



## APPENDIX 1: ENTERPRISE SUBSCRIPTION SERVICES

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This Appendix 1, which includes the documents referred to in this Appendix 1 (together, the "**Appendix**"), describes the fee bearing subscriptions that Liferay offers ("**Subscriptions**"). The Services that Liferay provides to Customer as part of these Subscriptions (the "**Subscription Services**") provide Customer, as applicable, with one or more Subscription Benefits as further described in Section 2. Any capitalized terms used but not defined in this Appendix have the meaning defined in the agreement to which this Appendix applies, such as the Liferay Enterprise Services Agreement (the "**Agreement**").

### 1. Definitions

"**Acceptable Use Policy**" has the meaning set forth in Section 10 below.

"**Acknowledge Receipt Time**" means the time by which Liferay must respond to an Incident acknowledging receipt of the Incident as set forth in Section 7.3 below. Acknowledge Receipt Times are only supported in response to an Incident that is submitted to Liferay via telephone. Incidents submitted via the web shall have a one (1) Business Day Acknowledge Receipt Time.

"**Backup Purposes**" means using the Services (including Software) solely in a backup or secondary environment that is (i) periodically or regularly receiving backups of data from Instances used for Production Purposes; (ii) not servicing requests; and (iii) used for the purpose of disaster recovery and/or serving as a backup in case a live Instance used for Production Purposes fails.

"**Business Day**" means a standard business day based on Customer's "Support Region" and "Support Center" as set forth at [www.liferay.com/support/coverage-areas-and-hours](http://www.liferay.com/support/coverage-areas-and-hours).

"**Business Hour**" means a clock hour during the standard business hours of a Business Day based on Customer's "Support Region" and "Support Center" as set forth at [www.liferay.com/support/coverage-areas-and-hours](http://www.liferay.com/support/coverage-areas-and-hours).

"**Core**" means a computing component that reads or executes a process as (i) a physical processing core located in a CPU or (ii) a vCPU (as defined below).

"**Customer Application**" means a program with a distinct code base that customizes or extends the functionality of the Software and connects to a database with a distinct database schema.

"**Customer Portal**" means a web portal maintained by Liferay or a Liferay Affiliate that provides for various resources accessible to Liferay Subscription customers as further described in Section 2.1 below.

"**Customer Portal Access**" has the meaning set forth in Section 2.1 below.

"**Development Purposes**" means using the Subscription Services (including any Software) for the specific purpose of building software that runs with or on the Software.

"**Designated Contact**" means Customer's contact designated to communicate with Liferay for the provision of Support and/or any other Subscription Services.

"**Designated Purpose**" means the specific use case and purpose for which Customer utilizes the Subscription Services and Software, for example Development Purposes, Production Purposes or Backup Purposes.

"**Documentation**" means the various technical documentation and instructional manuals and guides generally made available by Liferay in conjunction with Software and the Services from the Liferay Developer Network website, currently located at [dev.liferay.com](http://dev.liferay.com).

**"Forked Software"** means modifications to the Software source code to develop a separately maintained source code program (i) with features not present in the Software source code or (ii) where modifications to the original source code of the Software are not automatically integrated with the original source code of the Software.

**"Free Liferay Subscription Apps"** are those Liferay Subscription Apps that Liferay makes available free of charge (displayed as "Free" apps).

**"Incident"** means a single, discrete technical problem that cannot be reasonably subdivided, and also that is not overly broad in scope, the severity of which shall be determined in accordance with Section 7.1.

**"Instance"** means one (1) copy of the Software.

**"Legal Assurance"** means the Legal Assurance Program set forth in Schedule 1.A.

**"Liferay Subscription Apps"** means the applications in the Liferay Marketplace made available to subscribers in the "Liferay Subscription App" category.

**"Non-Production Purposes"** means using the Services (including Software) solely in a non-production environment, generally for the purposes of dev-integration, testing, quality assurance, staging, and user acceptance testing but excluding Development Purposes.

**"Production Purposes"** means using the Services (including any Software) in a production environment, generally to service live requests and to use live data and Software.

**"Services"** as defined in the Agreement shall for the purposes of this Appendix mean Subscription Services.

**"Sizing"** means the sizing of an Instance, which is determined by the number of Cores or vCPUs that will be accessible by each Instance

**"Software"** or **"Liferay Software"** means the software and corresponding Documentation that Liferay makes available for download as part of Subscription Services. Software shall not include third-party software applications that are made available through the Liferay Marketplace located at [www.liferay.com/marketplace](http://www.liferay.com/marketplace) ("**Third-Party Marketplace Apps**"), Third-Party Software or generally available open source projects such as such as any Liferay branded community edition of the Software and/or other community projects.

**"Software Maintenance"** has the meaning defined in Section 2.2 below.

**"Subscription Benefit(s)"** means one or more of the defined benefits described in Section 2 below.

**"Subscription Term"** has the meaning defined in Section 5 below.

**"Support"** has the meaning set forth in Section 2.3 below.

**"Support (Service) Level"** means the level of Support (e.g. Gold or Platinum) for a specified scope of Support as described in Section 7 below and specified in an Order Form.

**"Third-Party Software"** means the generally available software programs, computer code, programming libraries, application programming interfaces, or other materials, (i) the intellectual property rights of which are not owned by Liferay or its Affiliates and (ii) which is not licensed to Customer under the EULAs set forth in the Agreement or this Appendix, but is licensed subject to the applicable open source software licenses set forth in a file accompanying the Software (and for certain Software also at [www.liferay.com/third-party-software](http://www.liferay.com/third-party-software)).

“Unit” means the unit that is used to measure Customer’s use of the Subscription Services as set forth in Section 6 or as agreed by the parties in an Order Form.

“Updates” means any and all software fixes, updates, upgrades, enhancements, additions, corrections, modifications, new versions and releases, when and if they are made available.

“Virtual CPU” or “vCPU” means a virtual machine’s virtual processor to which a physical CPU is assigned, in whole or in part.

## 2. Benefits of Subscription Services

Subscription Services provide Customer with one or more of the following benefits as specified in the Schedule applicable to the relevant Subscription as identified in Section 6 below (“**Subscription Benefits**”):

### 2.1 Access to the Customer Portal

Liferay will provide Customer access to Liferay’s Customer Portal during the Subscription Term. Liferay’s Customer Portal provides Customer access to an expanding knowledge base, support information, compatibility information, checklists, FAQs, patching tools, security updates, newsletters, as well as access to all available versions of Liferay Software throughout their respective life cycle as set forth in Section 8 below (and the applicable Third-Party Software) for electronic download from Liferay’s Customer Portal (“**Customer Portal Access**”). The applicable Software made available through the Customer Portal for each Subscription is specified in the applicable Schedule identified in Section 6 below. The Software is governed by one or multiple End User License Agreement(s) (“**EULAs**”) identified in Section 6 below. Customer accepts and agrees to the terms of such EULA(s) as a precondition to receiving applicable Subscription Benefits in connection with such Software.

### 2.2 Software Maintenance

Liferay will periodically make Updates for Liferay Software available for electronic download from Liferay’s website (“**Software Maintenance**”).

### 2.3 Software Support

Liferay (and/or a Liferay Business Partner, if applicable) will provide Customer with access to Liferay support, including the Liferay Enterprise Support Application (“**LESA**”), for issues relating to the Software and Third-Party Software provided with the Software, but only to the extent such Third-Party Software causes the Software to not substantially conform to the Documentation as further described in Section 7 below (“**Support**”). LESA is a multifaceted issue tracker that allows Customer to submit issues they experience with Software to the Liferay support team for investigation.

### 2.4 Cloud Services.

Liferay may provide Customer access to certain cloud based services as part of the applicable Subscriptions as may be specified in the applicable Schedule(s). The Cloud Services are governed by Terms of Services set forth in Schedule 1.B. Customer accepts and agrees to the terms of such Terms of Service as a precondition to use of such Cloud Services. Customer’s usage of the Cloud Services may be limited unless Customer purchases certain add-on Subscription Services as described in the Documentation or the Schedule(s) below.

### 2.5 Legal Assurance

Liferay provides a set of intellectual property assurances according to the terms of Liferay’s Legal Assurance Program set forth in Schedule 1.A.

**Please note:** Unless otherwise explicitly noted in the applicable EULA, the Software is provided under a perpetual license (subject to Customer’s compliance with applicable terms) while the benefits of the Subscription Services are limited to the Subscription Term and will expire unless Customer renews its Subscription Services. For example, while Customer may continue using Software under the terms of the perpetual license, any available Subscription Benefits such as Support or Legal Assurance would terminate unless Customer renews its Subscription Services.

## 3. Subscription Fees

Liferay charges a Fee for the Subscription Services based on the total number of Units that Customer deploys, installs, uses or executes (the Units for Subscription Services are described in Table 6 below). For example, the Subscription Services for the Software known as "Liferay DXP" are priced based on the number of Instances, which Customer deploys, installs, uses or executes. While Customer has a Subscription entitling Customer to receive Subscription Services, Customer is required to purchase a quantity of Subscriptions equal to the total number of Units applicable to that Subscription (including variants or components of the Software or Subscription Services) that Customer deploys, installs, uses or executes. In addition, if Customer uses Subscription Services to support or maintain Liferay Software (or any part thereof) then Customer must purchase Subscriptions equal to the amount of Units applicable to that Liferay Software for which Customer uses Subscription Services. Within each unique Customer Application (i) Customer shall maintain all Subscriptions that include Support at the same Support Level for all Units (for clarity, Customer may not purchase Platinum Support Services Level for one Unit and Gold Support Services Level for any additional Units deployed within a Customer Application, independent of whether such Units are used for Production Purposes, Backup Purposes or for Non-Production Purposes); and, (ii) Customer is required to maintain at least one (1) Subscription for Production Purposes and one (1) Subscription for Non-Production Purposes. If Customer terminates Subscriptions or does not renew Subscriptions within thirty (30) days after the termination or expiration of a Subscription Term and as a genuine pre-estimate of Liferay's losses and costs associated with reinstatement, Liferay reserves the right to charge Customer reinstatement Fees on a per Unit basis (the "**Reinstatement Fee**"), if and when Customer wishes to reinstate the terminated or expired Subscriptions. The Reinstatement Fee per Unit shall be equal to one hundred twenty percent (120%) of the Fees for the reinstated Subscription Services, agreed between Customer and Liferay as of the date of reinstatement, and pro-rated based on the lapsed period between the expiration or termination of the Subscription Term and the date the Subscription Services are reinstated.

#### 4. Use of Subscription Services

The Agreement, including this Appendix (including pricing Liferay has agreed to in an Order Form) is premised on Liferay's understanding that Customer will use the Subscription Services and Software only for Customer's internal use (which includes use by or on behalf of Customer's Affiliates and Affiliates shall not be considered a third party for the purposes of this Section, provided that Customer remains responsible for the Affiliates' compliance with terms of the Agreement including this Appendix and any Order Form). The foregoing sentence is not intended to limit Customer's internal use of the Subscription Services (including any Software) to operate a web site and/or to offer Customer's own software as a service, provided such web site or service does not include a distribution of the Software or otherwise access to Subscription Services, in whole or in part. Customer agrees not to use Subscription Services with higher Support Service Levels (e.g. Platinum) to provide such higher Support Service Levels to Units with Subscriptions that include lower Support Service Levels (e.g. Gold), unless Customer reports and pays for the higher Support Services Levels on such Units. Customer may transfer Subscriptions from one Unit to another Unit with the same Subscription characteristics (such as from one on-premise Instance to another on-premise Instance) without the purchase of additional Subscriptions, provided that Customer does not increase the total quantity of Units and uses the Subscriptions for the same Designated Purpose, if applicable. (Please note: transfers of Subscription Services may require Customer to contact Liferay for underlying technical administration of the transfer to ensure continuity of Services.) Distributing the Software or otherwise providing access to any portion of the Subscription Services to a third party or using any of the Subscription Services for the benefit of a third party is a material breach of the Agreement, including this Appendix, even though open source licenses applicable to certain software packages may give Customer the right to distribute those packages (and this Appendix is not intended to interfere with Customer's rights under those individual licenses). The Subscription Services may be used under the terms of this Appendix by third parties acting on Customer's or its Affiliates' behalf, such as contractors, subcontractors or outsourcing vendors, provided that (i) Customer remains responsible for all of Customer's obligations under the Agreement and this Appendix and for the activities and omissions of the third parties, (ii) Customer controls the access to the Software, if and when the Software is deployed within a third party data center (which control of access does not require physical control and instead may be accomplished through the use of appropriate contractual provisions with the data center operator) and (iii) Customer agrees to the terms stipulated in Schedule 1.G (Liferay Cloud Deployments) before Customer migrates its Subscription Services off of Customer's premises or off of Instances within a third party data center that are under Customer's control into a Provider's Cloud (as defined in Schedule 1.G). Any unauthorized use of the Subscription Services is a material breach of the Agreement, such as, without limitation, (1) only purchasing or renewing Subscription Services based on some, but not all, of the total number of Units that Customer deploys, installs, uses or executes, (2) providing access to Software or Software Maintenance to third parties, (3) using Customer Portal Access, Software Maintenance, Cloud Services and/or Support to provide support to third parties, (4) using Subscription Services in connection with any redistribution of Software, (5) using Subscription Services to support or maintain any non-Liferay Software, (6) using Subscription Services or Software for the purpose of building a competitive product or service to the Liferay Software or Services or copying the Software's features or user

interface, (7) using the Subscription Services or Software to develop or enhance any (a) software that is not Software including but not limited to any open source version of Software (such as "Liferay Portal Community Edition") or (b) derivative works of any software that is not Software; or (8) developing Forked Software. If Customer uses any Subscription Services or Software for non-Liferay Software, Liferay may seek payment from Customer of the Subscription Services Fees for each Unit for which Customer utilizes the Subscription Services or Software in connection with such software that is not Software.

**5. Subscription Term**

Unless otherwise agreed by the parties in writing, Subscription Services will begin on the date the Multiple Award Schedule Contractor accepts Customer's order for the applicable Subscriptions (please note that the foregoing does not limit Customer's obligation to pay for Subscription Services that Customer previously used but for which Customer has not paid) and will run for a term of twelve (12) months. Unless otherwise agreed in writing, Subscriptions have a minimum term of twelve (12) months. Automatic renewal of the Subscription for a successive annual term requires prior express Customer approval.

**6. Available Subscription Services, Units, EULAs**

Table 6 below sets forth various Subscriptions that Liferay offers, the applicable Unit, and the applicable EULA for Software. The Schedules listed in Table 6 contain additional information concerning the scope of the Subscription Services.

**Table 6**

Subscriptions	Unit	EULA	Schedule*
Liferay Digital Experience Platform (DXP)	Instance	DXP and certain applications: Attachment A  Workstation/Client-side software installations: Attachment B	Schedule 1.C
Liferay Enterprise Search Add-On	Instance	Additional Software (defined in Schedule 1.D): Attachment C  Server-side Liferay Software enabling use of Additional Software: Attachment A	Schedule 1.D
Liferay Paid Apps** Enterprise	Instance	Attachment D	Schedule 1.D
Designated Contact Add-On	Designated Contacts	N/A	Schedule 1.E
Extended Premium Support	Instance	N/A	Schedule 1.E
Liferay Portal Enterprise (EE) ***	Instance	Portal and certain applications: Attachment E  Developer Studio: Attachment F  Diagnostic Tools: Attachment G	Schedule 1.F

\* For the avoidance of doubt, only those Schedules applicable to Subscriptions that Customer has purchased shall apply.

\*\* Liferay Paid Apps describe a category of applications that Liferay makes available in Liferay Marketplace ([www.liferay.com/marketplace](http://www.liferay.com/marketplace)) as further described in the applicable Schedule.

\*\*\*Liferay Portal Enterprise (EE) is a legacy Subscription, which is only available for customers who wish to renew their existing Liferay Portal Enterprise Subscriptions or order additional Units for existing Customer Applications until the "End of Service Life Date" as defined in Liferay's EOSL policy set forth in Section 8 below

## 7. Support Services

Liferay will provide Support to Customer according to the following terms.

### 7.1 Severity Levels

Severity Levels are determined during a mutual discussion between Customer and Liferay, based on the business impact of the issue.

Severity 1 ("Critical") Incidents: A Severity 1 Incident means the (i) production system is severely impacted or completely shut down, or (ii) system operations or mission-critical applications are inoperable, or (iii) mission-critical applications that have experienced repeated material system interruptions that are effectively making the applications inoperable.

Severity 2 ("Major") Incidents: A Severity 2 Incident means (i) the system is functioning with limited capabilities, or (ii) is unstable with periodic interruptions, or (iii) mission critical applications, while not inoperable, have experienced material system interruptions.

Severity 3 ("Minor") Incidents: A Severity 3 Incident means the system is fully functional, but there are observed errors that do not impact the usability of the system.

Liferay will work on issues designated as Severity 1 twenty-four (24) hours a day, seven (7) days a week, ("**24x7**"), provided that if resolution of a Customer's issue requires input from members of Customer's support team and they are not available to work during those hours, Liferay reserves the right to lower the severity level to match the actual business impact, if applicable, until Customer's support team is available to support the incident on a 24/7 basis.

### 7.2 Designated Contacts

Liferay will provide Support Services to Customer only through communication with the Designated Contacts. Customer may designate up to the number of Designated Contacts described in the table below based on the number of Subscriptions for Production Purposes Customer has purchased. Customer may add Designated Contacts by purchasing additional "Designated Contact Add-on" Subscriptions (as listed in Section 6). Customer shall use commercially reasonable efforts to maintain consistent Designated Contacts during the relevant Subscription Term, provided that Customer may change its Designated Contacts from time to time as a result of changes in employment responsibilities, transfers, leaves of absence, resignation or termination of employment of such individual. Customer may not use a single Designated Contact to act as a mere forwarding service for other of Customer's personnel.

Table 7.2

Number of Subscriptions for Production Purposes	Designated Contacts for Gold Support Level	Designated Contacts for Platinum Support Level
1 to 4	2	3
5 to 8	4	6
9 to 12	6	9
13 to 16	8	12
17 to 20	10	15
21 and over	12	18

**7.3 Acknowledge Receipt Times**

Customer may report Incidents to Liferay in accordance with the contact information listed within Liferay's Customer Portal, currently at <https://www.liferay.com/group/customer/support/contact/world-wide-support>. Once Customer has contacted Liferay about an Incident, Liferay will provide an acknowledgement of receipt within the applicable time frame specified below, in accordance with Customer's appropriate Support Services Level. Bug fixes will be delivered to Customer's Designated Contacts. As used in this Section, a receipt acknowledgment means a qualified Liferay engineer has been assigned to the Incident and has begun to work to resolve the Incident.

**Table 7.3(A) – Platinum Level**

Severity Level	Acknowledge Receipt Time
1	1 clock hour
2	2 Business Hours
3	1 Business Day

**Table 7.3(B) – Gold Level**

Severity Level	Acknowledge Receipt Time
1	4 Business Hours
2	1 Business Day
3	2 Business Days

**7.4 Support Exclusions**

Liferay is not obligated to provide Support Services in the following situations:

- i. Software has been modified, changed, damaged by Customer in any way, except as provided in the applicable Documentation or otherwise as directed by or under agreement with Liferay, with or without malicious intent;

- ii. the Incident is caused by Customer's negligence, malicious intent, hardware malfunction, or other causes beyond the reasonable control of Liferay;
- iii. the Incident is caused by Third-Party Software, unless the Third-Party Software causes the Software to not substantially conform to the Documentation;
- iv. Customer has been previously provided a fix for an Incident reported to Liferay and where Customer has not installed such fix within forty-five (45) days after its being given to Customer;
- v. the deployment environment is not approved or supported by Liferay, as identified at [www.liferay.com/services/support/compatibility-matrix](http://www.liferay.com/services/support/compatibility-matrix); and/or
- vi. Liferay has discontinued Services for the version of the Software in accordance with Liferay's End of Service Life (EOSL) Policy, a copy of which can be found at [www.liferay.com/products/end-of-service-life](http://www.liferay.com/products/end-of-service-life).

Notwithstanding the above, Liferay may nevertheless, but is not obligated to, provide Support Services to Customer in the above cases (i)-(vi).

### 7.5 Conditions for Providing Support

Prior to logging an Incident with Liferay, Customer will use commercially reasonable efforts to diagnose the nature of the Incident to ensure that it is resident in the Software and not a third-party application or component. During the collaborative initial phase of reporting an Incident, Customer will reciprocate a reasonable level of time and resources in accordance with the severity of Incident. Customer acknowledges that Liferay's ability to perform certain Support Services may be conditioned upon access to and completeness of certain of Customer's information as reasonably requested by Liferay. Such information may include, but is not limited to, the type of hardware Customer is using, a description of the Incident for which Customer seeks Support Services, and any other additional software Customer is using.

### 8. End of Service Life (EOSL) Policy

During the Services life cycle of a specific version of Software, the scope of Software Maintenance and Support evolves and, after a number of years, phases out for older versions of Software. The details of the Software Maintenance and Support life cycle are set forth at [www.liferay.com/products/end-of-service-life](http://www.liferay.com/products/end-of-service-life). For certain Software, Liferay offers Extended Premium Support as described in Schedule 1.E to extend the Premium Support Phase for a specific version of Software.

### 9. Web Based Delivery

Liferay will provide the Software (including any Updates) to Customer for electronic download from Liferay's website.

### 10. Acceptable Use Policy.

Subscription Services may include access to a variety of portals, websites, web pages, documents, discussion groups, blogs, applications and other interactive services for Customer's use and consumption, such as for example, but without limitation, access to Liferay's Customer Portal, Liferay Enterprise Support Application ("LESA"), or to Liferay Cloud Services. Customer must agree to comply with the Liferay Acceptable Use Policy, (the "Acceptable Use Policy"), which is attached to this Appendix (Attachment H), as a precondition to the use of such Services.



## **SCHEDULE 1.A: LIFERAY LEGAL ASSURANCE FOR GOVERNMENT CUSTOMERS**

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This Legal Assurance Program ("**Program**") describes certain intellectual property assurances described below that Liferay offers to Government Customers as a Subscriptions Benefit for Assured Software (as defined in Section 1 below) in addition to one or more other Subscription Benefits such as Customer Portal Access, Cloud Services, Software Maintenance or Support as further described in the Subscription Services Appendix to which this Schedule is attached (Subscriptions including Legal Assurance are referred to as "**Eligible Subscriptions**"). The effective date of this Program ("**Program Effective Date**") is the date Government Customer accepts the terms of the Subscription Services Appendix including this Schedule as an integral part of the Order Form governing the Eligible Subscriptions.

There is no additional or separate Fee associated with Government Customer's participation in this Program. By accepting the terms of this Program as part of the Order Form, the Program automatically applies to Assured Software (as defined in Section 1 below). This Program applies regardless of whether Government Customer purchases the Eligible Subscription directly from Liferay or a Business Partner, provided that it is a valid Subscription evidenced by an active registration in Government Customer's Liferay Customer Portal account.

### **1. Injunctive Relief**

If an injunction is sought, obtained or in Liferay's opinion is likely to be sought or obtained against a Government Customer's use of the Liferay Software and/or Documentation as a result of a third party infringement claim, Liferay may, at its sole option and expense and within commercially feasible means, (i) replace or modify the affected Software with functionally equivalent software so that it does not infringe; or (ii) request return of the Software and, upon receipt thereof, terminate the Order Form and the Agreement and provide Government Customer a pro rata refund based upon the time period remaining under the applicable Order Form.

### **2. Notice of Intellectual Property Claims**

Government Customer shall give Liferay reasonable notice and the opportunity to participate in all legal proceedings and settlement discussion with respect to any claim or action of any kind against Government Customer involving an copyright, patent, trademark or other intellectual property right violation regarding the Software and/or Documentation to the maximum extent permitted under federal law.



## SCHEDULE 1.B: LIFERAY CLOUD SERVICES

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### 1. General

This Schedule sets forth the terms and conditions ("**Terms of Service**") for Customer's use of hosted applications, including any related Documentation and application programming interfaces (collectively the "**Cloud Services**"), that Liferay offers as a Subscription Benefit to the extent that Cloud Services are identified in the applicable Schedule for such Subscription.

Customer must also agree to comply with the Liferay Acceptable Use Policy as a precondition to the use of Cloud Services. These Terms of Service are in addition to the terms and conditions contained in the Appendix to which this Schedule is attached and supersede the terms of the Appendix in case of a conflict with respect to the Cloud Services.

### 2. Rights to the Cloud Services

Subject to the restrictions set forth in this Schedule below, to Customer's compliance with the other terms and conditions for Subscription Services established in the Appendix, and to the Acceptable Use Policy, Liferay grants to Customer a non-transferable, non-exclusive, worldwide, non-sublicensable right to use the Cloud Services limited to the applicable Subscription Term and limited to and in connection with the Units for which Customer has purchased Subscription Services from Liferay or a Business Partner. Customer acquires only the right to use the Cloud Services and does not acquire any rights of ownership in the Cloud Services. Liferay reserves all rights to the Cloud Services not expressly granted to Customer.

### 3. Restrictions, Intellectual Property Rights

- 3.1 The rights granted to Customer under these Terms of Service do not authorize Customer (nor may Customer allow any third party) to: (i) reverse engineer, translate, modify, loan, convert or apply any procedure or process to the Cloud Services in order to ascertain, derive, and/or appropriate for any reason or purpose, the source code or source listings of the software utilized by Liferay in the provision of the Cloud Services or any trade secret information or process contained in the Cloud Services (except as permitted under applicable law); (ii) execute or incorporate other software (except for approved software as more particularly identified in the Documentation or specifically approved by Liferay in writing) into the Cloud Services, or create a derivative work of any part of the Cloud Services including but not limited to, any software utilized by Liferay in the provision of the Cloud Services; (iv) remove any product identification, trademarks, trade names or titles, copyrights, legends or any other proprietary marking in the Cloud Services; or (v) disclose the results of any benchmarking of the Cloud Services (whether or not obtained with Liferay's assistance) to any third party.
- 3.2 Customer is hereby notified that the Cloud Services may contain or be subject to time-out devices, counter devices, and/or other devices intended to ensure the limits of the rights granted to Customer under these Terms of Service will not be exceeded ("**Limiting Devices**"). If the Cloud Services contain or are otherwise subject to Limiting Devices, Liferay will provide Customer with materials necessary to use the Cloud Services to the extent permitted. Customer may not tamper with or otherwise take any action to defeat, disable or circumvent a Limiting Device or timing or use restrictions that are built into, defined or agreed upon, regarding the Cloud Services, including but not limited to, resetting the Unit amount.
- 3.3 Customer acknowledges and agrees that title to the Cloud Services including but not limited to, any software utilized by Liferay in the provision of the Cloud Services and each component, copy and modification, including but not limited to all derivative works, improvements or upgrades ("**Derivative Works**") whether made by Liferay, Customer or on Liferay's or on Customer's behalf, including those made at Customer's suggestion and all associated intellectual property rights, are and shall remain the sole and exclusive property of Liferay, its Affiliates and/or its licensors. As between Customer and Liferay, Customer shall own all independently developed code and documentation and any associated intellectual property rights developed by Customer or on Customer's behalf that are separate from the code base of the Cloud Services (i.e. non-Derivative Works).

### 4. Customer Data

Additional information as to what and how customer data is processed through Liferay Connected Services can be found here: <https://liferay.com/legal/cloud-services-data>.



## SCHEDULE 1.C: LIFERAY DIGITAL EXPERIENCE PLATFORM SUBSCRIPTIONS

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**5. Availability.**

Liferay will use commercially reasonable efforts to make Cloud Services available twenty-four (24) hours a day, seven (7) days a week, except for (i) planned downtimes or (ii) any unavailability of the Cloud Services caused by circumstances beyond Liferay's reasonable control, including, without limitation any Force Majeure Event, delays and downtimes of Liferay's or Customer's hosting or internet-service-providers.



## SCHEDULE 1.C: LIFERAY DIGITAL EXPERIENCE PLATFORM SUBSCRIPTIONS

### 1. Liferay Digital Experience Platform Subscriptions

A Liferay Digital Experience Platform (“DXP”) Subscription provides Customer the following Subscription Benefits during the Subscription Term and on a per Unit basis: Customer Portal Access, Software Maintenance, Support, Cloud Services and Legal Assurance.

The Unit by which Liferay measures a Customer’s use of the Liferay DXP Subscription Services is an Instance of the DXP component known as “Liferay Digital Enterprise.” The price per Unit is defined by the Sizing of the Instance. Customers must purchase the appropriate number and type of Liferay DXP Subscriptions based on the number and Sizing of Instances of Liferay Digital Enterprise as described in the following table:

Sizing	Number of Cores or vCPUs that will be accessible by each Instance
1	Up to eight (8)
2	Up to twelve (12)
3	Up to sixteen (16)
4	Seventeen (17) or more

If the number of Instances that Customer deploys, installs, uses or executes exceeds the number of Instances for which Customer has an active Liferay DXP Subscription, Customer is required to purchase additional Liferay DXP Subscriptions to cover this exceeding number of Instances. If Customer’s Liferay DXP Subscription is used for an Instance that exceeds the allotted Sizing for such Instance, Customer is required to purchase the appropriate Sizing of Instance to cover the exceeded capacity.

Liferay DXP Subscriptions are available in two Support Levels - Gold and Platinum.

Liferay DXP Subscriptions are priced depending on the Designated Purpose. Liferay DXP Subscription pricing is available for the following Designated Purposes: Non-Production, Production or Backup.

Within each unique Customer Application (i) Customer shall maintain all DXP Subscriptions at the same Support Level for all Units (for clarity, Customer may not purchase Platinum Support Services Level for one Unit and Gold Support Services Level for any additional Units deployed within a Customer Application, independent of whether such Units are used for Production Purposes, Backup Purposes or for Non-Production Purposes); and, (ii) Customer is required to maintain at least one (1) Subscription for Production Purposes and one (1) Subscription for Non-Production Purposes.

For Development Purposes, Customer’s Liferay DXP Subscription includes developer licenses accessible through the Customer Portal during the Subscription Term. Each developer license provides Customer an entitlement to use the Liferay Digital Enterprise Solution for Development Purposes only and limited to use on one (1) development workstation and for up to ten (10) unique IP addresses, as further described in the applicable EULA.

### 2. Supplemental Software Conditions

Liferay DXP Subscriptions also include access to Software solutions and tools for download from Liferay’s website. Except for the cases listed below, the Software is licensed under the DXP EULA (attached as Attachment A) and the DXP Subscription includes access to Software Maintenance, Support and Legal Assurance for such Software.

- **Workstation and Client-Side installations of Software.** Some Software provided as part of DXP is designed to be used on workstations, e.g. Software provided for Development Purposes or to be used on the client-side as connectors to server based software. These Software components are identified at <https://liferay.com/legal/client-side> and subject to the EULA attached hereto as Attachment B. Any Updates in response to Incidents reported for workstation and client-side installations of Software are generally limited to new versions and releases of

the affected Software due to additional collaboration required with development teams for analysis of root causes. Liferay may nevertheless provide software fixes, updates, upgrades, enhancements, additions, corrections, modifications, when and if they are made available.

- **Free Liferay Subscription Apps.** Access to Free Liferay Subscription Apps is included with a Liferay DXP Subscription without additional Subscription Fees and made available in the “Subscription App” category of Liferay’s Marketplace (displayed as “Free” Apps), rather than through Customer Portal.
- **Liferay Lab Apps.** Liferay provides certain preview-based technology called “Liferay Labs Apps” without any Subscription Benefits.

### 3. Cloud Services

With Customer’s Liferay DXP Subscription, Customer also receives access to Cloud Services solutions for use through Liferay’s website. Except for the cases listed below the Cloud Services are provided under the Terms of Service set forth in Schedule 1.B. Please note that to the extent the features and/or functionality of some Cloud Services provided as part of Liferay DXP are limited according to the Documentation, Liferay may offer Add-on Subscriptions that extend the available features and/or functionality.

- **Liferay Connected Services**  
Liferay Connected Services (“LCS”) are Cloud Services that allow Customer to manage and monitor Customer’s Liferay DXP Subscriptions. Use of LCS requires the download and installation of Software that is available for electronic download from Liferay’s website and that is licensed under the DXP EULA referenced above, while use of the Cloud Services made available through such Software is governed by the Terms of Service set forth in Schedule 1.B.



## SCHEDULE 1.D: LIFERAY ADD-ON AND PAID APPS ENTERPRISE SUBSCRIPTIONS

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### 1. Liferay Add-On Subscriptions

Add-On Subscriptions are those Subscriptions that Liferay makes available to add additional functionality or capacity to an existing Liferay DXP Subscription as further described below. An Add-On Subscription requires an active Liferay DXP Subscription at the time of purchase. Add-On Subscriptions entitle Customer to Customer Portal Access as a Subscription Benefit, as well as any other Subscription Benefits set forth below.

#### 1.1 Enterprise Search

A Liferay DXP Subscription as described in Schedule 1.C includes a Third Party Software search server by default. Liferay offers two Enterprise Search Add-On Subscriptions – Standard and Premium - that provide additional Third Party Software (“**Additional Software**”) for additional functionality as follows:

- The Standard Enterprise Search Add-On Subscription includes additional monitoring capabilities
- The Premium Enterprise Search Add-On Subscription includes additional monitoring and security capabilities

In addition, both the Standard and Premium Enterprise Search Add-On Subscription include Support and Maintenance for both the default search server and the Additional Software as applicable, provided that Support (i) requires an active underlying Liferay DXP Subscription and (ii) will be provided by Liferay at the same Support Level as the underlying Liferay DXP Subscription. Any provider of such Third Party Software will have no obligation to provide support directly to Customer.

The Additional Software is made available for download from the Third Party Software provider’s website with the purchase of the applicable Add-On Subscription and is licensed under the EULA(s) attached hereto as Attachment C. Any server-side Liferay Software that enables the use of the Additional Software provided under either Enterprise Search Add-On Subscription is governed by the terms and conditions of the Liferay DXP EULA as set forth in Appendix, Table 6 above.

The Unit for Enterprise Search Add-on Subscription is an Instance.

Enterprise Search Add-On Subscriptions and the Additional Software may only be used with Liferay DXP Software.

### 2. Liferay Paid Apps Enterprise Subscriptions

Liferay Paid Apps are those Liferay Subscription Apps that are subject to Fees (displayed as “Paid” Apps) and are not Free Liferay Subscription Apps from Liferay. Liferay Paid Apps require an active Liferay Portal Enterprise or Liferay DXP Subscription at the time of purchase. A Liferay Paid App Subscription may only be used with Liferay Software.

A Liferay Paid App Enterprise Subscription provides Customer the following Subscription Benefits during the Subscription Term and on a per Unit basis: Customer Portal Access, Software Maintenance, Support and Legal Assurance, provided that Support requires an active underlying Liferay Portal Enterprise or Liferay DXP Subscription. The Support Level is dependent on the Support Level for Customer’s underlying Liferay Portal Enterprise or Liferay DXP Subscription.

The Unit for Liferay Paid Apps Enterprise Subscriptions is an Instance.

Liferay Paid App Enterprise Subscriptions are available as “Standard” and “Developer” versions. The Developer versions have a limitation of ten (10) unique IP addresses.



## SCHEDULE 1.E: LIFERAY ENHANCED SUPPORT SUBSCRIPTIONS

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### 1. Designated Contact Add-on Subscription

Designated Contact Add-on Subscriptions are available as optional add-on Subscriptions to an active Liferay Portal Enterprise or Liferay DXP Subscription, if Customer maintains Support Levels Gold or Platinum.

Designated Contact Add-on Subscriptions entitle Customer to an additional Designated Contact. The Unit for Designated Contact Add-on Subscriptions is the number of additional Designated Contacts.

### 2. Extended Premium Support Subscription

The Extended Support Subscription extends the benefits associated with the Premium Support Phase for Software Maintenance and Support beyond the end of Premium Support Phase, as defined in Liferay's End of Service Life (EOSL) Policy, a copy of which can be found at [www.liferay.com/products/liferay-portal/ee/end-of-service-life](http://www.liferay.com/products/liferay-portal/ee/end-of-service-life). Extended Premium Support Subscriptions must be purchased before the Premium Support Phase ends (as defined in Liferay's End of Service Policy located at [www.liferay.com/products/liferay-portal/ee/end-of-service-life](http://www.liferay.com/products/liferay-portal/ee/end-of-service-life)).

Each Extended Premium Support Subscription requires an underlying and active Liferay Portal Enterprise or Liferay DXP Subscription with Gold or Platinum Support. For example, the Liferay Extended Premium Support Subscription is not available for Customer Applications for which Customer does not have an active Liferay Portal Enterprise or Liferay DXP Subscription.

If purchased, the Extended Premium Support Subscription is provided for a period of up to three (3) years immediately following the end of the Premium Support Phase. The Unit, Designated Purpose and Support Level for Liferay Extended Premium Support Subscriptions are the same as for Customer's underlying active Liferay Portal Enterprise or Liferay DXP Subscription.



## SCHEDULE 1.F: LIFERAY PORTAL ENTERPRISE SUBSCRIPTION

### 1. Liferay Portal Enterprise Subscriptions

A Liferay Portal Enterprise Subscription provides Customer the following Subscription Benefits during the Subscription Term and on a per Unit basis: Customer Portal Access, Software Maintenance, Support and Legal Assurance.

Customer Portal Access includes access to the Liferay Portal Software as well as access to certain additional software (the “**Supplemental Software**”), subject to the Supplemental Software Conditions described in Section 2 below;

The Unit by which Liferay measures a Customer’s use of the Liferay Portal Enterprise Subscription Services is an Instance. The price per Unit is defined by the Sizing of the Instance. Customers must purchase the appropriate number and type of Liferay Portal Enterprise Subscriptions based on the number and Sizing of Instances as described in the following table:

Sizing	Number of Cores or vCPUs that will be accessible by each Instance
1	Up to eight (8)
2	Up to twelve (12)
3	Up to sixteen (16)
4	Seventeen (17) or more

If the number of Instances that Customer deploys, installs, uses or executes exceeds the number of Instances for which Customer has an active Liferay Portal Enterprise Subscription, Customer is required to purchase additional Liferay Portal Enterprise Subscriptions to cover this exceeding number of Instances. If Customer’s Liferay Portal Enterprise Subscription is used for an Instance that exceeds the allotted Sizing for such Instance, Customer is required to purchase the appropriate Sizing of Instance to cover the exceeded capacity.

Liferay Portal Enterprise Subscriptions are available in two Support Levels - Gold and Platinum.

Liferay Portal Enterprise Subscriptions are priced depending on the Designated Purpose. Liferay Portal Enterprise Subscription pricing is available for the following Designated Purposes: Non-Production, Production or Backup.

For Development Purposes, Customer’s Liferay Portal Enterprise Subscription includes developer licenses accessible through the Customer Portal during the Subscription Term. Each Liferay Portal developer license provides Customer an entitlement to use Liferay Portal Software for Development Purposes only and limited to use on one (1) development workstation and for up to ten (10) unique IP addresses, as further described in the applicable EULA.

### 2. Supplemental Software Conditions

With Customer’s Liferay Portal Enterprise Subscription Customer also receives Customer Portal Access to additional Software including access to certain Subscription Services described as follows:

- **Liferay Developer Studio**

Liferay Developer Studio is licensed under and subject to its own EULA, and includes access to Software Maintenance and Legal Assurance, but not Support.

- **Free Liferay Subscription Apps**

Free Liferay Subscription Apps are those Liferay Subscription Apps that Liferay makes available in the Subscription App category of its Marketplace free of charge (displayed as “Free” Apps). Free Liferay Subscription Apps come with access to Software Maintenance,

Support and Legal Assurance that are the same as Customer's Liferay Portal Enterprise Subscription. Free Liferay Subscription Apps are licensed under and subject to the EULA for Liferay Portal Software.

- **Diagnostic Tools**

Liferay Diagnostic Tools are a set of plugin "portlets" designed to analyze and diagnose Incidents during the Subscription Term of Customer's Liferay Portal Enterprise Subscription. Customer may use the Diagnostic Tools to analyze and diagnose possible sources for an Incident, e.g. by generating reports for Liferay support team members comparing Customer's configuration settings with suggested configuration settings. Customer's installation and use of the Diagnostic Tools is optional. Customer's use of the Diagnostic Tools is limited to the duration of the Subscription Term of the underlying Liferay Portal Enterprise Subscription, is subject to the same Subscription Benefits as the underlying Liferay Portal Enterprise Subscription and is subject to its own EULA.

**Please note:** Liferay provides certain preview-based technology called "Liferay Labs Apps" that are provided without any Subscription Benefits and licensed under and subject to the EULA for Liferay Portal Software.

### 3. Cloud Services

Liferay Connected Services ("LCS") are the only Cloud Services that are available as part of a Liferay Portal Enterprise Subscription and allow Customer to manage and monitor Customer's Liferay Portal Enterprise Subscriptions. Use of LCS requires the download and installation of Software that is available for electronic download from Liferay's website and is licensed under the DXP EULA referenced above, while use of the Cloud Services made available through the Software is governed by the Terms of Service.



## SCHEDULE 1.G: LIFERAY CLOUD DEPLOYMENTS

### 1. General

This Schedule establishes the terms and conditions under which Customer may use Subscription Services including any Software in a third party's ("Provider") hosted computing infrastructure of shared resources that provides Virtual CPUs to Customer on-demand ("Cloud"). These terms and conditions are in addition to the terms and conditions contained in the Appendix to which this Schedule is attached and supersede the terms of the Appendix in case of a conflict. These terms and conditions are separate from and in addition to any agreement between Customer and a Provider. Fees for Subscription Services do not include any Provider Cloud services. Liferay is not a party to Customer's agreement with the Provider and is not responsible for providing access to or support for a Provider's Cloud or any other obligations of Provider under such separate agreement.

### 2. Eligible Subscriptions and Units

The following table sets forth the Liferay Subscriptions eligible for use in a Provider's Cloud ("Portable Subscriptions") and the applicable Unit for Customer's Portable Subscriptions for both physical deployments and in a Provider's Cloud. Certain software components or functionality of the Software contained in the Subscription (or Add-on Subscription) may not be available or supported when used in the Provider's Cloud.

Table 2

Portable Subscription	Unit when used for physical deployments or within a Provider's Cloud
Liferay Digital Experience Platform	Instance
Liferay Portal Enterprise	Instance
Liferay Paid Apps Enterprise	Instance
Extended Premium Support	Instance

### 3. Preconditions

Customer may transfer Customer's Subscriptions to and use the Subscriptions in a Provider's Cloud provided that Customer (i) complies with the Agreement and the Appendix, including this Schedule and (ii) completes the registration within the Liferay Customer Portal at [www.liferay.com/group/customer/forms/cloud-registration](http://www.liferay.com/group/customer/forms/cloud-registration).

### 4. Subscription Services in the Cloud

#### 4.1 Use of Subscription Services in the Cloud

Customer may use the Subscription Services and Software only for Customer's own internal use within a Provider's Cloud (which includes Customer's internal use to operate a web site and/or to offer Customer's own software as a service, provided such web site or service does not include a distribution of the Software or Subscription Services, in whole or in part). Distributing the Software or any portion of the Subscription Services to a third party or using any of the Subscription Services for the benefit of a third party is a material breach of the Agreement, even though the open source licenses applicable to individual components of the Software may give Customer the right to distribute those components (and this Agreement is not intended to interfere with Customer's rights under those individual licenses).

#### 4.2 Access to Software and Software Maintenance

Software available through Customer Portal Access and associated Software Maintenance including any Updates will be made available to Customer for download for transfer by Customer to the Cloud. The Software is governed by the End User License Agreement referenced in Table 6 of the Appendix as applicable.

#### 4.3 Support

Liferay will provide support for Units deployed in a Provider's Cloud to Customer pursuant to the terms of the Appendix.

#### 5. Subscription Term

A transfer of Subscriptions to a Provider's Cloud does not change the Subscription Term.

#### 6. Reporting

Customer agrees that the number of simultaneous Units Customer deploys, installs, uses or executes in a Provider's Cloud will not exceed the equivalent total number of Units transferred from a physical environment. If Customer deploys, installs, uses or executes more Units in a Provider's Cloud or uses any Subscription Services, including any Software, outside the Provider's Cloud, Customer will promptly notify Liferay in writing and Customer is required to purchase Subscriptions in a quantity equal to the total number of Units (including variants or components thereof) that Customer deploys, installs, uses or executes as set forth in the Appendix, including this Schedule. Failure to comply with this Section 6 will be considered a material breach for the purposes of the Agreement, and will (without limiting its other rights or remedies) entitle Liferay to pursue its rights under the Contract Disputes Act and other applicable Federal statute.