



IMPORTANT - READ CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING THE SOFTWARE (THE "**SOFTWARE**").

This End-User License Agreement ("**EULA**" or "**Agreement**") is a binding legal agreement between you ("**You**") and SysAid Technologies Ltd. (the "**Company**" or "**SysAid**") which sets forth the terms and conditions under which you are licensed to use the Software being distributed with this EULA. .

BY CLICKING ON THE "I ACCEPT" BUTTON, OR BY INSTALLING, COPYING OR KEEP ON USING THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY READ AND UNDERSTOOD THE TERMS OF THIS EULA AND AGREE TO BE LEGALLY BOUND BY THE TERMS OF THIS EULA, INCLUDING THOSE INCORPORATED BY REFERENCE. IF YOU SELECT "I DO NOT ACCEPT" THE INSTALLATION PROCESS WILL NOT PROCEED. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT INSTALL, COPY OR USE THE SOFTWARE.

FURTHERMORE, BY ACCEPTING THE TERMS OF THIS EULA, YOU HEREBY WAIVE ANY RIGHTS OR REQUIREMENTS UNDER ANY LAWS OR REGULATIONS IN ANY JURISDICTION WHICH REQUIRE AN ORIGINAL (NON-ELECTRONIC) SIGNATURE OR DELIVERY OR RETENTION OF NON-ELECTRONIC RECORDS, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, AND (2) YOU HEREBY ACKNOWLEDGE THAT YOU ARE FAMILIAR WITH AND AGREE TO THE TERMS OF THE COMPANY'S PRIVACY POLICY AVAILABLE AT [www.sysaid.com/privacy.htm](http://www.sysaid.com/privacy.htm), WHICH PRIVACY POLICY IS INCORPORATED AS AN INTEGRAL PART OF THIS EULA.

IF YOU ARE NOT THE END USER AND ARE INSTALLING THIS SOFTWARE ON BEHALF OF THE END USER, YOU WARRANT AND REPRESENT THAT YOU ARE AUTHORIZED TO ACT ON BEHALF OF THE END USER AND TO ACCEPT AND BIND THE END USER TO THE TERMS OF THIS EULA.

## 1. Definitions

- 1.1. "**We**" or "**Us**" or "**SysAid**" or "**Our**" or the "**Company**" refers to SysAid Technologies Ltd. an Israeli limited liability company, having its main place of business at 1 Hayarden Street, P.O.Box 1142, Airport City, Israel.
- 1.2. "**You**" and "**Your**" refers to the entity and/or individual person consenting to, and entering into, this Agreement.
- 1.3. "**License Program**" shall mean that certain combination, marked and chosen by You in the Registration Form, reflecting certain edition of the

Software (Trial or Full), certain amount of Administrator User Accounts, certain amount of End Points, certain amount of End User Accounts, certain combination of modules from those available for the Software, license expiration date and Support Services expiration date. In case you get a Free Addition your License Program shall be considered as including a fixed and limited amount of Administrator User Account / End-User Account /End Points ,and some functionality which is limited, all in accordance with the then current specification as reflected in Our website [www.sysaid.com](http://www.sysaid.com).

- 1.4. **"Support Services"** shall mean those support services stipulated in Exhibit A to this Agreement.
- 1.5. **"Annual License Fee"** shall mean the respective amounts payable to SysAid per one year of use of the Software in accordance with the relevant License Program.
- 1.6. **"Special Support Fee"** shall have the meaning ascribed to it in Exhibit A.
- 1.7. **"Server"** a single piece of hardware enabling the installation of the Main System on its storage device and the operation therefrom.
- 1.8. **"Administrator User Account"** each instance of a unique username and password enabling authenticated access to the Main System in an administrator mode.
- 1.9. **"End-User Account"** each instance of a unique username and password enabling authenticated access to the Main System in a non administrator mode.
- 1.10. **"Guest Mode User"** each individual using the Software Permitted Usage in Guest Mode only.
- 1.11. **"User/s"** You and any individual (1) assigned for an Administrator User Account, or (2) assigned for an Authenticated Contact Account, or (3) is a Guest Mode User.
- 1.12. **"Permitted Usage in Guest Mode"** shall mean – if such feature is enabled and explicitly agreed upon between You and Us - limited access to the Main System via any network without being able to take advantage of functionalities enabled only to holders of End User Accounts and/or Administrator User Accounts.
- 1.13. **"Registration Form"** means the form you filled in the registration process where you stipulate the License Program you desire, and further details.

- 1.14. "**Activation File**" mean a file which will be received by You and uploaded by you to your server during the installation process of the Software, which holds, inter alia, the details of you License Program as approved by us, and further details.
- 1.15. "**Software**" shall mean the software, in object code format, made available to You together with this EULA, including the Main System and Agents ,in addition to but not limited to (i) third party`s software incorporated therein; (ii) related explanatory written materials ("**Documentation**"); and (iii), any patches, updates, modified versions, additions, service packs and upgrades, if any, which may be provided by the Company from time to time ("**Updates & Upgrades**").
- 1.16. "**Main System**" shall mean the IT Management system, known as "SysAid IT" in the edition stipulated in the License Program You subscribed for, while installed on your Server and accessible through any network.
- 1.17. "**Agent**" shall mean any optional piece of software code We provide you (whether downloadable from Our Servers and/or deployed from the installation package installed with the Main System), and installed on all, selected, or none, of Your End Points.
- 1.18. "**Our Servers**" means servers belonging to Us and/or third party hosting service providers we use.
- 1.19. "**End Point**" shall mean each hardware based station monitored by the Main System under the terms of this EULA, including, without limitation, personal computers, laptops, network printers, servers, screens etc.

## 2. The License

- 2.1. Subject to your full compliance at all times with the terms and conditions set forth in this EULA, the Company hereby grants you a limited, non-exclusive, non-transferable license to:
- (a) download, install and use a single copy of the Main System on one Server within your organization;
  - (b) download, install and use that certain amount of Agents on that certain amount of End Points within your organization up to the amount you ordered and paid for, as reflected in the License Program you subscribed for.

- (c) assign such number of Administrator Accounts up to the amount you ordered and paid for, as reflected in the License Program you subscribed for. To avoid any doubts – two different accounts for the same individual, shall be considered as two different accounts.
- (d) assign such number of End User Accounts up to the amount you ordered and paid for, as reflected in the License Program you subscribed for. To avoid any doubts – two different accounts for the same individual, shall be considered as two different accounts.
- (e) .
- (f) if such feature is enabled and explicitly agreed upon between You and Us - enable an unlimited Permitted Usage in Guest Mode.
- (g) to copy the Software installed on the Server (as aforementioned) to other storage device for backup and/or archival and/or non-productive testing purposes only.
- (h) use the Documentation only for the purpose of assisting those authorized to do so under the EULA , to use the Software.

### 3. Intellectual Property Rights

- 3.1. The Software, in whole or in part, as well as any extracts or output that you make using the Software (collectively "**the Protected Material**"), are owned by SysAid and/or its suppliers, and its structure, organization and code are the valuable trade secrets of SysAid and/or its suppliers. You shall not physically receive, under no circumstances, any source code in connection to any software included in the Protected Material. The Protected Material is also protected by Israeli Copyright Law and International Treaty provisions. You must treat the Protected Material just as you would any other copyrighted material, such as a book. You may not copy the Protected Material. You agree not to modify, adapt, translate or make derivative works based upon the Protected Material. You also agree not to reverse engineer, decompile, disassemble or otherwise attempt to discover the source code of the Software. Except as stated above, this Agreement does not grant you any intellectual property rights in the Protected Material. This Agreement provides the terms and conditions under which you are permitted to use the Protected Material subject to the license given to you herein only. It is not an agreement for the sale of the Protected Material to you, and no title to the Protected Material passes to you.

- 3.2. "SysAid CSS" "SysAid IT", "Ilient" and "SysAid" are trademarks of SysAid. No right, license, or interest to such trademarks is granted hereunder, and you agree that no such right, license, or interest shall be asserted by you with respect to such trademarks. All other trademarks, service marks, product names and company names or logos, if any, cited herein, directly or by reference, are the properties of their respective owners. Use of any of these marks without the prior written permission of the mark's owners is strictly prohibited.

#### 4. Your Responsibilities, Restrictions and Obligations

##### 4.1. You are solely responsible:

- 4.1.1. For selecting a qualified operator for the Main System who is familiar with the information, calculations, and reports that serve as input and output of the End Points and the Main System.
- 4.1.2. For the conversion of any data not generated by the Main System to operate with the Main System.
- 4.1.3.
- 4.1.4. For all activity occurring with the use of the Software provided to You, whether such activity is made under one of Your Administrator User Accounts, End User Accounts and/or by a Guest Mode Users, even, without limitation, if such do not form part of Your organization, and just receive services from You.
- 4.1.5. For using the Software only for lawful purposes. Accordingly, you shall not do anything that encourages conduct which would constitute a criminal offense or which encourages or may encourage "hacking" or "cracking," or which gives rise to civil liability or otherwise violate any applicable local or international law.
- 4.1.6. To Users for all matters related to the Software and You acknowledge that we assume no responsibility what so ever towards them.
- 4.1.7.
- 4.1.8. The careful selection of the e-mail box destined to be used by the Main System for automatically converting E-mail messages received in such box to service requests processed by the Main System (the

**"Designated Mailbox"**). Furthermore, if needed, You should take all appropriate measures required to backup any e-mails received to the Designated Mailbox, or any other e-mail address of Yours (the **"Correspondence"**) – and processed by the Main System into service requests. In that respect You understand and acknowledge that characterization of any e-mail address in the Main System as the Designated Mailbox shall automatically result in the processing of any Correspondence, and simultaneously – its irreversible deletion.

4.1.9. For obtaining or providing, at Your sole expense, all telephone, internet service and/or leased or dedicated access lines, telephone and computer equipment, including connection equipment and modems and any other hardware or software necessary to enable the operation of the Software. You understand and acknowledge that We will not be liable for network-related problems attributable to the operation of the Software and that internet and network configuration changes may affect the Software' performance and accessibility.

4.2. Your responsibility includes compliance with all applicable local, state, national and foreign laws, treaties and regulations relating to Your, and Your Users' use of the Software, including those related to the protection of intellectual property, data privacy, international communications and the transmission of technical or personal data. Furthermore, You shall notify Us immediately of any unauthorized use of any password or account or any other known or suspected breach of security, and use reasonable efforts to stop immediately any copying or distribution of content that is known or suspected by you.

4.3. The following restrictions shall apply to Your use of the Software:

4.3.1. You may not license the Software if You are a direct competitor of SysAid, except with SysAid prior written consent. In addition, You may not license the Software for purposes of monitoring its availability, performance or functionality, or for any other benchmarking or competitive purposes.

4.3.2. You may not: (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party, the Software in any way; (ii) create Internet "links" to the Software or "frame" or "mirror" any content thereof on any other

server, wireless or Internet-based device; or (iii) access the Software in order to (a) build a competitive product or service, (b) build a product using similar ideas, features, functions or graphics of the Software, or (c) copy any ideas, features, functions or graphics of the Software.

4.3.3. You may not, in the course of Your use of the Software (i) send spam or otherwise duplicative or unsolicited messages in violation of applicable laws; (ii) send or store infringing, obscene (including pornography, violence, terror, etc.), threatening, libelous, or otherwise unlawful or tortious material, including material harmful to children or violative of third party privacy rights; (iii) send or store material containing software viruses, worms, trojan horses or other harmful computer code, files, scripts, agents or programs; (iv) attempt to gain unauthorized access to the Software or its related systems or networks; (vi) violate or cause SysAid to violate applicable law; or (vii) use the Software other than for your reasonable internal business purposes.

Furthermore, You acknowledge that We assume no responsibility for monitoring your use of the Software for inappropriate content or conduct.

4.4. Note, use of the Software may require one or more compatible devices, Internet access, and certain software, and may require obtaining updates or upgrades from time to time. Because use of the Software involves hardware, software, and Internet access, your ability to use the Software may be affected by the performance of these factors. You acknowledge and agree that such system requirements, which may be changed from time to time, are your responsibility.

## 5. Warranties, Limitation Of Liability, Indemnification

5.1. THE SOFTWARE MAY CONTAIN ERRORS, BUGS AND OTHER PROBLEMS WHICH COULD CAUSE SYSTEM CRASH OR FAILURE. THE COMPANY RESERVES THE RIGHT TO ALTER THE SOFTWARE AT ANY TIME, AND ANY RELIANCE ON THE SOFTWARE OR ITS QUALITY OR PERFORMANCE IS AT YOUR SOLE RISK. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT THE SOFTWARE IS PROVIDED TO YOU ON AN "AS-IS" BASIS WITHOUT WARRANTIES OF ANY KIND WHATSOEVER, WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION,

WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

NO ORAL OR WRITTEN ADVICE OR INFORMATION PROVIDED BY SYSAID, ITS OFFICERS, DIRECTORS, MEMBERS, MANAGERS, EMPLOYEES, AFFILIATES, AGENTS, LICENSORS, CONTRACTORS OR THE LIKE ("ANYONE ON ITS BEHALF") SHALL CREATE OR CONSTITUTE ANY FORM OF WARRANTY.

ACCORDINGLY, YOU AGREE THAT THE USE OF THE SOFTWARE IS AT YOUR SOLE RISK, AND THAT NEITHER SYSAID NOR ANYONE ON ITS BEHALF, DO NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE SOFTWARE NOR THAT THE OPERATION OF THE SOFTWARE WILL BE ERROR FREE OR MEET ANY REQUIREMENTS.

- 5.2. SysAid is not and shall not be liable to you or any other party for any loss or damages resulting from any claims, demands, or actions arising out of, or relating to, this Agreement and/or to the Software.

UNDER NO EVENT SHALL SYSAID BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA OR OTHER INTANGIBLE LOSSES (EVEN IF SYSAID HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (i) THE USE OR THE INABILITY TO USE THE SOFTWARE; (ii) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES RESULTING FROM ANY GOODS, DATA, INFORMATION OR SERVICES PURCHASED OR OBTAINED OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH OR FROM THE SOFTWARE; (iii) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA GENERATED IN CONNECTION WITH THE SOFTWARE; (iv) STATEMENTS OR CONDUCT OF ANY THIRD PARTY GENERATED IN CONNECTION WITH THE SOFTWARE; OR (v) ANY OTHER MATTER RELATING TO THE SOFTWARE.

You may, however, have additional rights under certain laws that do not allow the exclusion of implied warranties, or the exclusion or limitation of certain damages. If such laws apply, our exclusions or limitations shall apply to the fullest extent provided by the applicable laws.

- 5.3. NEITHER SYSAID NOR ANYONE ON ITS BEHALF NOR ANYONE ELSE INVOLVED IN CREATING, PRODUCING, MARKETING OR DISTRIBUTING THE SOFTWARE, SHALL BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM USE OF OR INABILITY TO USE THE SOFTWARE DUE TO ANY CAUSE WHATSOEVER, INCLUDING ACTS OF GOD, COMMUNICATIONS FAILURE, THEFT, DESTRUCTION OR UNAUTHORIZED ACCESS TO SYSAID'S RECORDS OR THE SOFTWARE.
- 5.4. IN NO EVENT SHALL THE ENTIRE LIABILITY OF SYSAID AND ANYONE ON ITS BEHALF FOR ALL DAMAGES, LOSSES, CLAIMS AND COSTS, WHETHER IN CONTRACT, TORT OR OTHERWISE, EXCEED THE AGGREGATE AMOUNT PAID BY YOU TO SYSAID DURING THE IMMEDIATELY PRECEDING 1 YEAR PERIOD.
- 5.5. SYSAID ASSUMES NO RESPONSIBILITY UNDER THIS AGREEMENT FOR CONVERTING YOUR DATA FILES TO BE COMPATIBLE FOR USE WITH THE SOFTWARE.
- 5.6. You are solely responsible for your actions when using the Software, and therefore, notwithstanding the above, You shall indemnify, defend, and hold harmless SysAid, its directors, officers, employees and agents and their respective successors, heirs and assigns (the "SysAid Indemnities"), against any liability, damage, loss, or expense (including reasonable attorneys' fees and expenses of litigation) incurred by or imposed upon any of the SysAid Indemnities in connection with any claims, suits, actions, demands or judgments ("Claims") arising out of any theory of liability (including without limitation actions in the form of tort, warranty, or strict liability and regardless of whether such action has any factual basis) concerning any act or omission of You, and/or individuals assigned with an Administrator User Account and/or individuals assigned with an Authenticated Contact Account and/or individuals conducting Permitted Usage in Guest Mode, all (a) in connection with the Software; or (b) which are in breach of any applicable law; or (c) which constitutes a breach of this Agreement; (d) which are in violation of any rights of any third party.

## 6. Confidentiality And Privacy

- 6.1. This Agreement is subject to the Privacy Policy of SysAid which is set forth on Our website <http://www.sysaid.com/privacy.htm> and constitutes an integral part of this Agreement.
- 6.2. You agree that We may list You as a customer and reproduce Your logo and registered trademark online or in printed materials solely to indicate that You are or were a licensee or user of the Software, unless and until You provide Us with a written notice not to do so.

## 7. Fees And Payments

- 7.1. SysAid offers three editions of the Software: a Trial Edition which is charge-free and limited in time, Free Edition which is Free and includes a fixed and limited amount of Administrator User Account / End-User Account /End Points , and some of its functionality is limited, and a Full Edition which is subject to payments in accordance with the configuration You subscribed for, as reflected in the License Program and the Activation File (you can review such information anytime under the "about" option appearing in the Software menu).
- 7.2. In case Your use of the Software is other than at a Trial Edition or Free Edition configuration the following conditions shall apply:
- 7.2.1. Your license to use the Software is subject, inter alia, to the full and accurate payment, in its due date of the relevant Annual License Fee. The Annual License Fee shall be paid to SysAid in advance for every year you subscribe for the license and shall be non-refundable even if You stop using the Software before the expiration of the Term.
- 7.2.2. You shall provide SysAid with complete and accurate billing and contact information. This information includes Your legal company/organization name (if applicable), street address, telephone number, fax number (if applicable), e-mail address, and name of an authorized billing contact. You agree to update this information within 30 days of any change. If the contact information You have provided is false or fraudulent, SysAid reserves, without derogating from other

remedies available to it under applicable law, or this EULA, to terminate this EULA.

7.2.3. You are solely responsible for payment of any taxes applicable by any law, resulting from your acceptance of this EULA and/or your use of the Software, exclusive of taxes based on SysAid' income. You agree to hold SysAid harmless from all claims and liability arising from your failure to report or pay such taxes.

7.2.4. In case of termination of this EULA for whatever reason You agree that We may charge Your credit card or any other means of payment provided by You to SysAid, with any unpaid fees, or any other outstanding payment obligation You have with Us.

## 8. Term, Termination and Effect of Termination

8.1. This Agreement shall become effective as of Your indication of acceptance of its terms by checking the "I Accept" box, as indicated above, and shall maintain in effect as follows:

8.1.1. If You subscribed for a Trial Edition – for a onetime period of 30 days – after which this Agreement shall expire automatically.

8.1.2. If You subscribed for a Full Edition - for a period of one (1) year thereafter (the "**Initial Term**"). The term of the Agreement can be extended beyond the Initial Term for consecutive periods of one (1) Year each (each: an "**Extended Term**") by paying Us in 30 days advance the Annual License Fee attributed to the Extended Term (each of the Initial Term and any Extended Term shall be referred to herein above and below: the "**Term**").

8.1.3. If You subscribed for a Free Edition - for an unlimited period of time, subject to Our right to terminate this Agreement, at any time, for any or no reason by providing you with 30 (thirty) days prior written notice, or with immediate effect under section 8.4 below.

8.2. During each Term of this Agreement, Both You and Us may terminate this Agreement, at any time, for any or no reason ("**Termination for**

**Convenience**") by providing the other party – in your case with 30 (thirty) days prior written notice, and in our case with 120 (one hundred and twenty) days prior written notice.

8.3. In case of Termination for Convenience made by Us, You shall be entitled to receive, as exclusive remedy, a refund equal to the proportional portion of the Annual License Fee already paid to Us for the current Term. In case of Termination for Convenience made by You, You shall not be entitled to any refund whatsoever.

8.4. Without derogating from Our right to exercise Termination for Convenience, We shall also be entitled to terminate this Agreement by a written notice with immediate effect in the following events ("**Termination for Cause**"):

8.4.1. If you are in breach of any of Your obligations under this Agreement and did not cure such breach within 7 days of receiving a written notice specifying such breach.

8.4.2. If any, current or future, governmental (national, state or local) regulations prevent the continuation of the provision of Our Services to You under this Agreement.

8.5. Upon termination of this Agreement, for any reason whatsoever, the following terms shall apply:

8.5.1. All rights granted to you, shall terminate automatically without You being entitled to receive any payment or refund of any fee paid by You (unless specifically expressed otherwise in this Agreement).

8.5.2. You shall remove and destroy any copies of the Software installed by You, and/or anyone on your behalf.

## 9. Support & Maintenance

9.1. SysAid DOES NOT offer charge free support and/or maintenance services, unless and in as much as specifically included in the License

Program You subscribed for, and You may not assume any kind of such undertaking on behalf of SysAid. Nevertheless, if chooses to do so in its sole discretion, SysAid may, from time to time, upgrade the Software to newer versions released, and if done so, SysAid will not be under obligation to retain any previous releases of the Software.

9.2. SysAid may decide, however, from time to time, in its sole discretion, to provide You with Support Services, in whole, in part or in any other level, even if You subscribed for a Trial Edition or a Free Edition, and is also free to cease providing such Support Services without notice, and without You being eligible for any compensation for such cessation.

9.3. We reserve the right to charge You with a Special Support Fee for any support services provided to You in the following events:

9.3.1. Any support services You ask for which are not included in the Support Services You are eligible to under the License Program You subscribed for.

9.3.2. Any time spent by Us, following Your request for Support Services, if it turns out to be that the motive for such request is not covered by the Support Services You are eligible to.

## 10. Miscellaneous

10.1. **Enforceability.** In the event that any provision of this Agreement is invalid or unenforceable under any law, such provision shall be totally ineffective to that extent, but the remaining provisions of this Agreement will be unaffected.

10.2. **No Waiver.** No delay or omission on the part of SYSAID in exercising any right or remedy shall operate as a waiver of such right or remedy or any other right or remedy. A waiver on any one occasion shall not be construed as a bar to or a waiver of any right on any future occasion.

10.3. **Governing Law.** This Agreement shall be governed by, construed and interpreted in accordance with the laws of the State of Israel, without reference to conflict of laws principles. Without derogating from the generality of the above, the United Nations Convention on Contracts for The International Sale of Goods shall not apply on this Agreement. You hereby

irrevocably subject yourself to the exclusive jurisdiction of the courts located in the district of Tel-Aviv, Israel in connection with any action or controversy relating to the Software, or this Agreement.

- 10.4. **Notices.** Any Notice to be given pursuant to this Agreement shall be sent by You to Us via Registered Mail to the address stipulated in section 1.1 above, or via e-mail to the following E-mail [Support@sysaid.com](mailto:Support@sysaid.com), and shall be deemed received by Us- if sent via Registered Mail – 7 business days after being sent, and if sent via e-mail – 2 business days after you get confirmation it has been received by Us. Any Notice to be given to You shall be made via Registered Mail or Email address, to the address and E-mail You filled in the Registration Form, and shall be deemed received by You- if sent via Registered Mail – 7 business days after being sent, and if sent via e-mail – 2 business days after being sent.
- 10.5. **Whole Agreement.** This Agreement, including the provisions Incorporated by reference, constitutes the sole and entire agreement with respect to Our provision of Services to You.
- 10.6. **Modifications.** SYSAID may change the terms of this EULA, from time to time, by posting a modified copy of this EULA on Our website, or by otherwise notifying You. Those changes will be effective and binding as of posting of the notice; unless a different effective date is specified. We therefore recommend you to enter, from time to time, to our website in order to review information concerning such modifications. YOUR CONTINUED USE OF THE SOFTWARE FOLLOWING DELIVERY AND/OR POSTING OF A NOTICE OF MODIFICATION SHALL BE CONCLUSIVELY DEEMED AN ACCEPTANCE OF SUCH MODIFICATION. IF ANY MODIFICATION IS UNACCEPTABLE TO YOU, YOU MUST TERMINATE THIS EULA IMMEDIATELY, AND NOTIFY US IMMEDIATELY SO THAT A TERMINATION OF YOUR LICENSE MAY BE PROCESSED, AND SUCH TERMINATION IS YOUR ONLY RECOURSE.
- 10.7. **Long term License.** In case you hold a license which enables you to use the Software perpetually but you were not subscribed for Support Services constantly since you acquired such license than you are permitted to use the software only in its last release as it was issued by us when you acquired such license, and subject to the terms and conditions of this EULA, without being eligible for Support Services and/or Updates & Upgrades. If

you want to get Support Services and/or Updates & Upgrades you will have to enter into one of the current License Programs, or get to any other special arrangement with Us.

- 10.8. **Assignment.** Your rights and obligations under this Agreement may not be assigned or transferred in any other way, by operation of law or otherwise without prior written consent of SYSAID.

Last updated: April 2011.

## Exhibit A - Support Services

This document describes SysAid' Support Services. These services are available only within the respective Term (as defined in the Agreement), and subject to the full payment of Annual License Fee.

Subject to the Agreement and to the above, SysAid shall provide You with support and error correction services (the "**Support Services**"), in the following manner:

### 1. **Support Requests & Communication**

SysAid support team is available on-line and on-telephone for both technical and user questions (working hours and connection method of support team are available at SysAid' web site - [www.SysAid.com](http://www.SysAid.com), and may change from time to time upon SysAid' sole discretion).

### 2. **Support Services For The Software**

Support Services for the Software consist of technical support and assistance by e-mail and telephone to You and individuals assigned with an Administrator User Account only. Support Services consist of receiving, classifying, and logging support requests and the assignment thereof to SysAid' technical specialists who are responsible for troubleshooting the problem (by means of remote troubleshooting or otherwise) until it is resolved.

A problem is considered resolved when:

- The Software conforms substantially to its specifications; or
- You have been advised on how to correct or bypass the error; or
- You have been informed that the correction to the error will be available through a future software upgrade, or through a future update package, or through a documentation update; or
- It has been discovered that the problem is a hardware failure; or
- It has been discovered that the problem falls within the category not covered by the Support Services, and You have been notified thereof.

If it is determined that the problem was due to your error in the use of the Software or from any modifications thereof (including any modification to the database definitions, data structure or data integrity) that was neither made nor authorized by SysAid, You shall pay SysAid a Special Support Fee.

"Special Support Fee" shall mean standard commercial time and materials rates defined by Us and reimbursement for all reasonable out-of-pocket expenses involved in investigating the problem.

If critical or major technical issue is to be solved with a future software upgrade, or through a future update package, or through a documentation update, SysAid will make commercially reasonable efforts to advise You on how to bypass the error.

SysAid does not guarantee problems will be fixed in any specific time frame. However, as You may understand, It is the goal of SysAid to make commercially reasonable efforts to satisfactorily resolve each incident using SysAid' support system.

When necessary, You will allow SysAid to initiate remote troubleshooting, and make available to SysAid one or more of your designated employees knowledgeable in information services at such times and to the extent as may be reasonably required by SysAid to perform its services hereunder.

The Support Services does not include (a) any on-site support or assistance at your premises, (b) installation of any of Our products, (c) any SysAid pre-sales operations or training, or (d) preparation or delivery of any documentation other than the existing product documentation (for example instructions for customer specific tasks).

3. **Software Updates**

Any Software installation package released by Us after You had initially installed the Software is considered as an Update. The Minor Update is a release containing bug fixes, improving the convenience of use and providing minor extensions to the Software functionality. The Major Update is a release essentially changing or extending the Software functionality compared to the previous version (such as new modules etc.).

During the Term, You will be granted the right to receive (download) and install all the Minor Updates to the version initially installed.

Installation of a Major Update, however, may or may not require an upgrade fee, which is at the sole discretion of SysAid.

Installation of the Minor Update does not require repeating the registration procedure, as the registration data will be inherited from the previous installation. Installation of a Major Update may, however, require new registration. You may install Minor Updates or Major Updates over your existing installation only during the Term of the Agreement.

**4. Exclusions From Support Services**

The Support Services provided by SysAid under this Agreement also do not include:

- Maintenance or repair of hardware or other equipment belongs to You;
- Maintenance or modifications to any software, whether such software is required for the use of the Software or not;
- Service required due to your misuse of the Software or alterations or modifications thereof that were not authorized or performed by Us (including any modification to the database definitions, data structure or data integrity). Upon your request, SysAid shall review any modifications to the Software made by You to determine whether such modifications invalidate SysAid' rights or instructions. SysAid shall confirm its determination to You promptly in writing. You will be charged with Special Support Fee for such SysAid' review and determination.

Last updated: April 2011