forsta Plus Flex Extension Framework, and to activate through the Framework the number of extensions allowed for in the applicable line item in the table herein. This limit applies independently of whether the extensions are developed and delivered by Forsta ("Forsta Extension"), by Client, or by a 3rd party developer. Forsta Extensions are subject to separate licensing. Forsta is only responsible for support or maintenance of Forsta Plus Extensions. Development of applications based on the Forsta Plus Flex Extension Framework, is subject to Client entering into Flex Developer License with Forsta. (B) Flex Add-Ons are made available to Client as programs separate from the Forsta Plus Software. Flex Add-Ons must be installed in accordance with the Documentation and may incur a configuration charge if this work is performed by Forsta. Updates to Flex Add-Ons may be released by Forsta outside of the release cycle of the Forsta Software, and are made available from the Forsta Extranet.
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Condition Number	Condition
OP200	(OP200) Consultancy: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at https://legal.forsta.com/ . The provision of consultancy services may necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, the consultancy services ordered in this Form shall expire on completion of the Sales Order Term herein.

SEVCL001-02	(SEVCL001-02) EVCL Package: Employee Voices (v1): This Package is required for Client to design Employee Voices ("EV") surveys to be deployed: (a) internally in the Client's organization subject to the additional purchase herein of the correct quantity of EV Client Employee Accesses equal to the total number of EV Client employees that can be invited to take the appropriate type of EV Survey; or (b) externally to Client's End Customers ("ECs") subject to the purchase of an appropriate "Annual Access AddOn" herein, and the subsequent additional execution between Client and Forsta of a separate SEVEC Sales Order for each EC containing: (i) the name of the EC organization, (ii) an SEVEC Package, and (iii) the quantity of "SEVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. This Package contains a Professional User ID which can configure the access rights of RVAs licensed to subordinate ECs under separate SEVEC Sales Orders. Implementation and customization services must be purchased separately. This SEVCL Package comprises the following elements for use on one SaaS Hosting Environment: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; Business User Access to Hierarchy Management; Reportal; and (B) COMPONENTS: Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL AddOn); Active Dashboards Add-On; Actions Add-On; Security Package (PGP; SFTP for up to 3 SFTP Users); Studio Designer AddOn; Studio Solution for Employee Pulse; Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub and Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On inter operates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"), where one ESP is an SMS provider for which Forsta verifies, from time to time, the proper functioning of data flow through the communication bridge. (i) Client shall be
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	responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may request to receive a pro-rata refund of the fees Client has already pre-paid for this extension for the remainder of the current contractual term. NOTE: With reference to the Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (033) Security Package: Where SFTP Data Delivery is ordered, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes one individual SFTP account for upto 3 SFTP Users. Additional individual SFTP accounts incur additional charges. - (050) Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta. - (976) Studio Designer License: This Add-On enables Client to design Employee Surveys either to be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the Employee Voices licensing model (the "EV Model"). When deploying externally to an EC, an "Annual Access to EV Software for ECs" Add-On must be licensed herein, and Client must then execute a separate SEVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an SEVEC Package, and (iii) the quantity of "SEVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms
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Condition Number	Condition
	applicable to such SEVEC Sales Order are set forth therein. - (979) Studio Solution for Employee Pulse: This Add-On is required for Client to deploy Employee Pulse Surveys internally in Client's organization where the Respondents of such surveys shall be employees of Client, or externally to Client's end customers ("ECs") but only when usage by said ECs is charged according to the quantity of completed survey responses (the "Completes Model").

SEVCL002	(SEVCL002) EVCL Employee Accesses for Employee Pulse: The quantity entered for this line item is the quantity of Client's employees that can receive Employee Pulse surveys created by Client. No separate purchase of Forsta Plus Units or Forsta Plus Report Viewers ("RVAs") is required, however, usage levels of Forsta Plus Units or RVAs shall be subject to use within the guidelines provided in the AUP relevant to Dashboard. Client is responsible for all set-up, distribution and ongoing management of such RVAs. The price offered to Client for this product, is based on the declared quantity of employees, and assumptions of usage levels of the Software by Client as defined in the AUP. The AUP may set forth expected number of Employee surveys per year, quantity of RVAs, quantity of report exports, and other. Client shall make reasonable commercial efforts to ensure that it operates within the applicable AUP limits. Forsta may audit Client's use, and should such usage go beyond AUP levels, the Parties will discuss the usage levels and agree in good faith to additional fees where applicable, to be applied at the latest ahead of the next license renewal. Includes Studio Designer.
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Condition Number	Condition
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SEVCL003	(SEVCL003) EVCL Software & Services as per SOW: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/. The provision of consultancy services herein necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, these consultancy services shall expire on completion of the Sales Order Term herein. The quantity denotes the number of unique targets for the surveys, and is not the number of respondents that are asked to answer those surveys. E.g. for a 360 survey, the quantity would be the number of individuals that are to be the target of the 360 survey. Client will be allocated one RVA for every unique target, and may configure certain of those RVAs to have access rights to modify and deploy said surveys, or to only have access rights to view reports. No separate purchase of Forsta Plus Units or Forsta Plus Report Viewers ("RVAs") is required, however, usage levels of Forsta Plus Units or RVAs shall be subject to use within the guidelines provided in the AUP relevant to Dashboard. Client is responsible for all set-up, distribution and ongoing management of RVAs. The price offered to Client for this product, is based on the agreed access rights, the quantity of unique targets, and assumptions of usage levels of the Software by Client as defined in the AUP. The AUP may set forth expected number of surveys per year, quantity of RVAs, quantity of report exports, and other. Client shall make reasonable commercial efforts to ensure that it operates within the applicable AUP limits. Forsta may audit Client's use, and should such usage contravene the agreed access rights, or go beyond AUP levels, the Parties will discuss the usage levels and agree in good faith to additional fees where applicable, to be applied at the latest ahead of the next license renewal.
SEVCL014	(SEVCL014) EVCL API Access: Licensing of the EVCL API Access is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.

SEVCL051	(SEVCL051) EVCL Genius Text Analytics (Usage): Licensing of this Product is subject to the Genius Text Analytics Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. Client understands and agrees that the fee for this product has been calculated on the assumption that only data collected via the Forsta Plus Software shall be processed. Use of Genius Text Analytics software to process data feeds originating from other sources, such as survey and data collection tools, shall be subject to additional applicable charges for Verbatim processing. Implementation and customization services may be
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Condition Number	Condition
	required, the cost of any such services shall be mutually scoped and agreed.
SEVCL065	(SEVCL065) EVCL LMS: The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of LMS User Accesses, please contact support@forsta.com . All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta.

SEVEC002	(SEVEC002) EVEC Employee Accesses for Employee Pulse: The quantity entered for this line item is the quantity of End Customer's ("EC's") employees that can receive Employee Pulse surveys created by Client. Client may configure certain of the EC RVAs to have access rights to modify and deploy said Employee Pulse surveys, unless the parties agree herein to a price reduction that requires EC's RVAs to only have access rights to view reports. No separate purchase of Forsta Plus Units or Forsta Plus Report Viewers ("RVAs") is required, however, usage levels of Forsta Plus Units or RVAs shall be subject to use within the guidelines provided in the AUP relevant to Dashboard. Client is responsible for all set-up, distribution and ongoing management of RVAs. The price offered to Client for this product, is based on the agreed access rights, the declared quantity of employees, and assumptions of usage levels of the Software by EC as defined in the AUP. The AUP may set forth expected number of Employee surveys per year, quantity of RVAs, quantity of report exports, and other. Client shall make reasonable commercial efforts to ensure that it operates within the applicable AUP limits. Forsta may audit Client's use, and should such usage contravene the agreed access rights, or go beyond AUP levels, the Parties will discuss the usage levels and agree in good faith to additional fees where applicable, to be applied at the latest ahead of the next license renewal. Includes Studio Designer.
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Condition Number	Condition
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SEVEC003	(SEVEC003) EVEC Employee Accesses for Software & Services as per SOW: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/. The provision of consultancy services herein necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, these consultancy services shall expire on completion of the Sales Order Term herein. The quantity entered for this line item is the quantity of EC's employees that can receive the appropriate survey created under a Statement of Work ("SOW"). Client may configure certain of the EC RVAs to have access rights to modify and deploy said surveys, unless the parties agree herein to a price reduction that requires EC's RVAs to only have access rights to view reports. No separate purchase of Forsta Plus Units or Forsta Plus Report Viewers ("RVAs") is required, however, usage levels of Forsta Plus Units or RVAs shall be subject to use within the guidelines provided in the AUP relevant to Dashboard. Client is responsible for all set-up, distribution and ongoing management of RVAs. The price offered to Client for this product, is based on the agreed access rights, the declared quantity of employees, and assumptions of usage levels of the Software by EC as defined in the AUP. The AUP may set forth expected number of Employee surveys per year, quantity of RVAs, quantity of report exports, and other. Client shall make reasonable commercial efforts to ensure that it operates within the applicable AUP limits. Forsta may audit Client's use, and should such usage contravene the agreed access rights, or go beyond AUP levels, the Parties will discuss the usage levels and agree in good faith to additional fees where applicable, to be applied at the latest ahead of the next license renewal.
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Condition Number	Condition
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SEVEC007-02	(SEVEC007-02) EVEC Package: Employee Voices (v3): This Package is required for Client to design Employee Voices ("EV") surveys for its End Customer ("EC") named herein, subject to the additional purchase herein of a quantity of "SEVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. This Package does not contain a Professional User ID, however, Client is authorized to configure certain of the EC RVAs herein to have rights to modify and deploy the EV surveys created for EC by Client, unless negotiations between Forsta and Client to reduce the price of the SEVEC Employee Accesses herein have been made on the agreement as appearing in writing in the Comment field herein that said EC RVAs shall only be configured with Report View rights. Should Client configure EC RVAs hereunder to permit deployment of EV Surveys in contravention of a mutually agreed Comment to the contrary herein, then Client understands and accepts that they will be subject to pay the price difference applied to the entire Sales Order Term upon demand from Forsta. Implementation and customization services must be purchased separately. This SEVEC Package comprises the following elements for use on one SaaS Hosting Environment: (A) ACCESS: RVAs; and (B) COMPONENTS: Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL AddOn); Active Dashboards Add-On; Actions Add-On; Security Package (PGP; SFTP for up to 3 SFTP Users); Studio Designer AddOn; Studio Solution for Employee Pulse; Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 1GB Respondent Image Upload Storage; 20GB SmartHub and Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (002) EVEC Employee Accesses for Employee Pulse: The quantity entered for this line item is the quantity of EC's employees that can receive Employee Pulse surveys created by Client. Client may configure certain of the EC RVAs to have access rights to modify and deploy said Employee Pulse surveys, unless the parties agree herein to a price reduction that requires EC's RVAs to only have access rights to view reports. No separate purchase of Forsta Plus Units or Forsta Plus Report Viewers ("RVAs") is required, however, usage levels of Forsta Plus Units or RVAs shall be subject to use within the guidelines provided in the AUP relevant to Dashboard. Client is responsible for all set-up, distribution and ongoing management of RVAs. The price offered to Client for this product, is based on the agreed access rights, the declared quantity of employees, and assumptions of usage levels of the Software by EC as defined in the AUP. The AUP may set forth expected number of Employee surveys per year, quantity of RVAs, quantity of report exports, and other. Client shall make reasonable commercial efforts to ensure that it operates within the applicable
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Condition Number	Condition
	AUP limits. Forsta may audit Client's use, and should such usage contravene the agreed access rights, or go beyond AUP levels, the Parties will discuss the usage levels and agree in good faith to additional fees where applicable, to be applied at the latest ahead of the next license renewal. - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On inter operates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"), where one ESP is an SMS provider for which Forsta verifies, from time to time, the proper functioning of data flow through the communication bridge. (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may request to receive a pro-rata refund of the fees Client has already pre-paid for this extension for the remainder of the current contractual term. NOTE: With reference to the Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (033) Security Package: Where SFTP Data Delivery is ordered, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes one individual SFTP account for upto 3 SFTP Users. Additional individual SFTP accounts incur additional charges. - (050) Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (976) Studio Designer License: This AddOn enables Client to design Employee Surveys to be deployed externally to End Customers ("ECs") of Client using the Employee Voices licensing model (the "EV Model").

SEVEC014	(SEVEC014) EVEC API Access: Licensing of the EVEC API Access is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
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Condition Number	Condition
SEVEC033	(SEVEC033) EVEC SFTP: Where SFTP Data Delivery is ordered, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, but will then be set up by Forsta to have specific folder/file access rights related to the specific process only.
SEVEC051	(SEVEC051) EVEC Genius Text Analytics (Usage): Licensing of this Product is subject to the Genius Text Analytics Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. Client understands and agrees that the fee for this product has been calculated on the assumption that only data collected via the Forsta Plus Software shall be processed. Use of Genius Text Analytics software to process data feeds originating from other sources, such as survey and data collection tools, shall be subject to additional applicable charges for Verbatim processing. Implementation and customization services may be required for each EC of Client for which Genius will be used, and the cost of any such services shall be mutually scoped and agreed.

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SAAS001-03	(SAAS001-03) Base Package Admins Enterprise (v3) comprises the following components: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Enfesys; Multi Language; Hierarchy Support; Hierarchy Bulk Export; Super Tab; RU User Groups; Document Center; Open Comments. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.
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Condition Number	Condition
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SAAS002-03	(SAAS002-03) Base License Package Professional (v3): This package is subject to the Forsta Visualizations SLA and Support Terms found at https://legal.forsta.com unless such terms (however named, e.g., Dapresy Schedule) were previously agreed to by the parties in which case such agreed version controls. This Package comprises of the following components: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Multi Language; Hierarchy Support; Super Tab; RU User Groups; Document Center; Open Comments. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.
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Condition Number	Condition
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SAAS003-01	(SAAS003-01) Base License Package Enterprise Plus (v1): This to the Forsta Visualizations SLA and Support Terms found at https://legal.forsta.com unless such terms (however named, e.g., Dapresy Schedule) were previously agreed to by the parties in which case such agreed version controls. This package comprises the following elements for use on one SaaS Hosting Environment: The agreed quantity of Admin Users; Report Users; Units; CSM Support; Cross Table Tool; StoryCreator; StoryTeller; Enfesys; Multi Language; Hierarchy Support; Hierarchy Bulk Export; Super Tab; RU User Groups; Document Center; Open Comments; ; 1 x SSO; 2 x Custom Themes; 2 x Custom Project Selection Page & URL; 60 CS Hours. The following legal terms apply: (017) Units: Client accepts that Forsta Visualizations Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Visualizations Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided. (006) Report User License: A Report User can view online cross tables and dashboards with access to filtering, export options along with access to Open-End and StoryCreator tools depending upon the access rights granted by the project Administrator to the individual Report User.
SAAS004	(SAAS004) Forsta Visualizations Additional Admin User License: Licensing of this Product is subject to the terms and conditions of a specific Forsta Visualizations SLA and Support Terms to be included into the Agreement as mutually executed between Forsta and Client (or one of its corporate group) and prior purchase of a Forsta Visualizations Base License Package. Where no such terms have been executed, the Forsta Visualizations SLA and Support Terms shall apply as given at https://legal.forsta.com/.
SAAS006	(SAAS006) Forsta Visualizations Report User License: Licensing of this Product is subject to the terms and conditions of a specific Forsta Visualizations SLA and Support Terms to be included into the Agreement as mutually executed between Forsta and Client (or one of its corporate group) and prior purchase of a Forsta Visualizations Base License Package. Where no such terms have been executed, the Forsta Visualizations SLA and Support Terms shall apply as given at https://legal.forsta.com/.

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SAAS007	(SAAS007) Forsta Visualizations Single Sign On (SSO) Add-On: Licensing of this Add-On is subject to the terms and conditions of a specific Forsta Visualizations SLA and Support Terms to be included into the Agreement as mutually executed between Forsta and Client (or one of its corporate group) and prior purchase of a Forsta Visualizations Base License Package. Where no such terms have been executed, the Forsta Visualizations SLA and Support Terms shall apply as given at https://legal.forsta.com/ .
SAAS011	(SAAS011) Report Access (also known as "Third Party Access"): is a generic term covering the provision of access to reports made available by a Designated User to one individual, either as a Report Viewer (RVA), Report Analyst (RAA) or Report Designer (RDA), and where the quantity and type of said access is stated herein. Access to some features (including Active Dashboards and Actions) may be subject to the purchase of additional product specific Add-Ons.
SAAS012	(SAAS012) API without Client Access: Licensing of this Add-On is solely for when Forsta personnel builds applications for Client based on the APIs, and where Client does not require access to the API user. Should Client necessitate access to the API user, the appropriate line item will have to be licensed, and a specific API Access Schedule has to be agreed to.
SAAS013	(SAAS013) Units: Client accepts that Forsta Plus Units ordered herein, can only be used during the stated license period, and shall in any case be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. Client undertakes to promptly perform accurate review of the Units logs, and notify Forsta in writing of any alleged inaccuracy or error. In the event Forsta and Client agree that the Unit Logs are incorrect, Forsta shall provide a corrected version thereof, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the notice of inaccuracy or error was provided.
SAAS014	(SAAS014) API Access: Licensing of the Forsta Plus API Access (formerly known as XML Web Services) is subject to the API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.

SAAS015	(SAAS015) Premium E-mailing: This Product requires a Client domain to be obtained and managed by Client. Forsta will provide the IP address, and Client will be the sole user thereof, for purpose of e-mailing only. Premium E-Mail does not include: (i) monitoring by Forsta of anti-spam sites for potential listings of such IP addresses; (ii) whitelisting assistance by Forsta; or (iii) the domain to be used as email sender.
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Condition Number	Condition
SAAS016	(SAAS016) Panel: The licensed number of panelists on this Form is the aggregate number of panelists (whether active or passive, complete or partial) across all of Client's panels running on the Service. Panel Sample Files may be deleted by Forsta after 60 days. When a Designated User of Client selects the "Panel Registration Survey" box in the Project Overview area of Forsta Plus , then: (i) if the survey record is immediately deleted with DeleteCurrentResponse (script function in a script node) there will be no charge; (ii) whereas if the survey record is not immediately deleted then Forsta Plus Units charge per complete will apply. Selecting the "Panel Registration Survey" box shall solely be done by Client for eligible projects in accordance with the Documentation and the AUP.
SAAS019	(SAAS019) Sample Only: For the applicable redirect survey(s) (see Documentation),"Sample Only" completes will be logged, and Forsta Plus Units charge per complete will apply. Use of this AddOn is subject to the Documentation and the applicable AUP terms.
SAAS021	(SAAS021) Relay E-Mailing Server: This Add-On requires Client to procure, set up and manage adequate server(s), including any applicable software, IP addresses, domains etc, all being at Client's own costs. This Add-On does not include any support or monitoring by Forsta of such client server(s), nor any assistance related to deliverability of e-mails sent from that server.

SAAS023	(SAAS023) Custom Code Library: Client understands and agrees that the Custom Code Library ("CCL") developed by Client and that Forsta will accept to host on the Service subject to its approval processes supported by a Fit For Purpose application to be completed by Client, shall explicitly not be deemed to be Software or Service (such terms as defined in the Agreement). The CCLs are therefore not subject to Forsta's obligations under the Agreement. Client shall: (i) ensure that it holds at any time appropriate back-up of the latest version of the CCLs; (ii) perform adequate testing of the CCLs upon any upgrades of the Service by Forsta; (iii) troubleshoot and update, at Client's own expense, the CCLs as may be necessary from time to time. Forsta retains the right to deactivate the CCL at its sole discretion in the event it appears to cause, or threatens to cause, issues on the Service. Client will be notified in such event. Assistance by Forsta in troubleshooting and updating the CCLs shall be deemed as Additional Services.
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Condition Number	Condition
SAAS025	(SAAS025) Open Dialer API: Licensing of "Forsta Plus Open Dialer API" is subject to the Open Dialer API Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. . The Schedule stipulates terms and conditions for the use of software to be installed on dialer equipment to be procured and maintained by Client. This Add-On is solely aimed at enabling a data communication bridge between the Service and a third party dialer, where such third party dialer, and any equipment related thereto, is provided to Client by a third party and under a separate agreement to which Forsta is not a party. Forsta is not responsible for any aspect relating to the third party dialer and equipment, and all support requests from Client relating to dialer will be routed directly to that third party vendor.

SAAS028	(SAAS028) CATI: Access to and use of Consoles for Forsta Plus CATI is subject to acceptance of the License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. The maximum allowed number of concurrently connected CATI Consoles is set forth in this Form. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Software updates may require direct operations on the device. The successful use of CATI is contingent upon Client's infrastructure (internet, phone lines, LAN, load balancers, etc.) being sufficiently scaled, and operating without interruptions. The Parties will cooperate in performing a Pre-CATI-deployment assessment (the "PCD"), which defines the minimum standards necessary for Client to run CATI. Client shall comply with those standards. If Forsta has been requested by Client to address an issue which Forsta reasonably deems, after due investigations, to be related to aspects outside of its contractual responsibility (e.g. by failure to comply with the system requirements or the PCD standards, CATI consoles connection issues due to e.g. latency, connection loss, inadequate bandwidth, insufficient network, etc.), then Forsta may temporarily discontinue its support efforts in the affected area, pending a report to be prepared by an independent third party consultant experienced in areas such as performance troubleshooting and network optimization. In the event that such third party report determines that the issues experienced by Client are stemming out of aspects outside Forsta's contractual responsibility, Client will reimburse Forsta in full for the costs incurred.
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Condition Number	Condition
SAAS029	(SAAS029) Client Flex Utilization: The activation of this Add-On is subject to the approval by Forsta of Client's "Flex Fit For Purpose" and "Flex Fit For Deployment" applications. This Add-On is solely aimed at enabling a data communication bridge between Client's Flex Application and the Service. Forsta is not responsible for any aspect of Client's Flex Application other than keeping the data communication bridge available, subject to Forsta's rights of deactivation set forth in the Flex Developer Agreement.

SAAS030	(SAAS030) Client SSL Certificate: Client SSL Certificates: Installation of client certificates may take up to 10 business days. Client is responsible, at its own cost, for purchasing the number of certificate licenses as informed at any time by Forsta in order to be compliant with the certificate vendor. An updated list of backend servers supporting the solution can be found in the Documentation. Certificates must be standard X.509 type issued with an RSA public-key SHA-2 algorithm and 2048-bit public key encryption. Extended Validation certificates, certificates with multiple Subject Alternative Names and wildcard certificates are all supported. Certificates should be provided in PFX or PEM format containing the corresponding private key (and any required chain certificates) for import on Forsta's SaaS and Cloud systems. If required, Forsta Operations may assist in providing Certificate Signing Requests. Client remains responsible, at all times and at its sole cost and risk, for providing new certificate licenses to Forsta at least 15 days ahead of expiry.
SAAS031	(SAAS031) CAPI: Access to and use of Consoles for Forsta Plus CAPI and / or Forsta Plus Kiosk is subject to acceptance of the License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. Client is responsible for ensuring that all Consoles are permanently deleted from devices when the appropriate license is no longer valid. The number of devices on which Consoles can be installed is not limited by Forsta, whereas Client shall activate, via the Service, each device (an "Active Station") An "Active Station" is any device enabled for CAPI or Kiosk data collection, regardless of whether data collection is being performed or not at any given time. Client may replace CAPI or Kiosk Active Stations no longer needed, with new ones. The maximum allowed number of Active Stations is set forth in this Form. Client is not allowed to remove and re-activate the same CAPI or Kiosk station on an on-going basis as such activity will be deemed an attempt to circumvent the licensing model. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Some software updates may require direct operations on the devices.

Condition Number	Condition
SAAS032	(SAAS032) Transaction Types: Licensing of this Add-On is subject to the terms and conditions of a specific Transaction Types Schedule to be included into the Agreement stipulating the agreed accounting structure.

SAAS033	(SAAS033) Security Package: For learning how to use PGP encryption in relation to the Software, see the Documentation. Where SFTP is to be used, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, and will be set up by Forsta to have specific folder/file access rights related to the specific process only.
SAAS034	(SAAS034) Forsta Plus TCI (dialer): Licensing of the "Forsta Plus TCI" (dialer) is only available for installation and use within Europe. It is subject to the Dialer Link Software Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. . The Schedule stipulates terms and conditions for the use of software to be installed on dialer equipment to be procured and maintained by Client.

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SAAS040	(SAAS040) Forsta MyMobile: Licensing of this Product is subject to Client also possessing a "Forsta SODA" license. END-OF-LIFE NOTICE: Forsta SODA Software Version 3.4.n, where n increments with each new Software Enhancement, is now a Frozen Version. The latest available Frozen Version continues to be a supported version, but it is no longer under active development. Client is encouraged to upgrade to Forsta Plus which offers significant benefits and ongoing Service Enhancements. Forsta may issue Service Enhancements to supported Frozen Versions of Forsta SODA, provided however that such Service Enhancements will primarily address critical software errors and security vulnerabilities, and will not include new features, and provided that such Service Enhancements do not require unreasonable efforts to implement. Forsta shall provide at least one year's notice in writing (email to the Designated Support Contact will suffice) before withdrawing all support for Forsta SODA. Irrespective of the Term of this Agreement, after support for Forsta SODA is withdrawn, Forsta shall be released from its Support and Service Enhancement obligations under this Agreement, and the Limited Warranty made by Forsta in this Agreement shall, in respect to Forsta SODA, be void. The following conditions apply to all "Forsta MyMobile" products: (i) Client accepts that certain elements of Forsta MyMobile cannot be white-labeled, and that certain elements may change from time to time as set forth in the "Forsta MyMobile Branding Guidance Manual" (the "CMBM"), (ii) Client will register its Forsta MyMobile app with the relevant app stores, at Client's own cost and expense, (iii) it is Client's sole responsibility to create any End User License Agreement that may be required to be added to Forsta MyMobile in order to distribute it via app stores, and (iv) Supported platforms shall be those detailed in the applicable SODA system requirements available from https://legal.forsta.com/ at any time. The conditions applicable to the line item "Forsta MyMobile (Initial Build and Deployment)" (if included in this Form), are set forth in the CMBM. Client shall complete the CMBM as required, and shall sign and return it to Forsta.
SAAS042	(SAAS042) TextAnywhere: Licensing of this Add-On is subject to the IVR and SMS Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. Telephone costs are variable and are in addition to the sums stated on the Sales Order.

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SAAS046	(SAAS046) SODA: END-OF-LIFE NOTICE: Forsta SODA Software Version 3.4.n, where n increments with each new Software Enhancement, is now a Frozen Version. The latest available Frozen Version continues to be a supported version, but it is no longer under active development. Client is encouraged to upgrade to Forsta Plus which offers significant benefits and ongoing Service Enhancements. Forsta may issue Service Enhancements to supported Frozen Versions of Forsta SODA, provided however that such Service Enhancements will primarily address critical software errors and security vulnerabilities, and will not include new features, and provided that such Service Enhancements do not require unreasonable efforts to implement. Forsta shall provide at least one year's notice in writing (email to the Designated Support Contact will suffice) before withdrawing all support for Forsta SODA. Irrespective of the Term of this Agreement, after support for Forsta SODA is withdrawn, Forsta shall be released from its Support and Service Enhancement obligations under this Agreement, and the Limited Warranty made by Forsta in this Agreement shall, in respect to Forsta SODA, be void.
SAAS048	(SAAS048) Data Central: Licensing of the Data Central desktop software is subject to Desktop Software Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
SAAS049	(SAAS049) IVR: Licensing of this Square Systems product is subject to the terms and conditions of a specific IVR and SMS Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. Telephone costs are variable and are in addition to the sums stated on the Sales Order.
SAAS051	(SAAS051) Genius Text Analytics: Licensing of this Product is subject to the Genius Text Analytics Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. If several open ended questions are included in a questionnaire, the equivalent number of Verbatims will be charged per questionnaire.

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SAAS055	(SAAS055) Invitations & Reminders ("I&R"): Forsta Plus Unit Fees are payable in full at the beginning of each one-year period. One (1) unit-charge is applied to Client each time one (1) I&R is successfully sent from the Service, independently of whether or not delivered to a recipient. When the number of pre-paid I&Rs have been consumed, additional I&Rs may be purchased upon execution of a new Sales Order. I&Rs are priced in steps according to the quantity bought in each individual purchase. In lack of purchase of additional I&Rs upon exhaustion of pre-paid allocations, Client shall be charged based on the relevant pay-as-you-go rate for all subsequent usage. I&Rs ordered herein, can only be used during the Sales Order Term, and shall be removed from Client's account on expiry of the Sales Order Term. In relation to report exports (PDF, PPT and Excel) from the Service the applicable charge as defined in the table in the Fees Schedule, will be nine (9) I&Rs per export. Client will have access to regular logs summarizing consumption of I&Rs. Client undertakes to promptly perform accurate review of said logs, and promptly inform Forsta of any inaccuracy or error. Where Forsta and Client agree that the logs are incorrect, Forsta shall provide a corrected version, subject however to Client having hereby agreed that Forsta shall only correct logs for up to 3 months preceding the time in which the communication of inaccuracy or error was provided.
SAAS056	(SAAS056) API Access User ID: Use of this by Client is limited to integration with a third party supplier of language translation services (the "Translator"). Should Client at any time use this API Access User ID for any other purposes, the ordinary fees Forsta charges for the API Access User ID will apply. Forsta is not a contracting party in relation to any services Client may obtain from Translator, and Forsta shall therefore have no responsibility for, nor does it make any warranties or representations in regards to, such Translator services. All requests in relation to the Translator Services, including support requests, must go to Translator. Client acknowledges that it is aware of, and accepts, the Forsta Plus SaaS AUP available from https://legal.forsta.com/ as related to "Forsta Plus API Access", including the remedies available to Forsta for breach of the usage limits.
SAAS057	(SAAS057) Frequency Filter E-Mail Opt-Out Extension: NOTE! Upon activation of this Frequency Filter E-Mail Opt-Out Extension (the "FOOE"), the Email Delivery Report feature in Forsta Plus will no longer work!
SAAS058	(SAAS058) IVR: Licensing of this PinPoint product is subject to the IVR and SMS Services Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. Telephone costs are variable and are in addition to the sums stated on the Sales Order.

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SAAS060	(SAAS060) Forsta Panel App: Licensing of branded "Forsta Panel App" is subject to Client also possessing a "Forsta Plus Professional Panel" or "Forsta Plus Standard Panel" Add-on license. The following conditions apply to all " Forsta Panel App " products: (i) Client accepts that certain elements of Forsta Panel App cannot be tailored or white-labelled, and that certain elements may change from time to time as set forth in the " Forsta Panel App Branding Guidance Manual" (the "FPABM"), (ii) Client is responsible for all costs associated with publishing the application on the Apple App Store and or Google Play store, including any pre-agreed cost for hours spent by Forsta in performing such tasks on behalf of Client, (iii) it is Client's sole responsibility to create any End User License Agreement and/or Privacy Policy that is required to be added to Forsta Panel App in order to distribute it via app stores, and (iv) Supported platforms shall be those detailed in the applicable system requirements available from https://legal.forsta.com/ at any time. The conditions applicable to the line item "Forsta Panel App (Initial Build and Deployment)" (if included in this Sales Order), are set forth in the FPABM. Client shall fill in required information in the FPABM as required, and shall sign and return it to Forsta.
SAAS065	(SAAS065) The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com . All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta.

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SAAS066	(SAAS066) CRM Connector for Salesforce ("CRMSF") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Salesforce.com Inc ("SFDC"), at Client's sole expense. Client's license with SFDC must accommodate for a number of integration calls to SFDC's APIs sufficient to support the integration with Forsta Plus. By using the CRMSF Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on SFDC's platform. In order to activate this Add-On, we require Client's production Salesforce Organization ID. (Note that it must be the Production Organization ID and a Sandbox Salesforce Organization ID is insufficient). (B) Certain functionalities available with this Add-On interoperate with SFDC software and integration services. Proper performance of this Add-On therefore also depends on the continued and proper availability of such SFDC software and services, and Forsta cannot guarantee performance or uptime on behalf of SFDC. (C) Client hereby acknowledges that (i) any data transferred out of the SFDC platform and onto the Forsta Plus platform, shall cause SFDC no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMSF that subsequently resides within the SFDC platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and SFDC, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to SFDC in order to enable the integration, and such information will be used by SFDC pursuant to SFDC's privacy policy available at https://www.salesforce.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMSF integration if SFDC exercises its right to terminate use of the CRMSF integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMSF integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMSF. (E) Client represents and warrants that it shall not permit the use of the CRMSF in countries under U.S. embargo or by individuals on U.S. government denied parties lists. (F) SFDC does not permit any trials of the CRMSF to last for more than 60 days. (G) Support requests by Client in relation to CRMSF must be submitted to Forsta whilst those relating to SFDC software should be submitted to SFDC. Use of this Add-On requires proper configuration of the Client's SFDC environment; that configuration is the Client's responsibility. (H) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's SFDC integration to such new Add-On.
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SAAS067	(SAAS067) Forsta Plus Branded AskMe Offline Survey Completion App Add-On (HBA): Licensing of this Add-On is subject to Client also possessing a "Forsta Plus AskMe Offline Survey Completion App" Add-On license. The following conditions apply to all HBA products: (i) Client accepts that certain elements of HBA cannot be tailored or white-labelled, and that certain elements may change from time to time as set forth in the "Forsta Plus App Branding Guidance Manual" (the "CABM"), (ii) Client is responsible for all costs associated with publishing the application on the Apple App Store and or Google Play store, including any preagreed cost for hours spent by Forsta in performing such tasks on behalf of Client, (iii) it is Client's sole responsibility to create any End User License Agreement and/or Privacy Policy that is required to be added to HBA in order to distribute it via app stores, and (iv) Supported platforms shall be those detailed in the applicable system requirements available from https://legal.forsta.com/ at any time. The conditions applicable to the line item "Branded AskMe Offline Survey Completion App (Initial Build & Deployment)" (if included in this Form), are set forth in the CABM. Client shall fill in required information in the CABM as required, and shall sign and return it to Forsta.
SAAS070	(SAAS070) Agile Surveys Solution for VoE: Licensing of this Product provides Client, during the Sales Order Term, with access to and use of Agile Surveys Solution for VoE as described in the Agile Surveys Solution for VoE User Guide, as updated throughout the Term. Agile Surveys Solution for VoE requires a Forsta license to be specified and priced in a separate line item, together with the appropriate volume-based licenses such as Units and RVAs, unless already licensed. Agile Surveys Solution for VoE requires implementation and customization services which are to be priced separately to this Product, and specified in a statement of work.
SAAS071	(SAAS071) Forsta Plus Scan - Desktop Software: Licensing of the Forsta Plus Scan - Desktop Software is subject to the Desktop Software Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.

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SAAS072	(SAAS072) Language Translator Extension: Use of the Language Translator Extension requires Client, at its sole cost and expense, to set up and manage the required Microsoft Translator or Google Translate account(s) as appropriate. Where the price model offered, either by Microsoft Translator or Google Translate, is based on actual consumption, Client shall be solely responsible for all of such costs towards the respective translator. The terms and conditions applicable to either translator are those offered by that translator at any time, and Client fully accepts such terms. Client understands and agrees (a) that Forsta will not be performing quality assurance of the translations, and shall have no responsibility for the accuracy thereof; and (b) that Forsta shall have no responsibility for proper functioning of, or the availability of, either Microsoft Translator or Google Translate; and (c) that data to be translated will be transferred out of Forsta's hosting environments and onto the translator's services, over which Forsta has no control and for which Forsta can accept no responsibility.
SAAS075	(SAAS075) Genius Social Analytics: Licensing of this Product is subject to the Genius Social Analytics Schedule (and Genius Text Analytics Schedule where text analytics is used) found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls.
SAAS117	(SAAS117) Active End Users Monthly: Active End Users (AEUs) are Third Party Accesses which must be uniquely named, where "active" refers to one end user (comprising username and portal ID or program name) having logged into Forsta Plus at least once in a calendar month. Login by the same end user into different programs in the same calendar month will count as multiple AEUs. AEUs usage in excess of the contracted monthly quantity will be subject to payment by Client of a one-time overage charge to be made at the end of the current Sales Order Term, or shall necessitate Client to license additional AEUs sufficient to cover that excess usage for the remainder of the Sales Order Term.
SAAS133	(SAAS133) Base License Package (v3): This package comprises the following elements up to the quantity stated herein, for use on one SaaS Hosting Environment: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; Reportal; and (B) COMPONENTS: Studio Designer, Survey Designer; Studio Designer; Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and

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	program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
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SAAS200	(SAAS200) Consultancy: The consultancy services are subject to consultancy terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's standard Managed Services Terms apply as given at: https://legal.forsta.com/ . The provision of consultancy services may necessitate the mutual execution of a Statement of Work. Unless agreed by Forsta in writing, the consultancy services ordered in this Form shall expire on completion of the Sales Order Term herein.
SAAS450	(SAAS450) Twilio: Unless such schedule has been previously agreed between the parties, access to and use of Services named Twilio, or similar, are subject to the terms and conditions of the Twilio Schedule located at https://legal.forsta.com/legal/productschedules/ , as stated on the effective date of the relevant Sales Order or other commercial document via which such Services were sold.
SAAS452	(SAAS452) Phebi: Unless such schedule has been previously agreed between the parties, access to and use of Services named Phebi, or similar, are subject to the terms and conditions of the Phebi Schedule located at https://legal.forsta.com/legal/phebischedule/ , as stated on the effective date of the relevant Sales Order or other commercial document via which such Services were licensed.

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SAAS929	(SAAS929) CX Units Package (v3): This package comprises the following elements up to the quantity stated herein, for use on one SaaS Hosting Environment: (A) ACCESS: 5 Named Professional User IDs with LMS Access; Reportal; 10 Analyst User IDs; 100 Report Viewers or 100 Active End Users; 100 Survey Dashboard & Instant Analytics Users; Business User Access to Hierarchy Management; API Access (Standard Access); 1 DSC; and (B) COMPONENTS: Studio Designer; Survey Designer; Studio Designer; Flex E-Mail OptOut Extension; Flex GeoLocation Extension; Flex Question Extensions; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Premium E-Mailing incl. Dedicated IP (up to 150k emails per month); Relay E-Mailing Server; Discovery Analytics Add-On; Active Dashboards Add-On; Action Management AddOn; Security Package (PGP; SFTP for up to 3 SFTP Users); Hosting of up to 3 Client SSL certificates; and (C) CONSUMABLES: 10,000 Forsta Plus SaaS Units; 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (004) Active End Users ("AEU"s): AEUs are Third Party Accesses which must be uniquely named, where "active" refers to one end user (comprising username and portal ID or program name) having logged into Forsta Plus at least once in a calendar month. Login by the same end user into different programs in the same calendar month will count as multiple AEUs. AEUs usage in excess of the contracted monthly quantity will be subject to payment by Client of a one-time overage charge to be made at the end of the current Sales Order Term, or shall necessitate Client to license additional AEUs sufficient to cover that excess usage for the remainder of the Sales Order Term. - (011) Report Access: Client is charged an annual fee for each instance of Report Viewer (RVA), Report Analyst (RAA) and Report Designer (RDA), jointly "Reportal Access". One Reportal Access allows access by one individual to reports made available to the user by a Designated User. Some features (including Active Dashboards and Action Management) may be subject to Client obtaining a license to additional AddOns. Usage in excess of licensed Reportal Accesses may be prevented by the Service or may cause access issues, and Client will be required to license such additional Report Accesses. - (013) Units: Forsta Plus Units ordered herein can only be used during the Sales Order Term and shall be removed from Client's account on expiry thereof. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. - (014) API Access: Licensing of the Forsta Plus API Access (formerly known as XML Web Services) is subject to the terms and conditions of a specific Forsta Plus API Access Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed
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	version controls. - (015) Premium E-mailing: This Product requires a Client domain to be obtained and managed by the Client. Forsta will provide the IP address, and Client will be the sole user thereof, for purpose of e-mailing only. Premium E-Mail does not include: (i) monitoring by Forsta of anti-spam sites for potential listings of such IP addresses; (ii) whitelisting assistance by Forsta; or (iii) the domain to be used as email sender. - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (021) Relay E-Mailing Server: This Add-On requires Client to procure, set up and manage adequate server(s), including any applicable software, IP addresses, domains etc., all being at Client's own costs. This Add-On does not include any support or monitoring by Forsta of such client server(s), nor any assistance related to deliverability of e-mails sent from that server. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (030) Client SSL Certificate: Client SSL Certificates: Installation of client certificates may take up to 10 business days. Client is responsible, at its own cost, for purchasing the number of certificate licenses as informed at any time by Forsta in order to be compliant with the certificate vendor. An updated list of backend servers supporting the solution can be found in the Documentation. ID card certificates are all supported. Certificates should be provided in PFX or PEM format containing the corresponding private key (and any required chain certificates) for import on Forsta's SaaS and Cloud systems. If required, Forsta Operations may assist in providing Certificate Signing Requests. Client remains responsible, at all times and at its sole cost and risk, for providing new certificate licenses to Forsta at least 15 days ahead of expiry. - (033) Security Package: For learning how to use PGP encryption in relation to the Software, see the Documentation. Where SFTP is to be used, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available
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	on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, and will be set up by Forsta to have specific folder/file access rights related to the specific process only. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System (LMS) is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.

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SAAS934	(SAAS934) This Enterprise Units Package (v3) comprises the following elements up to the quantity stated herein, for use on one SaaS Hosting Environment: (A) ACCESS: 50 Named Professional User IDs with LMS Access; Reportal; 100 Analyst User IDs; 1,000 Report Viewers or 1,000 Active End Users; 1,000 Survey Dashboard & Instant Analytics Users; Business User Access to Hierarchy Management; API Access (Standard Access); 1 DSC; and (B) COMPONENTS: Studio Designer; Survey Designer; Studio Designer; Flex Email Opt-Out Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL AddOn); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Premium E-Mailing incl. Dedicated IP (up to 150k emails per month); Relay E-Mailing Server; Discovery Analytics Add-On; Active Dashboards Add-On; Actions Add-On; Security Package (PGP; SFTP for up to 3 SFTP Users); Hosting of up to 3 Client SSL certificates; and (C) CONSUMABLES: 250,000 Forsta Plus SaaS Units; 5GB Respondent Image Upload Storage; 100GB SmartHub & Survey Data Storage; 50MB File Library Storage. The above elements have the conditions as stated below: - (004) Active End Users ("AEU"s): AEUs are Third Party Accesses which must be uniquely named, where "active" refers to one end user (comprising username and portal ID or program name) having logged into Forsta at least once in a calendar month. Login by the same end user into different programs in the same calendar month will count as multiple AEUs. AEUs usage in excess of the contracted monthly quantity will be subject to payment by Client of a one-time overage charge to be made at the end of the current Sales Order Term, or shall necessitate Client to license additional AEUs sufficient to cover that excess usage for the remainder of the Sales Order Term. - (011) Report Access: Client is charged an annual fee for each instance of Report Viewer (RVA), Report Analyst (RAA) and Report Designer (RDA), jointly "Reportal Access". One Reportal Access allows access by one individual to reports made available to the user by a Designated User. Some features (including Active Dashboards and Actions) may be subject to Client obtaining a license to additional Add-Ons. Usage in excess of licensed Reportal Accesses may be prevented by the Service or may cause access issues, and Client will be required to license such additional Report Accesses. - (013) Units: Forsta Plus Units ordered herein can only be used during the Sales Order Term and shall be removed from Client's account on expiry thereof. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. - (014) API Access: Licensing of the Forsta Plus API Access (formerly known as XML Web Services) is subject to the terms and conditions of a specific Forsta Plus API Access Schedule to be included into the Agreement. - (015) Premium E-mailing: This Product requires a Client domain to be obtained and managed by the Client. Forsta
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	will provide the IP address, and Client will be the sole user thereof, for purpose of e-mailing only. Premium E-Mail does not include: (i) monitoring by Forsta of anti-spam sites for potential listings of such IP addresses; (ii) whitelisting assistance by Forsta; or (iii) the domain to be used as email sender. - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (021) Relay E-Mailing Server: This Add-On requires Client to procure, set up and manage adequate server(s), including any applicable software, IP addresses, domains etc., all being at Client's own costs. This Add-On does not include any support or monitoring by Forsta of such client server(s), nor any assistance related to deliverability of e-mails sent from that server. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (030) Client SSL Certificates: Installation of client certificates may take up to 10 business days. Client is responsible, at its own cost, for purchasing the number of certificate licenses as informed at any time by Forsta in order to be compliant with the certificate vendor. An updated list of backend servers supporting the solution can be found in the Documentation. The certificates must be 128-bit certificate minimum (e.g. Verisign Secure Site Pro) and must be issued using a 2048-bit root certificate. Extended Validation certificates, certificates with multiple Subject Alternative Names and wildcard certificates are supported. Certificates must be provided in PFX or PEM format containing private key (and any required chain certificates) for import on Forsta's SaaS and Cloud systems. If required, Forsta Operations may assist in providing Certificate Signing Requests. Client remains responsible, at all times and at its sole cost and risk, for providing new certificate licenses to Forsta at least 15 days ahead of expiry. - (033) Security Package: For learning how to use PGP encryption in relation to the Software, see the Documentation. Where SFTP is to be used, Client is responsible for procuring, installing and operating suitable SFTP software on
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	Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, and will be set up by Forsta to have specific folder/file access rights related to the specific process only. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System (LMS) is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses² for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.

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SAAS938	(SAAS938) MR Foundation Package (v3): This package comprises the following elements for use on one SaaS Hosting Environment: (A) ACCESS: 3 Named Professional User IDs with LMS Access; Reportal; 5 Report Viewers or 5 Active End Users; 5 Survey Dashboard & Instant Analytics Users; 1 DSC; and (B) COMPONENTS: Studio Designer; Survey Designer; Studio Designer; Flex E-Mail OptOut Extension; Flex GeoLocation Extension; Flex Question Extensions; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Translation Package (incl. 3 Open Translator IDs); and (C) CONSUMABLES: 15,000 Forsta Plus Units; 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The above elements have the conditions as stated below: - (004) Active End Users ("AEU"s): AEUs are Third Party Accesses which must be uniquely named, where "active" refers to one end user (comprising username and portal ID or program name) having logged into Forsta Plus at least once in a calendar month. Login by the same end user into different programs in the same calendar month will count as multiple AEUs. AEUs usage in excess of the contracted monthly quantity will be subject to payment by Client of a one-time overage charge to be made at the end of the current Sales Order Term, or shall necessitate Client to license additional AEUs sufficient to cover that excess usage for the remainder of the Sales Order Term. - (011) Report Access: Client is charged an annual fee for each instance of Report Viewer (RVA), Report Analyst (RAA) and Report Designer (RDA), jointly "Reportal Access". One Reportal Access allows access by one individual to reports made available to the user by a Designated User. Some features (including Active Dashboards and Actions) may be subject to Client obtaining a license to additional Add-Ons. Usage in excess of licensed Reportal Accesses may be prevented by the Service or may cause access issues, and Client will be required to license such additional Report Accesses. - (013) Units: Forsta Plus Units ordered herein can only be used during the Sales Order Term and shall be removed from Client's account on expiry thereof. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. - (020) GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS
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	services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System (LMS) is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
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SAAS939	(SAAS939) CRM Connector for Microsoft Dynamics ("CRMMSD") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Microsoft Inc. (MSFT), at Client's sole expense, for Microsoft Dynamics 365 (online). Microsoft Dynamics 365 (onpremise) is not supported. Client's license with MSFT must accommodate for a number of integration calls to MSFT's APIs sufficient to support the integration with Forsta Plus. By using the CRMMSD Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on MSFT's platform. (B) Certain functionalities available with this Add-On interoperate with MSFT software and integration services. Proper performance of this AddOn therefore also depends on the continued and proper availability of such MSFT software and services, and Forsta cannot guarantee performance or uptime on behalf of MSFT. (C) Client hereby acknowledges that (i) any data transferred out of the MSFT platform and onto the Forsta Plus platform, shall cause MSFT no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMMSD that subsequently resides within the MSFT platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and MSFT, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to MSFT in order to enable the integration, and such information will be used by MSFT pursuant to MSFT's privacy policy available at https://dynamics.microsoft.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMMSD integration if MSFT exercises its right to terminate use of the MSFT integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMMSD integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMMSD. (E) Client represents and warrants that it shall not permit the use of the CRMMSD in countries under U.S. embargo or by individuals on U.S. government denied parties lists. (F) Support requests by Client in relation to CRMMSD must be submitted to Forsta whilst those relating to MSFT software should be submitted to MSFT. Use of this Add-On requires proper configuration of Client's MSFT environment; that configuration is Client's responsibility. (G) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's MSFT integration to such new Add-On.
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SAAS948	(SAAS948) Forsta Crowdsourcing: Licensing of this Product is subject to specific Crowdsourcing terms mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, Forsta's Crowdsourcing EULA shall apply as given at: https://legal.forsta.com/ .
SAAS949	(SAAS949) This CX Principle Benchmark includes 5 leading CX brands, 5 leading sector brands and 1 Client brand. Additional competitor brands can be purchased separately. Client may not use any of Forsta's service marks or trademarks, including, but not limited to, FORSTA, BENCHMARK, CONFIRMIT, and FOCUSVISION, in any public communication without Forsta's prior written consent

SAAS959	(SAAS959) MR FastTrack Package (v3): This package comprises the following elements for use on one SaaS Hosting Environment: (A) ACCESS: 2 Named Professional User IDs with LMS Access; Reportal; 1 DSC; and (B) COMPONENTS: Studio Designer; Survey Designer; Studio Designer; Flex E-Mail Opt-Out Extension; Flex GeoLocation Extension; Flex Question Extensions; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; Translation Package (incl. 3 Open Translator IDs); and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (011) Report Access: Client is charged an annual fee for each instance of Report Viewer (RVA), Report Analyst (RAA) and Report Designer (RDA), jointly "Reportal Access". One Reportal Access allows access by one individual to reports made available to the user by a Designated User. Some features (including Active Dashboards and Actions) may be subject to the Client obtaining a license to additional Add-Ons. Usage in excess of licensed Reportal Accesses may be prevented by the Service or may cause access issues, and Client will be required to license such additional Report Accesses. - (013) Units: Forsta Plus Units ordered herein can only be used during the Sales Order Term and shall be removed from Client's account on expiry thereof. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order. Client will have access to regular Unit logs summarizing Client's Unit consumption. - (020) GeoLocation Extension: Certain functionality available with this Add-On interoperates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be
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	routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System (LMS) is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. - (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.. In the case of Studio based solutions related to Employee Surveys, Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" Add-On herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein.
SAAS974	(SAAS974) Digital Feedback SDK: Licensing of this Add-On is subject to the Mobile SDK Schedule found at https://legal.forsta.com unless such schedule was previously agreed to by the parties in which case such agreed version controls. For improved user experience globally and for the ability to deal with high volume requests, Digital Feedback leverages third party content delivery network services (CDN). Forsta is unable to guarantee that the CDN supplier complies with Forsta system

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	requirements at all times. Accordingly, the Forsta Plus SLA shall not apply to Digital Feedback SDK due to CDN related events, provided however that Forsta commits to promptly work with Client to address such situations by way of resolution or workaround.
SAAS976	(SAAS976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can either be deployed internally at the Client organization or externally to End Customers ("ECs") of Client using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc. In the case of Studio based solutions related to Employee Surveys, the Client can also deploy said Employee Surveys to ECs under the Employee Voices licensing model (the "EV Model"), subject to licensing an "Annual Access to Forsta Plus Software for ECs" AddOn herein, and then executing a separate EVEC Sales Order with Forsta for each EC containing: (i) the name of the EC organization, (ii) an EVEC Package, and (iii) the quantity of "EVEC Employee Accesses" for the type of EV survey to be deployed, which is equal to the total number of EC employees that can be invited to take that appropriate type of EV Survey. The specific licensing terms applicable to such EVEC Sales Orders are set forth therein. Includes Studio Designer.
SAAS978	(SAAS978) Annual Access to Forsta Plus Software for ECs: This AddOn allows Client to distribute Forsta Plus Software to its end customers ("ECs") under a separate licensing model (known as "Sell-Through" licensing). This is not needed if the EC is under the Completes Model of the Client. Forsta and Client must additionally execute a separate SEVEC Sales Order for each EC containing: (i) the name of the EC organization, (ii) the appropriate SEVEC Package, and (iii) the right volume-based licensing, e.g. the quantity of "EC Employee Accesses" for the type of EV survey to be deployed. The specific licensing terms applicable to such SEVEC Sales Order are set forth therein. Each EC will be set up as a separate company within Forsta Plus, with Client responsible for all EC access as stated in the Agreement.

SAAS979	(SAAS979) Studio Solution for Employee Pulse: This Add-On is required for Client to deploy Employee Pulse Surveys internally in Client's organization where the Respondents of such surveys shall be employees of Client, or externally to Client's end customers ("ECs") but only when usage by said ECs is charged according to the quantity of completed survey responses (the "Completes Model"). Includes Studio Designer.
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SAAS994	(SAAS994) Forsta Plus SaaS Visualizations Crosstab Module AddOn: Licensing of this Add-On is subject to the terms and conditions of a specific Forsta Visualizations SLA and Support Terms to be included into the Agreement as mutually executed between Forsta and Client (or one of its corporate group). Where no such terms have been executed, the Forsta Visualizations SLA and Support Terms shall apply as given at https://legal.forsta.com/ .
TRIAL011	(TRIAL011) Report Access (also known as "Third Party Access"): is a generic term covering the provision of access to reports made available by a Designated User to one individual, either as a Report Viewer (RVA), Report Analyst (RAA) or Report Designer (RDA), and where the quantity and type of said access is stated herein. Access to some features (including Active Dashboards and Actions) may be subject to the purchase of additional product specific Add-Ons.
TRIAL013	(TRIAL013) Units: Forsta Plus Units can only be used during the Sales Order Term, and shall be removed from Client's account on expiry of the Sales Order Term. Additional Forsta Plus Units may be purchased at any time subject to the execution of a new Sales Order.
TRIAL016	(TRIAL016) Panel: The licensed number of panelists on this Form is the aggregate number of panelists (whether active or passive, complete or partial) across all of Client's panels running on the Service. Panel Sample Files may be deleted by Forsta after 60 days. When a Designated User of Client selects the "Panel Registration Survey" box in the Project Overview area of Forsta Plus , then: (i) if the survey record is immediately deleted with DeleteCurrentResponse (script function in a script node) there will be no charge; (ii) whereas if the survey record is not immediately deleted then Forsta Plus Units charge per complete will apply. Selecting the "Panel Registration Survey" box shall solely be done by Client for eligible projects in accordance with the Documentation and the AUP.

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TRIAL028	(TRIAL028) CATI: Access to and use of Consoles for Forsta Plus CATI is subject to acceptance of the License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. The maximum allowed number of concurrently connected CATI Consoles is set forth in this Form. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation. Software updates may require direct operations on the device. The successful use of CATI is contingent upon Client's infrastructure (internet, phone lines, LAN, load balancers, etc.) being sufficiently scaled, and operating without interruptions. The Parties will cooperate in performing a Pre-CATI-deployment assessment (the "PCD"), which defines the minimum standards necessary for Client to run CATI. Client shall comply with those standards. If Forsta has been requested by Client to address an issue which Forsta reasonably deems, after due investigations, to be related to aspects outside of its contractual responsibility (e.g. by failure to comply with the system requirements or the PCD standards, CATI consoles connection issues due to e.g. latency, connection loss, inadequate bandwidth, insufficient network, etc.), then Forsta may temporarily discontinue its support efforts in the affected area, pending a report to be prepared by an independent third party consultant experienced in areas such as performance troubleshooting and network optimization. In the event that such third party report determines that the issues experienced by Client are stemming out of aspects outside Forsta's contractual responsibility, Client will reimburse Forsta in full for the costs incurred.
TRIAL031	(TRIAL031) CAPI: Access to and use of Consoles for Forsta Plus CAPI and / or Forsta Plus Kiosk is subject to acceptance of the License Agreement for Forsta Plus Consoles ("LAFPC") available at https://legal.forsta.com/ (subject to change). Client is responsible for ensuring that the Console User (as defined in the LAFPC) complies with the requirements of the Agreement and the LAFPC. Client is responsible for ensuring that all Consoles are permanently deleted from devices when the appropriate license is no longer valid. The number of devices on which Consoles can be installed is not limited by Forsta, whereas Client shall activate, via the Service, each device (an "Active Station") An "Active Station" is any device enabled for CAPI or Kiosk data collection, regardless of whether data collection is being performed or not at any given time. Client may replace CAPI or Kiosk Active Stations no longer needed, with new ones. The maximum allowed number of Active Stations is set forth in this Form. Client is not allowed to remove and re-activate the same CAPI or Kiosk station on an on-going basis as such activity will be deemed an attempt to circumvent the

	licensing model. System requirements apply to the devices on which Consoles are installed, as set forth in the Documentation.
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	Some software updates may require direct operations on the devices.

TRIAL033	(TRIAL033) Security Package: For learning how to use PGP encryption in relation to the Software, see the Documentation. Where SFTP is to be used, Client is responsible for procuring, installing and operating suitable SFTP software on Client's hardware. Files deposited on the SFTP site will be available on the Service for 30 days, and may thereafter be permanently deleted. The SFTP Add-On includes 3 individual SFTP users, additional users incur additional charges. SFTP users must be uniquely named and cannot be shared, with the exception being where the SFTP is used by an application for automated processing. In such cases, the SFTP user can be generic, and will be set up by Forsta to have specific folder/file access rights related to the specific process only.
TRIAL051	(TRIAL051) Genius Text Analytics: Licensing of this Product is subject to: the terms of the Genius Text Analytics Schedule at https://legal.forsta.com/legal/genius-text-analytics-schedule/ unless previously agreed in writing by the parties in a Schedule to the Agreement. If several open-ended questions are included in a questionnaire, the equivalent number of Verbatims will be charged per questionnaire.

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TRIAL065	(TRIAL065) The Learning Management System ("LMS") is not part of the Software or Service under the Agreement. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com . All materials in the LMS are subject to the confidentiality clauses of the Agreement. Forsta retains the right to audit the use of LMS User Accesses to verify that they are only accessed and used by the named individuals conveyed to Forsta.

TRIAL066	(TRIAL066) CRM Connector for Salesforce ("CRMSF") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Salesforce.com Inc ("SFDC"), at Client's sole expense. Client's license with SFDC must accommodate for a number of integration calls to SFDC's APIs sufficient to support the integration with Forsta Plus. By using the CRMSF Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on SFDC's platform. In order to activate this Add-On, we require the Client's production Salesforce Organization ID. (Note that it must be the Production Organization ID and a Sandbox Salesforce Organization ID is insufficient). (B) Certain functionalities available with this Add-On interoperate with SFDC software and integration services. Proper performance of this Add-On therefore also depends on the continued and proper availability of such SFDC software and services, and Forsta cannot guarantee performance or uptime on behalf of SFDC. (C) Client hereby acknowledges that (i) any data transferred out of the SFDC platform and onto the Forsta Plus platform, shall cause SFDC no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMSF that subsequently resides within the SFDC platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and SFDC, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to SFDC in order to enable the integration, and such information will be used by SFDC pursuant to SFDC's privacy policy available at https://www.salesforce.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMSF integration if SFDC exercises its right to terminate use of the CRMSF integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMSF integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMSF. (E) Client represents and warrants that it shall not permit the use of the CRMSF in countries under U.S. embargo or by individuals on U.S. government denied parties lists.
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	(F) SFDC does not permit any trials of the CRMSF to last for more than 60 days. (G) Support requests by Client in relation to CRMSF must be submitted to Forsta whilst those relating to SFDC software should be submitted to SFDC. Use of this Add-On requires proper configuration of Client's SFDC environment; that configuration is Client's responsibility. (H) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's SFDC integration to such new Add-On.
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TRIAL133	(TRIAL133) Trial Base License Package (v3): This package comprises the following elements up to the quantity stated herein, for use on one SaaS Hosting Environment: (A) ACCESS: 1 Named Professional User ID with LMS Access; 1 DSC; Reportal; and (B) COMPONENTS: Survey Designer; Studio Designer; Flex Email OptOut Extension; Flex Question Extensions; Flex Geolocation Extension; Flex SMS Extension (incl. Short URL Add-On); Data Processing; Questionnaire Reviewer; Random Data Generator; Spell Checker; and (C) CONSUMABLES: 5GB Respondent Image Upload Storage; 20GB SmartHub & Survey Data Storage; 20MB File Library Storage. The following elements have the conditions as stated below: - (020) Flex GeoLocation Extension: Certain functionality available with this Add-On inter operates with Google services and therefore depends on the continuing availability of such Google API and program for use with the Service. - (026) Flex SMS Extension: This extension is solely aimed at enabling a data communication bridge between the Service and an eligible SMS provider (the "ESP"). (i) Client shall be responsible for procuring required SMS services from an ESP under an agreement to which Forsta is not a party; (ii) Forsta is not responsible for such SMS provider, the services provided from it, or any failures in performance; (iii) Support requests from Client relating to the SMS services will be routed directly to the ESP; (iv) Forsta may, at its reasonable discretion, discontinue support for an ESP upon notice to Client, and in such event Client may either elect to move to another ESP, or may terminate its use of the Flex SMS Extension and request to receive a pro-rata refund of the fees Client has already pre-paid for this Flex Extension for the remainder of the Sales Order Term. NOTE about Short URL Add-On: Due to the shorter key, short URLs are inherently less secure than full encrypted URLs. Refer to the Documentation for details. - (050) Storage Package: Storage is provided at "Account" level - i.e. one allocation per signed Agreement (not for each Affiliate). Accounts operating on more than one SaaS site, are required to license, at the applicable fees, additional storage subject to execution of a Sales Order. Where actual storage is above the levels licensed in this Form, Client shall either sign up for additional storage, or delete data and files via the Service, so to reduce storage required. - (065) The Learning Management System ("LMS") is not part of the Software or Service. Access thereto is offered via a platform hosted by a third party provider, and no service level agreement is provided in relation to the use thereof. LMS User Accesses must be named and are for personal use, and can only be used by employees, Affiliates or Contractors of Client. For reallocation of User Accesses, please contact support@forsta.com. All materials in the LMS are subject to the confidentiality clauses of the Agreement. (976) Studio Designer License: This Add-On enables Client to design Studio based solutions, which can be deployed internally at the Client
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Condition Number	Condition
	organization using the licensing model already in place under the Agreement, typically based on Forsta Plus Units, RVAs, etc.
TRIAL452	(TRIAL452) Phebi: Unless such schedule has been previously agreed between the parties, access to and use of Services named Phebi, or similar, are subject to the terms and conditions of the Phebi Schedule located at https://legal.forsta.com/legal/phebischedule/ , as stated on the effective date of the relevant Sales Order or other commercial document via which such Services were licensed.

Condition Number	Condition
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TRIAL939	(TRIAL939) CRM Connector for Microsoft Dynamics ("CRMMSD") Add-On: (A) The functioning of this Add-On is subject to Client obtaining and/or maintaining, throughout the Sales Order Term, a license with Microsoft Inc. ("MSFT"), at Client's sole expense, for Microsoft Dynamics 365 (online). Microsoft Dynamics 365 (onpremise) is not supported. Client's license with MSFT must accommodate for a number of integration calls to MSFT's APIs sufficient to support the integration with Forsta Plus. By using the CRMMSD Add-On, Client hereby authorizes Forsta to process and store Client's data as set forth under the Agreement, including accessing or storing such data on MSFT's platform. (B) Certain functionalities available with this Add-On interoperate with MSFT software and integration services. Proper performance of this AddOn therefore also depends on the continued and proper availability of such MSFT software and services, and Forsta cannot guarantee performance or uptime on behalf of MSFT. (C) Client hereby acknowledges that (i) any data transferred out of the MSFT platform and onto the Forsta platform, shall cause MSFT no longer to be responsible for privacy, security or integrity of such data; (ii) any data processed by CRMMSD that subsequently resides within the MSFT platform will be subject to the privacy, security and integrity terms of the licensing arrangement between Client and MSFT, and Forsta shall have no responsibility for privacy, security or integrity of such data, and (iii) certain information of Client will be disclosed to MSFT in order to enable the integration, and such information will be used by MSFT pursuant to MSFT's privacy policy available at https://dynamics.microsoft.com. (D) Forsta may, subject to prior written communication to Client, discontinue the CRMMSD integration if MSFT exercises its right to terminate use of the MSFT integration by Client or otherwise terminates its agreement with Forsta in relation to the CRMMSD integration. In such event Client's sole and exclusive remedy shall be to receive a refund of the pro rata share of the unused portion of the fees Client has pre-paid to Forsta in relation to the CRMMSD. (E) Client represents and warrants that it shall not permit the use of the CRMMSD in countries under U.S. embargo or by individuals on U.S. government denied parties lists. (F) Support requests by Client in relation to CRMMSD must be submitted to Forsta whilst those relating to MSFT software should be submitted to MSFT. Use of this Add-On requires proper configuration of Client's MSFT environment; that configuration is Client's responsibility. (G) Client understands and agrees that this Add-On may in future be replaced by a new Add-On providing similar or increased functionalities. Client shall, upon Forsta's request, reasonably cooperate with Forsta in migrating Client's MSFT integration to such new Add-On.
Condition Number	Condition

TRIAL974	(TRIAL974) Digital Feedback: For improved user experience globally and for the ability to deal with high volume requests, Digital Feedback leverages third party content delivery network services (CDN). Forsta is unable to guarantee that the CDN supplier complies with Forsta system requirements at all times. Accordingly, the Forsta Plus SLA shall not apply to Digital Feedback due to CDN related events, provided however that Forsta commits to promptly work with Client to address such situations by way of resolution or workaround.
RTEDGE1	<i>Hours' PII inclusion appended within the Terms & Conditions: For Edge Audiences services, the client agrees to be bound by and comply with Edge Audiences' Terms and Conditions, available at: https://www.qualtrics.com/edge-terms/</i>