



FRAMEWORK CUSTOMER AGREEMENT

PLEASE READ THIS FRAMEWORK CUSTOMER AGREEMENT (“**AGREEMENT**”) BEFORE USING SAILPOINT OFFERINGS (AS DEFINED BELOW) OR OTHER SERVICES (AS DEFINED BELOW). IF THE INDIVIDUAL ACCEPTING THIS AGREEMENT IS ACCEPTING ON BEHALF OF A COMPANY OR OTHER ENTITY, SUCH INDIVIDUAL REPRESENTS THAT THEY HAVE AUTHORITY TO BIND SUCH ENTITY TO THIS AGREEMENT. BY EXECUTING A WRITTEN ORDER FOR THE SAILPOINT OFFERINGS OR THE OTHER SERVICES, YOU (THE “**CUSTOMER**”) SIGNIFY ACCEPTANCE OF, AND AGREE TO, THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT ACCESS OR USE ANY OF THE SAILPOINT OFFERINGS OR OTHER SERVICES. IF THE PARTIES HAVE A FULLY EXECUTED AGREEMENT THAT EXPRESSLY GOVERNS YOUR ORDERS (AS DEFINED BELOW) FOR THE SAILPOINT OFFERINGS AND OTHER SERVICES, THAT AGREEMENT SHALL SUPERSEDE THIS AGREEMENT.

WHEREAS, SailPoint is the provider of SailPoint Offerings and Other Services (as defined below) and the Customer wishes to obtain access to, or to benefit from, the same subject to the terms and conditions of this Agreement; and

WHEREAS, the parties desire that this Agreement serve as a framework agreement between them to govern SailPoint’s provision, and Customer’s use, of SailPoint Offerings and Other Services purchased pursuant to an Order (as defined below) from time to time.

This Agreement was last updated on February 28, 2023. It is effective between Customer and SailPoint as of the date of Customer accepting this Agreement (“**Effective Date**”).

Terms and Conditions

1. **Definitions.** As used in this Agreement:

“**Affiliate**” is an entity that controls, is controlled by or shares common control with, SailPoint or Customer, where the control arises from either (a) a direct or indirect ownership interest of more than 50% or (b) the power to direct or cause the direction of the management and policies, whether through the ownership of voting stock by contract, or otherwise, equal to that provided by a direct or indirect ownership of more than 50%.

“**Agreement**” means the above introduction, these Terms and Conditions, and any exhibits or addenda to this Agreement attached to or otherwise incorporated by reference herein, as well as any Orders arising under or referencing this Agreement.

“**Customer Data**” means all electronic data and information submitted by or on behalf of Customer to the SaaS Services, excluding Usage Data (as defined under Section 5.4 of these Terms and Conditions).

“**Customer Personal Information**” means all Customer Data relating to an identified or identifiable natural person, household, or device.

“**Documentation**” means the user guides and release notes provided or made available by SailPoint to Customer regarding the use or operation of the SaaS Services or Software.

“**DPA**” means the provisions detailed in SailPoint’s Data Processing Addendum found under Associated Documentation on SailPoint’s website available through <https://www.sailpoint.com/legal/> or as otherwise separately agreed and executed by the parties.

“**Identity Cube**” means, if applicable to the SailPoint Offering to which Customer has subscribed, a unique collection of identity data for an individual human or a non-human bot, that will be granted access to, and/or represents an identity managed by, the SaaS Services.

“**Marketplace**” means an online marketplace operated or controlled by a third party, which is authorized to market and/or distribute the SailPoint Offerings and/or Other Services.

“**Order**” means SailPoint’s quote, a statement of work, or an ordering document (including online order form) accepted by Customer through either: (i) Customer’s signature on the relevant document which shall be issued by either SailPoint or Partner; or (ii) the issuance of a purchase order or other ordering document submitted to SailPoint (directly or indirectly through a Partner or Marketplace) to order the SailPoint Offerings and/or Other Services on Customer’s behalf, which references the SailPoint Offering and/or Other Services, pricing and other applicable terms set forth in an applicable SailPoint quote or ordering document. Orders do not include any preprinted terms on a Customer purchase order or other terms on a purchase order that are inconsistent with or additional to the terms of this Agreement.

“Order Term” means a time-limited term for which Customer has purchased a license or right to use the SailPoint Offerings as set forth in the applicable Order.

“Other Services” means, collectively or individually, all technical and non-technical consulting and advisory services identified in an Order as Professional Services (which may be identified as “Setup Services” or “Expert Services”) and/or Training Services purchased by Customer and performed or delivered by SailPoint under this Agreement. As used in this Agreement, the term “Other Services” does not include Support.

“Partner” means a third party that has an agreement with SailPoint that authorizes the third party to resell specific SailPoint Offerings and Other Services to Customer.

“Professional Services” means consulting services provided by SailPoint to Customer that support Customer’s deployment, extension and use of the SailPoint Offerings and include, but are not limited to, implementation services, implementation support, best practices consultations, and integration efforts as further described in, and subject to, Section 3.2 (Professional Services) below.

“Required Software” means, if applicable to the SaaS Services to which Customer has subscribed, a virtual machine that connects Customer’s Sources using public APIs, connectors, and integrations to the SaaS Services. If applicable, Required Software will be identified in the Documentation.

“SaaS Services” means any internet-accessible software-as-a-service offering hosted by SailPoint, its Affiliates or SailPoint’s or its Affiliates’ service providers, that has been purchased for Customer’s use under an Order and made available to Customer over a network.

“SailPoint Offerings” means, collectively, the SaaS Services, Software, and Required Software purchased by Customer for Customer’s use or benefit in accordance with this Agreement. SailPoint Offerings specifically excludes any pre-production and sandbox environments that may be provided with the SailPoint Offerings, and SailPoint OSS (as defined in Section 2.5d).

“Sensitive Data” means any data that constitutes sensitive personal data or like terms under applicable data privacy laws, intellectual property, proprietary business models, and any data which may be subject to the Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley (GLB) Act, the Payment Card Industry (PCI) Data Security Standards, or similar laws, including social security or other government-issued identification numbers, medical or health information, account security information, individual financial account information, credit/debit/gift or other payment card information, account passwords, individual credit and income information.

“Software” means the object code version of the specific SailPoint computer software licensed to Customer under an Order, including any updates, modifications, new versions, or releases.

“Source(s)” means, if applicable to the SaaS Services to which Customer has subscribed, a Customer-managed target system for reading data from, and if supported by the specific system, writing changes to, user accounts.

“Support” means SailPoint’s support and maintenance services for SailPoint Offerings as described in and provided in accordance with the SailPoint Support Policy attached hereto as Exhibit C

“Term” means the time period from the Effective Date of this Agreement as set forth above until the date this Agreement terminates in accordance with Section 7.

“Training Services” means SailPoint’s courses and other product-related training available through SailPoint’s Identity University facilitated on-site at SailPoint’s, Customer’s or a third party’s location, or online via a SailPoint-provided website, as agreed by the parties and set forth on an Order.

“User” means an employee or independent contractor of Customer or Customer’s Affiliates that Customer authorizes to use the Software and/or SaaS Services on Customer’s behalf to manage Identity Cubes or access and use other SailPoint Offerings to support Customer’s internal business purposes.

2. SaaS Services and Software.

2.1. Access to and Use of SaaS Services and Software. During the Order Term stated on the applicable Order for SailPoint Offerings, SailPoint grants Customer a limited, non-exclusive, non-transferrable (except in accordance with Section 13.1 (Assignment)), non-sublicensable right to access, install, execute, and/or use (as applicable) the SailPoint Offerings solely for Customer’s internal business operations, solely in accordance with the applicable Documentation and subject to the terms of this Agreement, including, if applicable, the number of Identity Cubes, Sources, or other quantity measurement documented in the Order. Customer agrees that its purchase of any SailPoint Offerings is neither contingent upon the delivery of any future functionality or features nor dependent upon any oral or written public comments made by SailPoint with respect to future functionality or features.

2.2. Required Software for the SaaS Services. Customer acknowledges that use of certain SaaS Services requires the installation of Required Software as a pre-requisite for using the SaaS Services. Customer agrees to install any Required

Software, including any required updates when available. To the extent applicable to the SaaS Services to which Customer has subscribed, SailPoint hereby grants to Customer a limited, non-exclusive, non-transferable (except in accordance with Section 13.1 (Assignment)), non-sublicensable, license to install, execute, display, and use the Required Software in accordance with the applicable Documentation, solely in connection with the SaaS Services, during the Order Term, in each case subject to the terms of this Agreement.

- 2.3. Support.** Subject to Customer's payment of all applicable fees, SailPoint shall provide Support to Customer during the applicable Order Term. Support is included with Customer's purchase of the applicable SaaS Services or Software license at no additional charge. An upgrade to higher level support services (e.g., Platinum Plus) may be available for an additional charge. SailPoint provides Support and associated Documentation in the English language.
- 2.4. SaaS Service Level Agreement.** SailPoint's SaaS Service Level Agreement ("**SLA**") applicable to the production instance of the SaaS Services is available in the SailPoint Support Policy attached hereto as Exhibit C
- 2.5. Free Licenses and Non-SailPoint Products and Services.**
- a. Free Licenses.** If Customer registers on SailPoint's website for a free trial or SailPoint provides Customer with a pre-production or sandbox license (which may be provided with a SailPoint Offering), SailPoint will make the applicable SaaS Service or Software available to Customer on a trial basis free of charge. Notwithstanding anything to the contrary in this Agreement, SailPoint does not provide maintenance and support, warranties, service level commitments, or indemnification for trials, evaluations, or free or beta offerings.
- b. Non-SailPoint Products and Services.** SailPoint may make third-party products, applications and/or services ("**Third-Party Offering(s)**") available for use by Customer through the SailPoint website, community, Marketplace or otherwise. In addition, the SailPoint Offerings may operate on or with Third-Party Offerings, including through the use of application programming interfaces (APIs). Customer's acquisition and/or use of such Third-Party Offerings and all transmission of data through or to such Third-Party Offerings is between Customer and the applicable third party, and SailPoint has no liability or responsibility for Customer's use of any such Third-Party Offerings or for the data transmitted between Customer and such third party. To the extent the use of any Third-Party Offering requires Customer to possess API keys or other access credentials, Customer is fully responsible for obtaining all such keys, credentials, or rights, including the right to use any Third-Party Offering. If Customer's use of a Third-Party Offering causes harm to the SaaS Services in any way, SailPoint shall have the right to immediately suspend Customer's access to the applicable SailPoint Offering to mitigate further harm. In addition, SailPoint is not responsible for the availability or operation of the SailPoint Offerings to the extent such availability and operation is dependent upon Third-Party Offerings.
- c. Embedded OSS.** From time to time, SailPoint may make available to Customer under this Agreement certain Software that contains or is distributed with open-source software code, components, or libraries ("**Open-Source Software**"). Generally, the Documentation for the applicable Software will contain a list of Open-Source Software contained in or distributed with the applicable Software as required by the licenses applicable to the Open-Source Software ("**Open-Source Licenses**"). To the extent the Documentation does not contain such a list for any reason, SailPoint will provide such a list in response to Customer's written request. To the extent required under the Open-Source Licenses applicable to the Open-Source Software contained in, or distributed with, Software: (i) SailPoint will use commercially reasonable efforts to deliver to Customer any notices or other materials (such as source code that is required to be delivered) and (ii) the terms of such licenses will apply to such Open-Source Software and supersede any conflicting term of this Agreement.
- d. SailPoint OSS.** From time to time, Customer may download, or otherwise receive, from SailPoint certain Open-Source Software made available as part of a SailPoint-sponsored Open-Source Software project ("**SailPoint OSS**"). For purposes of clarity, the Open-Source License applicable to the SailPoint OSS, and not this Agreement, sets forth the terms and conditions under which Customer may use and/or interact with such SailPoint OSS. Notwithstanding anything to the contrary in this Agreement, SailPoint does not provide maintenance and support, warranties, service level commitments, or indemnifications for SailPoint OSS. Without limiting the foregoing, software connectors that are provided as SailPoint OSS may rely on third-party protocols and specifications that may change from time to time and render such connectors unusable. Customer is solely responsible for staying apprised of any changes in any third-party protocols and specifications that may affect Customer's use of such connectors.
- 3. Other Services.**
- 3.1. Training Services.** Customer will execute an Order for any agreed Training Services subscription ("**Training Subscription**"). For Training Services acquired on an ad hoc basis outside a Training Subscription, SailPoint will provide Training Services on a per-quote basis as purchased or otherwise requested by Customer as follows: (i) Customer will approve SailPoint's quote prior to SailPoint's commencement of the Training Services; and (ii) SailPoint will invoice Customer monthly in arrears as SailPoint provides the Training Services. Unless otherwise stated in the applicable Order, Training Services fees shall exclude travel and living expenses.

- 3.2. Professional Services.** Customer may purchase Professional Services from SailPoint on a time-and-materials basis. The following terms and conditions shall apply to Professional Services performed for Customer by or on behalf of SailPoint:
- a. Scope of Professional Services.** Professional Services will be documented in a mutually executed statement of work (“SOW”). Professional Services shall not constitute works-for-hire.
 - b. Term of Professional Services.** Professional Services will begin and terminate on the dates or times described in a SOW, unless earlier terminated in accordance with this Agreement.
 - c. Fees and Expenses.** Fees for Professional Services are described in a SOW or an Order. SailPoint may issue invoices on a monthly basis for Professional Services actually performed. SailPoint shall invoice Customer, and Customer shall pay, all actual and reasonable expenses for travel, food and lodging which are directly related to the performance of Professional Services in accordance with FAR 31.205-46 and the Federal Travel Regulation (FTR). Customer shall only be liable for such travel expenses as approved by Customer and funded under the applicable ordering document
 - d. Termination or Delay of Professional Services.** Customer may terminate Professional Services by giving ten (10) days prior written notice to SailPoint; termination shall be effective ten (10) days after SailPoint’s receipt of the notice. . If Customer terminates Professional Services before the agreed end of a Professional Services engagement as set forth in a SOW, Customer shall pay SailPoint for any Professional Services completed but not yet paid for prior to the termination date, as well as reasonable and actual costs (including for expenses and contractors) incurred by SailPoint through the effective date of the termination.
 - e. SailPoint Proprietary Information.** All SailPoint Proprietary Information and all right, title, and interest, including, without limitation, all patents, copyrights, and trade secret rights anywhere in the world, and all other intellectual property and rights in connection therewith shall be the sole property of and remain with SailPoint or its licensors, as applicable. SailPoint Proprietary Information includes, but is not limited to, the SailPoint Offerings and related documentation and any modifications thereto developed in whole or in part by Professional Services. Except for the license use rights otherwise expressly provided in this Agreement, no right, title or interest in the SaaS Services, Software and/or Required Software is granted hereunder.
 - f. Independent Contractors.** SailPoint is an independent contractor and is solely responsible for all taxes, withholdings, and other similar statutory obligations, including but not limited to, Worker’s Compensation Insurance. Nothing herein shall form or be construed to form a joint venture or partnership.
 - g. On-Site Professional Services.** While performing Professional Services at Customer’s site, SailPoint will comply with all applicable Customer network and safety rules, guidelines and policies that do not conflict with the terms of this Agreement and any attachments hereto.
 - h. Consent to Subcontract.** Customer hereby consents for SailPoint to subcontract Professional Services to persons or companies qualified and certified by SailPoint to provide Other Services on SailPoint’s behalf, provided that SailPoint shall at all times remain liable for the actions of subcontractors.

4. Customer Responsibilities and Restrictions.

- 4.1. Customer Responsibilities.** Except for SailPoint’s obligations described in Section 9 (Confidentiality) and Section 10 (Data Security and Processing), Customer shall: (i) have sole responsibility for and comply with all laws applicable to the accuracy, quality, processing, and right to possess all Customer Data, the means by which Customer acquired the Customer Data and the right to provide the Customer Data for the purposes of this Agreement (including abiding by all applicable laws in the transmission of Customer Data and ensuring the receipt of all permissions from individuals and other third parties as may be necessary in order to provide the Customer Data under this Agreement); (ii) be responsible for the security and confidentiality of Customer’s and its Users’ account information; (iii) be responsible for maintaining a back-up of all Customer Data; (iv) have sole responsibility of the export of all Customer Data in compliance with all data residency and data restrictions requirements for any applicable countries (including, but not limited to, Russia and People’s Republic of China), prior to connecting any Source to the SailPoint Offerings; and (v) prevent unauthorized access to, or use of, the SailPoint Offerings, and notify SailPoint promptly of any unauthorized access or use. Customer acknowledges that SailPoint exercises no control over the Customer Data transmitted by Customer or Users to or through the SaaS Services or Required Software. SailPoint may impose limits on the use of or access to SailPoint Offerings as required by applicable law.
- 4.2. Restrictions.** Customer and its Users shall not, and shall not permit any third party to:
- a.** copy or republish any SailPoint Offerings;
 - b.** make any SailPoint Offerings available to any person other than Users;
 - c.** rent, lend, sell, sublicense, or use any SailPoint Offerings to provide service bureau, time-sharing or other services to third parties;

- d. send or store in the SaaS Services any Sensitive Data which is not strictly and demonstrably necessary for SailPoint to provide the SaaS Services, Support, or Other Services associated with the SaaS Services to Customer;
- e. install the Required Software in any country that has data residency or data transmission restrictions, including, but not limited to, Russia and the People's Republic of China;
- f. send or store viruses, spyware, ransomware, timebombs, Trojan horses, or other harmful or malicious code, or files to, or in connection with, the SaaS Services;
- g. send or store infringing, offensive, harassing or otherwise unlawful material in connection with the SaaS Services;
- h. modify or create derivative works based upon any SailPoint Offerings;
- i. remove, modify, or obscure any copyright, trademark, or other proprietary notices contained in any SailPoint Offerings;
- j. reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code used or embodied in any SailPoint Offerings, which for the avoidance of doubt includes the related algorithms, methods, and techniques;
- k. access or use any SailPoint Offerings to build a similar or competitive product, or
- l. attempt to gain unauthorized access to or interfere with or disrupt the integrity or performance of, the SaaS Services or its related systems or networks or the data contained therein.

If for some reason these restrictions are prohibited by applicable law or by an agreement SailPoint has with one of its licensors, then the activities are permitted only to the extent required to comply with the law or agreement.

- 4.3. Users.** Customer will cause all Users to abide by the Terms and Conditions of this Agreement. Any action or omission of a User, which, if attributable to Customer would constitute a breach of this Agreement by Customer, will be deemed to be a breach of this Agreement by Customer. SailPoint may suspend any User's access to the SailPoint Offerings for any breach without notice.

5. Intellectual Property

- 5.1. Ownership and Reservation of Rights of SailPoint Intellectual Property.** SailPoint, its Affiliates, and its licensors own and, except for the limited rights expressly granted to Customer under this Agreement, retain all right, title, and interest in and to all SailPoint Offerings, Documentation and any other materials provided by SailPoint or its licensors under this Agreement, including all copies thereof made by Customer and all modifications, derivative works, patches, revisions, and updates related thereto and intellectual property rights therein. No rights are granted to Customer under this Agreement other than expressly set forth in this Agreement. Customer agrees not to claim or assert title to or ownership of the SailPoint Offerings or Documentation. Customer will not remove or alter any copyright or proprietary notice from copies of the Software or the Documentation, and copies made by or for Customer shall bear all copyright, trade secret, trademark and any other intellectual property right notices appearing on the original copies.
- 5.2. Rights in Customer Data.** As between SailPoint and Customer, Customer owns the Customer Data. Customer hereby grants and agrees to grant to SailPoint, its Affiliates and contractors, a limited-term, worldwide, non-exclusive, transferable, sublicensable, royalty-free license to host, copy, transmit, display, and process the Customer Data during the applicable Order Term as reasonably necessary to: (a) provide the SaaS Services, Support and related Other Services to Customer and; (b) to monitor, modify, and improve (including develop) the SaaS services; *provided, however*, that with respect to any Customer Data that constitutes Customer Personal Information, the use described in (b) shall not include building or modifying household or consumer profiles, or cleaning or augmenting data acquired from another source.
- 5.3. Feedback.** To the extent Customer or any of its Users provides any suggestions for modification or improvement or other comments, code, information, know-how, or other feedback (whether in oral or written form) relating to SailPoint Offerings ("**Feedback**"), Customer hereby grants to SailPoint a perpetual, irrevocable, worldwide, non-exclusive, transferable, sublicensable, royalty-free license to use and commercially exploit the Feedback in any manner SailPoint sees fit without accounting or other obligation. SailPoint acknowledges that the ability to use this Agreement and any Feedback provided as a result of this Agreement in advertising is limited by GSAR 552.203-71.
- 5.4. SaaS Services Statistical Usage Data.** SailPoint may collect, retain, disclose, and use, during and after the Order Term for purposes of SailPoint's business, usage data that is derived from the operation of the SaaS Services, including patterns identified through the use of the SaaS Services and algorithms, log data, and data regarding the performance and availability of the SaaS Services ("**Usage Data**").

6. Orders and Payment.

- 6.1. Orders.** Customer may purchase SailPoint Offerings and/or Other Services by either: (a) entering into an Order with SailPoint; or (b) entering into an Order with a Partner. All Orders placed through a Partner will be subject to pricing as mutually agreed by Customer and Partner. All SailPoint Offerings and/or Other Services purchased by Customer from

SailPoint directly, or through a Partner shall be governed exclusively by this Agreement and, subject to Section 13.7 (Entire Agreement), the applicable Order.

- 6.2. Delivery.** In respect of the Software, SailPoint shall fulfill Orders by delivering Software and Documentation via access to electronic download, subject to the receipt by SailPoint of all required documentation. Customer's Order shall be considered delivered on the date that SailPoint emails Customer instructions for downloading the Software and Documentation. Thereafter, Customer shall be responsible for and bear all expenses related to making the permitted number of copies of the Software and distributing the copies as permitted in this Agreement. Customer will be the importer of record for the Software.
- 6.3. Fees; Invoicing and Payment.**
- 6.3.1. Direct Purchases from SailPoint.** For direct purchases with SailPoint, all fees for the SailPoint Offerings and/or Other Services shall be set forth in the applicable Order. Vendor shall state separately on invoices taxes excluded from the fees, and the Customer agrees either to pay the amount of the taxes (based on the current value of the equipment) or provide evidence necessary to sustain an exemption, in accordance with 552.212-4(k). Unless otherwise provided in the Order, SailPoint shall invoice Customer for all fees described in an Order contemporaneously with its execution or SailPoint's acceptance of the Order. Customer shall pay all invoices (except with respect to charges then under reasonable and good faith dispute) net thirty (30) days from receipt date of invoice. All fees shall be stated in and paid by the Customer in the currency stated on the Order. If any fees (except with respect to charges then under reasonable and good faith dispute) remain unpaid by their due date, SailPoint shall be able to exercise their rights within FAR clause 52.233-1. In addition, at SailPoint's discretion, any overdue amounts may accrue late charges at the interest rate established by the Secretary of the Treasury as provided in [41 U.S.C. 7109](#), which is applicable to the period in which the amount becomes due, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.
- 6.3.2. Purchases Through a Partner and/or Marketplace.** If Customer purchases SailPoint Offerings and/or Other Services through a SailPoint Partner and/or Marketplace, this Agreement will govern Customer's use of such SailPoint Offerings and/or Other Services, but not the purchase. In such case, Customer's payment obligations for the SailPoint Offerings and/or Other Services will be as agreed directly with the Partner or as arranged through the Marketplace, as applicable, and not SailPoint. For any SailPoint Offerings and/or Other Services purchased by Customer through a Partner, Customer will pay Partner directly (or through a Marketplace) with pricing and payment terms as agreed by Customer and the Partner in a separate agreement ("**Partner Agreement**"). If any fees (except with respect to charges then under reasonable and good faith dispute) remain unpaid by their due date, Partner and/or Marketplace shall be able to exercise their rights within FAR clause 52.233-1. SailPoint shall not be liable to Customer or to any third party for any liabilities, claims, or expenses arising from or relating to any suspension or termination or reinstatement of SailPoint Offerings and/or Other Services in accordance with this section.
- 6.4. Expenses.** Unless otherwise specified in an Order, Customer will reimburse SailPoint for all pre-approved, out-of-pocket travel and related expenses incurred in performing Other Services in accordance with FAR 31.205-46 and the Federal Travel Regulation (FTR). SailPoint will include reasonably detailed documentation of any reimbursable expenses with each related invoice.
- 6.5. Taxes.** SailPoint or its authorized reseller as applicable shall state separately on invoices taxes excluded from the fees, and the Customer agrees either to pay the amount of the taxes (based on the current value of the equipment) or provide evidence necessary to sustain an exemption, in accordance with 552.212-4(k).
- 7. Term, Suspension, and Termination.**
- 7.1. Term.** The Term of this Agreement shall begin on the Effective Date and continues until the stated Order Term in all Orders has expired or has otherwise been terminated. This Agreement may be terminated at any time by mutual agreement of SailPoint and Customer.
- 7.2. Termination for Material Breach.** When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be brought as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, SailPoint shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer. Upon any termination of this Agreement

for a material breach pursuant to this Section 7.2, SailPoint will refund Customer a pro-rata portion of any fees paid by Customer to SailPoint that cover the remainder of the Order Term(s) after the effective date of termination and a pro-rata portion of any prepaid fees paid by Customer to SailPoint for Other Services that cover Other Services that have not been delivered as of the effective date of termination.

- 7.3. Suspension for Ongoing Harm.** SailPoint reserves the right to temporarily suspend Customer's use of, or access to, the SailPoint Offerings if SailPoint reasonably concludes that Customer's or any User's use of any of them is violating the law or causing immediate and ongoing harm to SailPoint or the security, integrity, or availability of any SailPoint Offering. SailPoint will use commercially reasonable efforts under the circumstances to provide Customer with notice and an opportunity to remedy the violation or threat prior to the suspension. In the extraordinary case that SailPoint must suspend Customer's access to the SailPoint Offerings, SailPoint shall promptly notify Customer of the suspension and the parties shall diligently attempt to resolve the issue. SailPoint shall not be liable to Customer or to any third party for any liabilities, claims or expenses arising from or relating to any suspension of Customer's use of, or access to, other SailPoint Offerings in accordance with this Section 7.3. Nothing in this Section 7.3 will limit SailPoint's other rights under this Section 7.
- 7.4. Retrieval of Customer Data from the SaaS Services.** During the Order Term, Customer may extract Customer Data from the SaaS Services at any time using SailPoint's standard web services. Upon request by Customer made at least thirty (30) days prior to the effective date of the termination of the applicable Order Term, at no cost for a maximum of thirty (30) days following the termination, SailPoint will make a file of the Customer Data then-currently stored in the SaaS Services available to Customer for download. After the thirty (30)-day period, SailPoint shall have no obligation to maintain or provide any Customer Data and shall thereafter, unless legally prohibited, be entitled to delete all Customer Data from SailPoint's servers; provided, however, that SailPoint will not be required to remove copies of the Customer Data from its backup servers until such time as the backup copies are scheduled to be overwritten in the normal course of business. In all cases SailPoint will continue to protect the Customer Data in accordance with Section 9 (Confidentiality) for so long as the Customer Data remains on its backup servers.
- 7.5. Effect of Termination.** Upon expiration or termination of this Agreement, all licenses to the Software and Required Software, access to the SaaS Services granted to Customer under this Agreement, and all Orders for SailPoint Offerings associated with this Agreement, including use of, and access to, the Documentation, shall immediately terminate and Customer will cease using any Software, Required Software, SaaS Services (except as permitted under Section 7.4 (Retrieval of Customer Data)), Documentation and SailPoint Confidential Information, and Customer shall remove all Software, Required Software and Documentation from its systems and destroy all copies thereof. Expiration or termination of this Agreement for any reason other than termination by Customer for a material breach by SailPoint pursuant to Section 7.2 (Termination for Material Breach) shall not relieve Customer of the obligation to pay all future amounts due under all Orders. Sections 4.3 (Restrictions), 5 (Intellectual Property), 6.3 (Fees; Invoicing and Payment), 7.5 (Effect of Termination), 8.2 (Disclaimer), 9 (Confidentiality), 12 (Limitations of Liability), 13 (Indemnification), and 14 (General) shall survive the expiration or termination of this Agreement for any reason.

8. Warranties and Remedies, and Disclaimers

8.1. Warranties and Remedies.

- 8.1.1. General.** Each party represents and warrants that it has the legal power and authority to enter into and perform under this Agreement. SailPoint shall comply with all laws applicable to SailPoint in its performance hereunder.
- 8.1.2. SaaS Services.** SailPoint warrants that during any Order Term for the SaaS Services, the SaaS Services will perform substantially in accordance with the SaaS Services Documentation. As Customer's exclusive remedy and SailPoint's sole liability for breach of the warranty set forth in this Section 8.1.2: (i) SailPoint shall correct the non-conforming SaaS Services at no additional charge to Customer; or (ii) in the event SailPoint is unable to correct the deficiencies after good-faith efforts and within a commercially reasonable timeframe, Customer shall be entitled to terminate the applicable SaaS Services subscription and SailPoint will refund Customer a pro-rata portion of any prepaid fees attributable to the defective SaaS Services calculated from the date SailPoint received the notice contemplated in the next sentence to the end of the paid up period. To receive warranty remedies, Customer must promptly report deficiencies in writing to SailPoint, but no later than thirty (30) days of the first date the deficiency is identified by Customer. The warranty set forth in this Section 8.1.2 shall not apply to the extent there has been: (i) an unauthorized use of the SaaS Services by Customer and/or its Users; (ii) an alteration of the SaaS [not authorized by SailPoint or by a party other than SailPoint or on the instructions of another party other than SailPoint]; (iii) use of the SaaS Services in conjunction with third party software and/or materials where use otherwise than in such conjunction would not have caused such noncompliance; and/or (iv) use otherwise not in accordance with the SaaS Services Documentation, this Agreement and applicable law.
- 8.1.3. Software.** SailPoint warrants that the Software will materially conform to the Software Documentation for a period of ninety (90) days from the start date of the Order Term for the Software. If during the warranty period the Software does not materially conform to the Software Documentation, then Customer's exclusive remedy under this Section 8.1.3 will be to have SailPoint, at SailPoint's expense and option, either repair, replace, or refund Customer any prepaid fees

attributable to the defective Software on a pro-rata basis calculated from the date SailPoint received written notice of the defect through the end of the paid-up period. To receive warranty remedies, Customer must promptly report deficiencies in writing to SailPoint during the warranty period and not later than thirty (30) days from the date Customer first identifies the deficiency. If SailPoint refunds license fees to Customer for defective Software, Customer's license to the Software shall terminate, Customer shall permanently delete all copies of the Software from Customer's systems, and upon SailPoint's request, Customer shall certify in writing to the permanent deletion. This warranty shall not apply, and the stated remedies shall not be available to Customer if: (a) the Software has not been used in accordance with SailPoint's instructions; (b) the Software defect has been caused by any of Customer's malfunctioning equipment or Customer-provided software; or (c) Customer has made modifications to the Software not expressly authorized in writing by SailPoint.

8.1.4. Other Services. SailPoint warrants that SailPoint will perform Other Services in a professional manner consistent with applicable industry standards. As Customer's exclusive remedy and SailPoint's sole liability for breach of the warranty set forth in this Section 8.1.4, SailPoint will, at its sole option and expense, promptly re-perform any Other Services that fail to meet this limited warranty or refund to Customer the fees paid for the non-conforming portion of the Other Services.

8.2. Disclaimer. EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION 8 AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAILPOINT MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, ACCURACY OF INFORMATIONAL CONTENT, SYSTEMS INTEGRATION, NON-INFRINGEMENT, NON-INTERFERENCE WITH ENJOYMENT OR OTHERWISE. SAILPOINT DOES NOT WARRANT THAT THE OPERATION OF THE SOFTWARE OR SAAS SERVICES WILL BE ERROR FREE OR UNINTERRUPTED. SAILPOINT MAKES NO WARRANTY REGARDING ANY NON-SAILPOINT APPLICATION WITH WHICH THE SOFTWARE OR SAAS SERVICES MAY INTEROPERATE. THE LIMITED WARRANTIES PROVIDED IN THIS SECTION 8 ARE THE SOLE AND EXCLUSIVE WARRANTIES PROVIDED TO CUSTOMER IN CONNECTION WITH THE SUBJECT MATTER OF THIS AGREEMENT.

9. Confidentiality.

9.1. As used in this Agreement, "**Confidential Information**" means all proprietary, non-public information disclosed by a party (the "**Disclosing Party**") to the other party (the "**Receiving Party**"), directly or indirectly, which, (a) if in written, graphic, machine-readable or other tangible form, is marked as "confidential" or "proprietary," (b) if disclosed orally or by demonstration, is identified at the time of initial disclosure as confidential and is confirmed in writing to the Receiving Party to be "confidential" or "proprietary" within thirty (30) days of the disclosure, or (c) reasonably appears to be confidential or proprietary because of the circumstances of disclosure and the nature of the information itself, including the Customer Data, the Terms and Conditions of this Agreement and each Order, the SailPoint Offerings, and the business and marketing plans, technology and technical information, product designs, and business processes of either party. Confidential Information of SailPoint includes, without limitation, the SailPoint Offerings and Documentation.

9.2. "**Confidential Information**" does not include information that:

- a. is known publicly at the time of the disclosure by the Disclosing Party or becomes known publicly after disclosure through no fault of the Receiving Party;
- b. is known to the Receiving Party at the time of disclosure by the Disclosing Party due to previous receipt from a source that was not bound by confidentiality obligations to the Disclosing Party at that time; or
- c. is independently developed by the Receiving Party without use of or reference to the Confidential Information as demonstrated by the written records of the Receiving Party.

9.3. The Receiving Party shall not: (a) use the Confidential Information of the Disclosing Party except to exercise its rights and perform its obligations under this Agreement; or (b) disclose the Confidential Information to any third party, except those of its employees, affiliates, service providers, agents, and representatives who are subject to confidentiality obligations at least as stringent as the obligations set forth herein and have a "need to know" in order to carry out the purpose of this Agreement. The Receiving Party shall use at least the same degree of care it uses to protect its own confidential information of like nature, but not less than a reasonable degree of care, to protect the Confidential Information of the Disclosing Party.

9.4. The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent the disclosure is required by law or order of a court or other governmental authority; provided that the Receiving Party shall use commercially reasonable efforts to promptly notify the Disclosing Party prior to the disclosure to enable the Disclosing Party to seek a protective order or otherwise prevent or restrict the disclosure. SailPoint recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which may require that certain information be released, despite being characterized as "confidential" by the vendor.

9.5. The parties agree that monetary damages may be insufficient to fully compensate either party for its losses in the event the other party violates the confidentiality provisions of this Agreement. Upon any actual or threatened violation by the Receiving Party, the Disclosing Party may be entitled to preliminary and other injunctive relief against the violation, in addition to any other rights or remedies that the Disclosing Party may have at law or in equity.

10. Data Security and Processing.

- 10.1. Security Program.** SailPoint will maintain commercially reasonable standards for the administrative, physical, and technical safeguards designed to protect the security and confidentiality of Customer Data, including security measures designed to prevent a Security Incident. As used in this Agreement, “**Security Incident**” means any unauthorized or unlawful breach of security that leads to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Customer Personal Information on systems managed by or otherwise controlled by SailPoint. SailPoint’s current security measures are described in the SailPoint Data Security Program under Associated Documentation on SailPoint’s Customer Agreement website available through <https://www.sailpoint.com/legal/>. The SailPoint Data Security Program is subject to change at any time without notice provided that any change shall not materially diminish SailPoint’s information security obligations described therein. With respect to the SaaS Services listed at <https://www.sailpoint.com/legal/saas-services/>, SailPoint will operate in conformance with the physical, technical, operational, and administrative measures and protocols regarding data security that are set forth in its then-current Service Organization Control 2 (SOC 2) Type 2 Report(s) (or equivalent report(s)), received from its third-party auditors. Notwithstanding anything to contrary in this Agreement, or any policy or terms referenced herein via hyperlink (or any update thereto), SailPoint may not, during an Order Term, materially diminish the security protections set forth in this Agreement.
- 10.2. Data Processing Addendum.** The DPA sets forth the specific terms and conditions under which SailPoint may receive and process Customer Personal Information from, and on behalf of, Customer and shall apply with respect to SailPoint’s processing of Customer Personal Information in the course of providing the SailPoint Offerings and the Other Services pursuant to this Agreement. In the event of a conflict between the terms of the DPA and this Agreement, the terms of the DPA shall govern.

11. Limitations of Liability.

- 11.1.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EACH PARTY’S AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THIS AGREEMENT EXCEED THE AMOUNT OF FEES PAID OR PAYABLE BY CUSTOMER UNDER THE ORDER GIVING RISE TO THE CLAIM FOR THE 12 MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM. THE FOREGOING LIMITATION SHALL APPLY WHETHER AN ACTION IS IN CONTRACT, TORT, OR OTHERWISE AND REGARDLESS OF THE THEORY OF LIABILITY.
- 11.2.** NOTWITHSTANDING THE LIMITATIONS SET FORTH IN SECTION 11.1, NEITHER PARTY EXCLUDES NOR LIMITS ITS LIABILITY FOR:
- 11.2.1.** EITHER PARTY’S INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 12 (INDEMNIFICATION);
 - 11.2.2.** DAMAGES RESULTING FROM EITHER PARTY’S GROSS NEGLIGENCE, WILLFUL MISCONDUCT, OR FRAUD;
 - 11.2.3.** DAMAGES RESULTING FROM EITHER PARTY’S BREACH OF SECTION 4.2 (RESTRICTIONS) AND SECTION 9 (CONFIDENTIALITY); OR
 - 11.2.4.** CUSTOMER’S PAYMENT OBLIGATIONS.
- 11.3.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EITHER PARTY OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING (BY WAY OF EXAMPLE AND NOT AN EXHAUSTIVE LIST), LOSS OF PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, LOSS OF USE, OR OTHER COMMERCIAL DAMAGES OR LOSSES ARISING OUT OF OR IN ANY WAY CONNECTED WITH THIS AGREEMENT, HOWEVER CAUSED AND WHETHER IN CONTRACT, TORT, OR OTHERWISE AND REGARDLESS OF THE THEORY OF LIABILITY AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES. NOTWITHSTANDING THE IMMEDIATELY PRECEDING SENTENCE, THE FOLLOWING SHALL BE EXCLUDED FROM THE LIMITATIONS SET FORTH IN THIS SECTION 11.3:
- 11.3.1.** DAMAGES RESULTING FROM EITHER PARTY’S GROSS NEGLIGENCE, WILLFUL MISCONDUCT, OR FRAUD; AND
 - 11.3.2.** DAMAGES RESULTING FROM EITHER PARTY’S BREACH OF SECTION 9 (CONFIDENTIALITY).
- 11.4.** THE LIMITATION OF LIABILITY AND EXCLUSION OF CERTAIN DAMAGES STATED HEREIN WILL APPLY REGARDLESS OF THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY. BOTH PARTIES HEREUNDER SPECIFICALLY ACKNOWLEDGE THAT THE LIMITATIONS OF LIABILITY AND EXCLUSION OF CERTAIN DAMAGES STATED HEREIN ARE REFLECTED IN THE PRICING AND BUT FOR SUCH LIMITATIONS AND EXCLUSIONS,

SAILPOINT WOULD NOT HAVE MADE THE SAILPOINT OFFERINGS AND OTHER SERVICES AVAILABLE TO CUSTOMER.

12. Indemnification.

- 12.1 Indemnification by SailPoint.** Subject to Section 12.3 (Indemnity Process) below, SailPoint will have the right to intervene to defend Customer from any and all claims, demands, suits, or proceedings brought against Customer by a third party alleging that the SaaS Services or Software, as provided by SailPoint to Customer under this Agreement, infringe any patent, copyright, or trademark or misappropriate any trade secret of that third party (each, an “**Infringement Claim**”). Nothing contained herein shall be construed in derogation of the U.S. Department of Justice’s right to defend any claim or action brought against the U.S., pursuant to its jurisdictional statute 28 U.S.C. §516. SailPoint will indemnify Customer for all damages and costs (including reasonable attorneys’ fees) finally awarded by a court of competent jurisdiction, authorized arbitral panel, or paid to a third party in accordance with a written settlement agreement signed by SailPoint, in connection with an Infringement Claim. In the event an Infringement Claim is brought, or in SailPoint’s reasonable opinion is likely to be brought, SailPoint may, at its option: (a) procure the right to permit Customer to continue use of the SaaS Services or Software, (b) replace or modify the SaaS Services or Software with a non-infringing alternative having substantially equivalent performance within a reasonable period of time, or (c) if the foregoing options are not reasonably practicable, terminate the applicable Order and repay to Customer any prepaid fees paid by Customer under the Order to SailPoint with respect to any period of time following the termination date. Notwithstanding the foregoing, SailPoint shall have no liability for any Infringement Claim of any kind to the extent that it relates to (i) modification of the SaaS Services or Software by a party other than SailPoint, (ii) use of the SaaS Services or Software in combination with any other product, service, or device, if the infringement would have been avoided by the use of the SaaS Services or Software without the other product, service, or device, or (iii) use of the SaaS Services or Software other than in accordance with the applicable Documentation and this Agreement. The indemnification obligations set forth in this Section 12.1 are Customer’s exclusive remedy and SailPoint’s sole liability with respect to SailPoint’s infringement or misappropriation of third-party intellectual property rights of any kind.
- 12.2 . Responsibility by Customer.** Subject to Section 12.3 (Process), Customer will be responsible for all claims, demands, suits, or proceedings related to the Customer Data, including the Customer’s provision of the Customer Data to SailPoint or its Affiliates or their respective use of the Customer Data in connection with providing SaaS Services or Other Services in accordance with this Agreement. Customer will be responsible for all documented damages and documented costs finally awarded by a court of competent jurisdiction, or paid to a third party in accordance with a written settlement agreement signed by Customer, in connection with any such claims, demands, suits, or proceedings. The obligations set forth in this Section 12.2 are the exclusive remedy and Customer’s liability with respect to Customer’s infringement or misappropriation of third-party’s rights arising from or related to its Customer Data.
- 12.3 Indemnity Process.** The party seeking protection under this Section 12 (“**Non-Responsible Party**”) must (a) promptly notify the other party (“**Responsible Party**”) of the claim (provided that any failure to provide prompt written notice will only relieve the Responsible Party of its obligations to the extent its ability to defend a claim is materially prejudiced by the failure), (b) give the Responsible Party sole control of the defense and settlement of the claim (provided that Responsible Party shall not consent to entry of any judgment or admission of any liability of the Non-Responsible Party without the prior written approval of the Non-Responsible Party), and (c) provide reasonable assistance, cooperation, and required information with respect to the defense and settlement of the claim, at the Indemnitor’s expense. At its own expense, the Non-Responsible Party may retain separate counsel to advise the Non-Responsible Party regarding the defense or settlement of the claim.
- ## 13 General.
- 13.1 Assignment.** Neither party may assign this Agreement or otherwise transfer any right or obligation under this Agreement, without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. Subject to the foregoing, this Agreement shall be binding upon and inure to the benefit of the parties’ successors and permitted assigns. Either party may employ subcontractors in performing its duties under this Agreement, provided, however, that the party shall not be relieved of any obligation under this Agreement and subject (as applicable) to the sub-processing terms of the DPA.
- 13.2 Compliance with Law.** Both Parties shall comply with all laws applicable to the performance of its obligations under this Agreement.
- 13.3 Audit.** Upon reasonable advance notice to Customer, subject to Government security requirements, and not to unreasonably interfere with Customer’s normal business operations, SailPoint has the right to verify Customer’s use of the Software against Customer’s current entitlement under all active Orders. SailPoint will conduct any verification during Customer’s normal business hours and in a manner designed to reduce the burden on Customer’s routine business operations, and not more frequently than once per year unless otherwise agreed in writing.

- 13.4 Notices.** Except as otherwise expressly permitted in this Agreement, notices under this Agreement shall be in writing and shall be deemed to have been given (a) five (5) business days after mailing if sent by registered or certified mail, (b) when personally delivered, or (c) one (1) business day after deposit for overnight delivery with a recognized courier for U.S. deliveries (or three (3) business days for international deliveries) or (c), except for notices of termination or an indemnifiable claim (“Legal Notices”), which shall clearly be identifiable as Legal Notices, the day of sending by email. All notices shall be sent to the other party at the address set forth on the first page of this Agreement.
- 13.5 Force Majeure.** In accordance with GSAR 552.212-4(f), Neither party shall be liable to the other for any delay or failure to perform hereunder due to circumstances beyond the party’s reasonable control, including acts of God, acts of government, computer related attacks, hacking, or acts of terror, service disruptions involving hardware, software, or power systems not within the party’s possession or reasonable control (a “**Force Majeure Event**”). Notwithstanding the foregoing, Customer shall remain liable for the payment of all amounts required to be paid pursuant to an applicable Order.
- 13.6 Equitable Relief.** The parties agree that a material breach of Section 4.1 (iv) (Customer Responsibilities), (4.3 (Restrictions) or Section 9 (Confidentiality) may cause irreparable injury to the non-breaching party for which monetary damages alone would not be an adequate remedy, and therefore the non-breaching party shall be entitled to seek equitable relief if expressly authorized by Federal statute, in addition to any other remedies it may have hereunder or at law, without the requirement of posting bond or proving actual damages. .
- 13.7 Entire Agreement.** This Agreement together with the documents incorporated herein by reference (e.g., Order) contains the entire agreement of the parties with respect to the subject matter hereof and supersedes all previous oral and written communications, representation, understandings, and agreements by the parties concerning the subject matter of this Agreement. Customer agrees that its purchase of SailPoint Offerings and Other Services is neither contingent upon the delivery of any future functionality or features nor dependent upon any oral or written public comments made by SailPoint with respect to future functionality or features. No terms, provisions or conditions contained in any purchase order, sales confirmation, or other business form that either party may use in connection with the transactions contemplated by this Agreement will have any effect on the rights or obligations of the parties under, or otherwise modify, this Agreement. If there is any conflict between the terms of this Agreement and any Order or similar ordering document with a Partner, the terms of this Agreement shall control unless SailPoint and Customer expressly agree otherwise in the applicable Order. Where SailPoint is required to “click through” or otherwise accept any online terms to register as Customer’s vendor, to provide SailPoint Offerings and/or Other Services to Customer, or to enable Customer’s receipt of the SailPoint Offerings and Other Services (as a condition to the provision, vendor registration for, or receipt of the SailPoint Offerings and Other Services), the terms are not binding and shall not be deemed to modify this Agreement. Any failure to enforce any provision of this Agreement shall not constitute a waiver thereof or of any other provision and a waiver of any breach of this Agreement shall not constitute a waiver of any other or subsequent breach.
- 13.8 Publicity.** During the term of this Agreement, SailPoint may include Customer’s name in its customer lists, including on its website to the extent permitted by the General Services Acquisition Regulation (GSAR) 552.203-71. To the extent Customer provides standard trademark usage guidelines, SailPoint shall use Customer’s name and logo in accordance with the guidelines.
- 13.9 Government End User.** If Customer is a U.S. government entity or if this Agreement otherwise becomes subject to the Federal Acquisition Regulations (FAR), Customer acknowledges that elements of the SailPoint Offerings constitute software and documentation and are provided as “Commercial Items” and are being licensed to U.S. Government End User as “Commercial Computer Software,” in each case as defined in 48 C.F.R. 2.101, subject to the restrictions set forth in 48 C.F.R. 12.201, 12.211 and 12.212 and the terms of this Agreement. If licensed to any agency within the Department of Defense (“DOD”), the U.S. Government acquires a license to this Commercial Computer Software and/or Commercial Computer Software Documentation subject to the terms of this Agreement as specified in 48 C.F.R. 227.7202-3, and the restrictions set forth therein, of the DOD FAR Supplement (“DFARS”) and its successors. The use of the SailPoint Offerings by the U.S. Government End User constitutes acknowledgement of SailPoint’s proprietary rights in the SailPoint Offerings and the Government End User shall only use the SailPoint Offerings as set forth in this Agreement. This Section 13.9 (Government End User) is in lieu of, and supersedes, any other FAR, DFARS, or other clause or provision that addresses government rights in computer software or technical data.
- 13.10 Export Laws.** Export controls and sanctions laws of the United States, any other relevant local export controls, financial sanctions, regulations and orders administered by the U.S. Government, and sanctions laws apply to the SailPoint Offerings (collectively “**Export Laws**”). Customer agrees that the Export Laws govern its use of the SailPoint Offerings (including technical data) and any materials provided under this Agreement, and Customer agrees to comply with all Export Laws. Customer agrees that no data, information, software programs, or other materials resulting from the SailPoint Offerings (or that are a direct product thereof) will be exported, re-exported, transferred, or released, directly or indirectly, in violation of the Export Laws. Each party represents that it is not (i) named on any U.S. government list of persons or entities with which U.S. persons are prohibited from transacting, (ii) owned or controlled by or acting on behalf of any such persons or entities, or (iii) residing, located, operating, or organized in a country or region subject to a United States trade embargo. Customer agrees that it will not access or use the SaaS Services in any manner that would cause any party to violate any Export Laws.

13.11 Independent Contractors, No Third-Party Beneficiaries. The parties have the status of independent contractors, and nothing in this Agreement nor the conduct of the parties will be deemed to place the parties in any other relationship. Except as provided in this Agreement, neither party shall be responsible for the acts or omissions of the other party or the other party's personnel. Save as contained expressly above, this Agreement confers no rights upon either party's employees, agents, contractors, partners, or customers or upon any other person or entity.

13.12 Governing Law. This Agreement and all related documents are governed by, and construed in accordance with the following:

13.12.1 this Agreement will be governed by, and construed in accordance with, the Federal laws of the United States..

13.12.2 Reserved.

13.12.3 Reserved.

a. Reserved.

b. Reserved.

13.12.4 Reserved.

- 13.13 Anti-Bribery/Corruption.** Neither party (a) has received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from an employee or agent of the other party in connection with this Agreement or (b) has made, paid, given, or agreed to make, pay, or give any bribe, kickback, payment, gift, or thing of value to any foreign government official or other person in violation of applicable laws related to the prevention of corruption, including the U.S. Foreign Corrupt Practices Act of 1977, as amended ("**Anti-Corruption Laws**") in connection with this Agreement. Both parties agree to comply with Anti-Corruption Laws in relation to this Agreement. If either party learns of any violation of the foregoing restriction, the party will use reasonable efforts to promptly notify the other party.
- 13.14 Interpretation.** For purposes of interpreting this Agreement, (a) unless the context otherwise requires, the singular includes the plural, and the plural includes the singular; (b) unless otherwise specifically stated, the words "herein," "hereof," and "hereunder" and other words of similar import refer to this Agreement as a whole and not to any particular section or paragraph; (c) the words "include" and "including" will not be construed as terms of limitation, and will therefore mean "including but not limited to" and "including without limitation"; (d) unless otherwise specifically stated, the words "writing" or "written" mean preserved or presented in retrievable or reproducible form, whether electronic (including email but excluding voice mail) or hard copy; and (e) the captions and section and paragraph headings used in this Agreement are inserted for convenience only and will not affect the meaning or interpretation of this Agreement.

*** End of Terms and Conditions ***

SailPoint Framework Customer Agreement

Exhibit A - Country Specific Terms

[Incorporated only if England, French, German, Singapore, or New South Wales law applies, otherwise, attached only for informational purposes]

Where the laws of England and Wales apply:

(a) Limitation of Liability

Gross Negligence as referred to in clauses 12.2 and 12.3 will be defined as follows:

"Gross Negligence means:

- (i) a disregard of an obvious risk*
- (ii) an indifference to an obvious risk; or*
- (iii) a deliberate and malicious action".*

(b) Third Party Rights:

A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.

(c) Severance

If any provision or part-provision of this Agreement is or becomes invalid, illegal, or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Agreement.

Where French law applies:

- (a)** The parties to this Framework Customer Agreement do not intend to condition their engagement to a period of reflection, as mentioned in Article 1122 of the French Civil Code.
- (b)** The parties, fully informed of their rights under Article 1195 of the Civil Code, expressly exclude the application to unforeseen circumstances, as defined in Article 1195 of the Civil Code, regardless of the circumstances beyond the parties' control. The parties agree to assume the risks relating to any change in circumstances unforeseeable as of the time of conclusion of this Framework Customer Agreement, or as the case may be, at the effective date of a first Order under this Framework Customer Agreement, that would render its performance excessively onerous for a party, and expressly waive the right to request any renegotiation and/or judicial and/or non-judicial review of this Framework Customer Agreement on the hardship basis.
- (c)** By way of derogation from the provisions of article 1221 and article 1222 of the Civil Code, the parties agree in the event SailPoint fails to fulfil its obligations, Customer may not request forced execution and/or enforce SailPoint's obligation by itself or by a third party, at the expense of SailPoint. If such event occurs, Customer shall send a prior written notice to SailPoint related to the non-performance (in accordance with Section 7.2 (Termination of Material Breach) and if subsequently terminated, the provisions as agreed in Section 7.5 (Effect of Termination) of this Framework Customer Agreement, shall apply only.
- (d)** By way of derogation from the provisions of article 1223 of the Civil Code, the parties agree in the event SailPoint fails to fulfil its obligations, Customer may not reduce the price proportionally.
- (e)** The notice to perform SailPoint's obligations will take effect only if it refers expressly to the non-performance and Section 7.2 (Termination for Material Breach) of this Framework Customer Agreement.
- (f)** In relation to Section 6.3 (Fees, Invoicing and Payment) of this Framework Customer Agreement:
 - i.** It is expressly agreed between the parties that in relation to a notice pursuant to Section 5.2, Customer will be validly put on formal notice to comply with its payment obligations, in accordance with the provisions of article 1344 of the Civil Code.
 - ii.** No discount will be granted in the event of early payment.
 - iii.** Customer delaying any payment properly due and owing to SailPoint becomes a debtor to SailPoint automatically, in addition to the penalties for late payment, of a fixed allowance for recovery costs of forty (40) euros according to articles L441-10 and D441-5 of the French commercial code. SailPoint reserves the right to claim an additional compensation justifying having spent more than forty (40) euros for recovery costs.

Where German law applies:

(a) Limitations of Liability. Section 11 (Limitations of Liability) of this Framework Customer Agreement shall be replaced in its entirety with the following provisions:

11. *Limitations of Liability*
 - 11.1 *Neither Party excludes nor limits its liability:*
 1. *in case of intent and gross negligence;*
 2. *in case of injury of body, life or health;*
 3. *for any breach of the “Indemnification” or “Confidentiality” provisions of this Agreement;*
 4. *for a breach of its respective obligations under the DPA due to wilful misconduct, or gross negligence;*
 5. *in case of a warranty (Garantie), for losses arising from the lack of any warranted characteristics, up to the amount of damage which, given the purpose of the warranty, could be typically expected and which was foreseeable for SailPoint at the time the warranty was given; and*
 6. *according to the German Product Liability Act (Produkthaftungsgesetz) in the event of product liability or according to any other applicable mandatory statutory provisions (including Art. 82 GDPR).*
 - 11.2 *In case of breach of any material duty, which was essential for the conclusion of this Agreement and on the performance on which the other party may rely (Kardinalspflicht), through simple negligence, the liability of the infringing party shall be limited to the amount which was foreseeable and typical with regard to the time and kind of the respective action.*
 - 11.3 *SailPoint shall be liable for loss of data only up to the amount of typical recovery costs which would have arisen had proper and regular data backup measures been taken by the Customer;*
 - 11.4 *A further liability does not subsist. The preceding limitation of liability does also apply with regard to personal liability of each party’s employees, representatives, and board members.*
 - 11.5 *Both parties hereunder specifically acknowledge that the limitations of liability and exclusion of damages stated herein are reflected in the pricing and, but for such limitations and exclusions, SailPoint would not have provided the SailPoint Offerings or Other Services to Customer.*

(b) Warranties.

- i. Sections 8.1.2. and 8.1.3. shall be replaced in their entirety with the following provision:

- 8.1.2 *SaaS Services and Software.*

1. *SailPoint warrants that during any Order Term for the SaaS Services, the SaaS Services will perform substantially in accordance with the SaaS Services Documentation and that during any Order Term for the Software, the Software will perform substantially in accordance with the Software Documentation.*
2. *In case of defects of the SaaS Services or Software the liability of SailPoint is governed by the statutory warranty rules of tenancy law (Sec. 536 et seq. German Civil Code [Bürgerliches Gesetzbuch – BGB]), but subject to below modifications:*
 - (a) *Contrary to Sec. 536a para. 1 BGB, a liability for a defect shall only exist in the event of culpability in accordance with the provisions of Section 11 (no strict liability).*
 - (b) *A defect shall be deemed to exist if the SaaS Services or Software, when used in accordance with the Agreement, fail to comply with the functionalities stated in the respective SaaS Services Documentation or Software Documentation and if this has a significant effect on the suitability for the contractually presumed use of the SaaS Services or Software. The Customer shall therefore have no warranty claims in particular (a) in the case of only insignificant deviations from the specified quality or only insignificant impairment of the usability of the SaaS Services or Software or (b) if the SaaS Services or Software have or has not been used in accordance with SailPoint’s instructions, (c) the SaaS Services or Software defect has been caused by any of Customer’s malfunctioning equipment or Customer-provided software, or (d) Customer has made modifications to the SaaS Services or Software not expressly authorized in writing by SailPoint.*

[...]

- 8.1.3 *The Customer shall notify SailPoint of any defects of the SaaS Services or Software in writing without delay but no later than thirty (30) days of the first date the deficiency is identified by Customer. SailPoint shall then fix the non-conforming SaaS Services or Software at no additional charge to Customer or, in the event SailPoint is unable to fix the deficiencies after good-faith efforts and within a commercially reasonable timeframe, Customer shall be entitled to terminate the applicable SaaS Services subscription or Software Order and SailPoint will refund Customer a pro-rata portion of any prepaid fees attributable to the defective*

SaaS Services or Software calculated from the date SailPoint received the notice contemplated in the prior sentence to the end of the paid up period.

- ii. Section 8.2 shall be replaced by the following provision:

8.2 *For the avoidance of doubt, except as provided in this Agreement or expressly agreed between the Parties, SailPoint does not give any warranty or guarantee (Garantie) as to the fitness for a particular purpose, merchantability, accuracy of informational content or systems integration. Furthermore, SailPoint does not give any warranty or guarantee (Garantie) regarding any non-SailPoint application with which the Software or SaaS Services may interoperate.*

(c) Other Amendments.

- i. In addition to Section 3.2.d, Customer shall not be obliged to pay SailPoint for previous Professional Services if the termination by Customer was caused by a material breach of contract of SailPoint, however only to the extent the completed Professional Services are no longer of interest for the Customer due to the termination.
- ii. In addition to Section 4.2.a, the right of the Customer to create a copy for backup purposes, provided this is necessary to ensure the future use of the respective SailPoint Offering in accordance with this Agreement (Sec. 69d para. 2 German Copyright Act (Urheberrechtsgesetz – UrhG), remains unaffected.
- iii. In addition to Section 4.2.j, the exemptions according to Sec. 69d and 69e UrhG remain unaffected.
- iv. In deviation from Section 6.3.1 (Direct Purchases from SailPoint), late charges shall always accrue at the statutory default interest rate of 9 percentage points above the basic rate of interest per year (Sec. 288 para 2 German Civil Code). Furthermore, in deviation from Section 6.3.1, the Customer shall be entitled to a right to set-off against its payment obligations, but only with regard to undisputed counterclaims or counterclaims which have become *res judicata* as well as under the statutory conditions with regard to those SailPoint Offerings and/or Other Services to which the respective payment obligation relates.
- v. In addition to Section 7.2 (Termination for Material Breach), where there has been a material breach of the Agreement by SailPoint, SailPoint shall also reimburse the Customer for all fees already paid for SaaS Services and/or Other Services which were provided before the termination came into effect, insofar as the Customer proves that the SaaS Services and/or Other Services had no value to Customer up to this point in time due to the circumstance which led to the termination.
- vi. In addition to the provisions of Section 7.4 (Retrieval of Customer Data from the SaaS Services), to the extent Customer Data includes personal data, SailPoint will, at controller's request and choice, delete or return such personal data to the controller (Art. 28 para. 3 lit. g GDPR).

Where the laws of New South Wales, Australia apply:

Clause 2.5(b)

The following words are added after the sentence that ends 'mitigate further harm':

SailPoint will restore access as soon as reasonably practicable after the issue is resolved.

Clause 6.5 Taxes

Clause 6.5 is replaced with the following:

6.5 Taxes.

6.5.1 Taxes General. *Customer is responsible for payment of all sales and use taxes, value added taxes (VAT), or similar charges relating to Customer's purchase and use of SailPoint Offerings and Other Services, excluding taxes based on SailPoint's net income and excluding any GST payable under clause 6.5.2. If SailPoint has a legal obligation to pay or collect taxes for which Customer is responsible under this Agreement, the appropriate amount shall be computed based on Customer's address listed under Customer Information above and invoiced to and paid by Customer, which amounts are in addition to the fees for the applicable SailPoint Offerings and Other Services, unless Customer provides SailPoint with a valid tax exemption certificate authorized by the appropriate taxing authority.*

Clause 6.5.2 is added:

6.5.2 Taxes – Australia.

(a) *In this clause:*

(i) *GST Act means A New Tax System (Goods and Services Tax) Act 1999 (Cth);*

- (ii) *Progressive or Periodic Supply means a Taxable Supply that satisfies the requirements of section 156-5 GST Act;*
 - (iii) *Supplier means the entity making the Supply; and*
 - (iv) *Any terms capitalised in this clause and not already defined above have the same meaning given to those terms in the GST Act.*
- (b) *The consideration for a Supply made under or in connection with this document does not include GST.*
- (c) *If a Supply made under or in connection with this document is a Taxable Supply, then at or before the time any part of the consideration for the Supply is payable:*
- (i) *the Recipient must pay the Supplier an amount equal to the total GST for the Supply, in addition to and in the same manner as the consideration otherwise payable under this document for that Supply; and*
 - (ii) *the Supplier must give the Recipient a Tax Invoice for the Supply.*
- (d) *For clarity, the GST payable under clause 6.5.2(c) is correspondingly increased or decreased by any subsequent adjustment to the amount of GST for the Supply for which the Supplier is liable, however caused.*
- (e) *If either party has the right under this document to be reimbursed or indemnified by another party for a cost incurred in connection with this document, that reimbursement or indemnity excludes any GST component of that cost for which an Input Tax Credit may be claimed by the party being reimbursed or indemnified, or by its Representative Member, Joint Venture Operator or other similar person entitled to the Input Tax Credit (if any).*
- (f) *Where a Tax Invoice is given by the Supplier, the Supplier warrants that the Supply to which the Tax Invoice relates is a Taxable Supply and that it will remit the GST (as stated on the Tax Invoice) to the Australian Taxation Office.*
- (g) *Where a Supply made under or in connection with this document is a Progressive or Periodic Supply, clause 6.5.2(c) applies to each component of the Progressive or Periodic Supply as if it were a separate Supply.*

Clause 8 Warranties and Remedies, and Disclaimers

Mandatory notice:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- *to cancel your service contract with us; and*
- *to a refund for the unused portion, or to compensation for its reduced value.*

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Warranty Details

For the purpose of the voluntary warranty given in clause 8 of the Agreement, SailPoint provides the following details for the purposes of Regulation 90 of the *Competition and Consumer Regulations 2010*. To the extent any details are not set out below, they are set out in clause 8.

The warranty is given by:

SailPoint Technologies, Inc., of 11120 Four Points Drive, Suite 100, Austin, Texas, 78726, USA

Telephone: 1-512-346-2000 | Email: legal@sailpoint.com

Warranty claims can be reported to any of the contact details listed above.

Given the warranty claim procedure, there are anticipated to be very limited expenses involved in claiming the warranty (e.g. postage, phone costs) and to the extent they arise, they are borne by the Customer.

SailPoint also states that the benefits to the Customer given by the warranty in clause 8 are in addition to other rights and remedies of the Customer under a law in relation to the goods or services to which the warranty relates.

Clause 12 Limitations of Liability.

If the Competition and Consumer Act 2010 (Cth) or any other legislation states that there is a guarantee in relation to any good or service supplied by SailPoint in connection with this Agreement, and SailPoint's liability for failing to comply with that guarantee cannot be excluded but may be limited, clauses 12.1 to 12.4 do not apply to that liability and instead SailPoint's liability for such failure is limited to (at the election of SailPoint), in the case of a supply of goods, the Supplier replacing the

goods or supplying equivalent goods or repairing the goods, or in the case of a supply of services, SailPoint supplying the services again or paying the cost of having the services supplied again.

Where the laws of Singapore apply:

Section 11 (Limitations of Liability) shall be replaced in its entirety with the following provisions:

11. Limitations of Liability.

11.1. *To the maximum extent permitted by applicable law, in no event shall each Party's or its Affiliate's aggregate liability arising out of or relating to this Agreement exceed the amount of fees paid or payable by Customer under the Order giving rise to the claim for the 12 months preceding the event giving rise to the claim. The foregoing limitation shall apply whether an action is in contract, tort, or otherwise and regardless of the theory of liability.*

11.2. *Notwithstanding the limitations set forth in Section 11.1, neither party excludes nor limits its liability for:*

11.2.1. Either party's indemnification obligations set forth in Section 12 (Indemnification);

11.2.2. Damages resulting from either party's gross negligence, willful misconduct, or fraud;

11.2.3. Death or personal injury resulting from either party's negligence;

11.2.4. Damages resulting from either party's breach of Section 9 (Confidentiality); or

11.2.5. Customer's payment obligations.

11.3. *To the maximum extent permitted by applicable law, in no event shall either party, its Affiliates or its licensors be liable to anyone for any indirect, punitive, special, exemplary, incidental, or consequential damages, including (by way of example and not an exhaustive list), loss of profits, loss of data, business interruption, loss of use, or other commercial damages or losses arising out of or in any way connected with this Agreement, however caused and whether in contract, tort, or otherwise and regardless of the theory of liability and whether or not the party has been advised of the possibility of such damages or losses. Notwithstanding the immediately preceding sentence, the following shall be excluded from the limitations set forth in this Section 11.3:*

11.3.1. Damages resulting from either party's gross negligence, willful misconduct, or fraud;

11.3.2. Death or personal injury resulting from either party's negligence; and

11.3.3. Damages resulting from either party's breach of Section 9 (Confidentiality).

11.4. *The limitation of liability and exclusion of certain damages stated herein will apply regardless of the failure of essential purpose of any remedy. Both parties hereunder specifically acknowledge that the limitations of liability and exclusion of certain damages stated herein are reflected in the pricing and but for such limitations and exclusions, SailPoint would not have made the services available to Customer.*

SailPoint Framework Customer Agreement

Exhibit B - Reserved

Exhibit C**SAILPOINT SUPPORT POLICY**

This SailPoint Support Policy ("**Support Policy**") describes SailPoint's Support programs and policies available to any customer with an active subscription to SaaS Services or Software (each, a "**SailPoint Offering**") or a combination of both, for use in accordance with the applicable SailPoint customer agreement in effect between SailPoint and the customer (the "**Agreement**"). Except as otherwise modified or defined herein, capitalized terms shall have the same meaning as in the Agreement and/or the applicable Order.

1. Definitions.

"**Business Hours**" or "**Local Business Hours**" means, for each customer, Monday-Friday, 8am-6pm (08:00-18:00 hours) in the local time zone chosen by the customer, excluding local holidays.

"**Fix**" or "**Bug Fix**" means SailPoint's repair or replacement of a SailPoint Offering in the form of a patch or e-fix to remedy a Problem such that the functionality of the SailPoint Offering is substantially restored to conformity with the Documentation.

"**Problem**" means a defect in a SailPoint Offering such that it does not work in accordance with the applicable Documentation, and which significantly degrades one or more features or the functionality of the SailPoint Offering.

"**Respond**" means acknowledgement of SailPoint's receipt of a customer's notice of a Problem via an email to the customer's designated support contact containing SailPoint's assigned support engineer name, the date and time assigned, the Problem Priority Level (set forth herein) assigned to the Problem, and other information.

"**Updates and Enhancements**" means all extensions, enhancements, and other changes that SailPoint, at its sole discretion, makes or adds to a SailPoint Offering, and which SailPoint furnishes, without charge, to all customers who are entitled to Support for the same SailPoint Offering.

"**Workaround**" means a change to customer's procedures, or to data supplied by a customer, suggested by SailPoint to help the customer avoid a Problem without substantially impairing the customer's use of the affected SailPoint Offering.

2. Support Offerings.

PREMIUM SUPPORT: Customers who purchase SailPoint's Offerings will receive Premium Support in accordance with this Support Policy for no additional fee during the applicable Order Term stated in the applicable Order.

SUPPLEMENTAL SUPPORT: Supplemental Support may be available for an additional fee as an add-on to the Premium Support otherwise included with a subscription to a SailPoint Offering. SailPoint provides any generally available Supplemental Support in accordance with the applicable Support Policy posted with Customer Agreements under Associated Documentation at www.sailpoint.com/legal/ (or otherwise upon request).

3. Premium Support Terms:**a. Premium Support**

...for all SailPoint Offerings shall include the following:

- Support to customer during customer's Local Business Hours.
- Telephone or electronic support to help a customer identify, locate and correct Problems.
- Bug Fixes.
- Updates and Enhancements.

... and for customers using Software shall also include:

- replacement of the Software at no charge if the media becomes destroyed or damaged so that the Software becomes unusable.

b. Premium Support Response and Resolution Goals

*Problem Priority Level	Problem Priority	Target Response Times	Resolution Goal
1	A SailPoint Offering is completely unavailable or seriously impacted by a Problem, and there is no reasonable workaround currently available for the Problem.	SailPoint will Respond within 30 minutes.	After SailPoint Responds, SailPoint will begin continuous work on the Problem provided that a customer resource is available at any time to assist SailPoint with Problem determination. SailPoint will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours once the Problem is reproducible or once SailPoint has identified the defect causing the Problem. SailPoint may incorporate a Fix for the Problem in a future release of the Software/SaaS Service.
2	A SailPoint Offering is seriously affected by a Problem. The Problem is not critical, and the Problem Priority does not rise to a Problem Priority Level 1. There is no workaround currently available for the Problem or the workaround is cumbersome to use.	SailPoint will Respond within 1 Business Hour.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 3 business days.
3	A SailPoint Offering is moderately affected by a Problem. The Problem is not critical, and the system has not failed. The Problem has been identified and does not hinder normal operation, or the Problem may be temporarily circumvented using an available workaround.	SailPoint will Respond within 4 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide a Workaround or Fix for the Problem within 7 business days.
4	Non-critical Problems, general questions, or situations involving a SailPoint Offering where functionality does not appear to match documented specifications but has no business impact.	SailPoint will Respond within 8 Business Hours.	SailPoint will undertake commercially reasonable efforts to provide an answer within 10 business days. Resolution of a Problem may appear in a future release of the SailPoint Offering.

***Problem Priority Level.** Customer will select the priority for initial response when Customer submits the initial case. Once a SailPoint Customer Success Manager (“CSM”) has received the case, the CSM may change the priority in good faith if the issues do not conform to the criteria set forth above for the selected priority. The CSM assigned to the case will notify Customer of any such change of priority level.

4. Accessing Premium Support. SailPoint offers several ways to help customers resolve technical difficulties:

- a. There is online help available in each SailPoint Offering which can be accessed by clicking the “Help” tab when logged into the SailPoint Offering. Customers may also access function-specific help information within the SailPoint Offering using the “?” option in the menu bar.
- b. SailPoint’s Compass online community (<https://community.sailpoint.com>) is available 24x7 for self-service technical assistance including:
 - Downloading software updates and patches (by Software licensees)

- Viewing updates to supported platforms and hardware (by Software licensees)
 - Accessing SailPoint’s knowledgebase, product documentation, technical articles, and FAQs
 - Viewing supported platforms and hardware
- c. SailPoint and customers use SailPoint’s online support portal (<http://www.sailpoint.com/services/online-support>) to identify and manage customer support cases and includes:
- Logging support cases and case communication
 - Submitting new product enhancements
 - Support Policy documentation
 - Reporting status of cases
- d. SailPoint’s support-dedicated email address is support@sailpoint.com. Local and toll-free support phone numbers are listed in SailPoint’s Compass online community.
- e. Access to Support is available to a maximum of 10 named contacts per customer, who are named on a list to be provided to SailPoint by customers and maintained by each customer.

5. Software Additional Support Terms.

- a. **Software Support – Term License Software.** SailPoint will provide Software Support at no additional cost during the License Term identified for Term License Software in the applicable Order.
- b. **Scope of Coverage.** A customer must purchase Software Support for all Software licensed at an installation site in order to receive maintenance updates for the Software. In accordance with the Agreement, a customer may not remove any software components or reduce the quantity of components from coverage under Software Support.
- c. **Additional Instances.** SailPoint provides Software Support for a single production instance of the Software. A customer may purchase Software Support for additional production instances of the Software (i.e., for Software installed at a different location or used concurrently in production with a different configuration) if the customer deploys additional production instances of the Software for an Affiliate, business unit, division or other group as allowed under the Agreement. For clarification, a customer’s establishment of a redundant or mirror site for backup, load share, or archive purposes does not count as a separate instance.
- d. **Software Supported Version Timelines.** SailPoint supports each version of the Software for a fixed period following its release. The support timelines for Software versions with an end of life support date, are detailed at <https://community.sailpoint.com/t5/Other-Documents/IdentityIQ-and-File-Access-Manager-End-of-Life-Policy/ta-p/77580>. Once a Software version is no longer supported, it is considered to be at End of Support. Software at End of Support is no longer eligible for Software Support, and any Software or associated Documentation that are not compatible with then-current supported Software will no longer be available to customers.

6. SaaS Services Additional Support Terms.

- a. SailPoint’s Service Level Agreement (“SLA”) for each production instance of the SaaS Services is at least 99.9% Service Availability during each calendar month of a customer’s paid-up SaaS Term. System Availability for the SaaS Services is calculated for each calendar month of the applicable SaaS Term by dividing X by Y and multiplying the result by 100, with X and Y determined as follows:

$$X = \left\{ \left(\begin{array}{c} \text{total minutes during} \\ \text{which the user interface} \\ \text{of the SaaS Services in} \\ \text{a customer's production} \\ \text{instance are available in} \\ \text{the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

$$Y = \left\{ \left(\begin{array}{c} \text{total minutes} \\ \text{in the month} \end{array} \right) - \left(\begin{array}{c} \text{total minutes} \\ \text{of scheduled} \\ \text{maintenance} \\ \text{in the month} \end{array} \right) \right\}$$

For purposes of calculating System Availability, only the unavailability of the SaaS Services exceeding 30 seconds will apply. SailPoint reserves the right to take the SaaS Services offline for scheduled maintenance for which customers have been provided reasonable notice. SailPoint reserves the right to change its maintenance window upon prior notice to customers.

- b. If SailPoint fails to meet its obligations under the terms of this SLA for (i) three (3) consecutive months or (ii) five (5) months during a calendar year period, then Customer may, in its sole discretion, terminate the Agreement without penalty

and SailPoint shall immediately refund to Customer a pro-rata portion of any prepaid fees paid by Customer to SailPoint that cover the remainder of the Term after the effective date of termination. If Customer desires to terminate the Agreement pursuant to this provision, Customer must provide written notice to SailPoint pursuant to the Agreement of such election within ten (10) calendar days of the last day of the three (3) consecutive month period in section (i) of the preceding sentence or the fifth (5th) month in section (ii) of the preceding sentence.

- c. **Exclusions.** A customer shall not have any remedies under the SLA to the extent any SLA Claim is due to unavailability of the SaaS Services resulting from: (a) a Force Majeure Event, (b) issues associated with the customer's computing devices, local area networks, or internet service provider connections, (c) use of the SaaS Services outside the scope described in the Agreement, or (d) SailPoint's inability to provide the SaaS Services due to acts or omissions of a customer or any of the customer's User.
- d. **SLA Claims.** A customer must notify SailPoint customer service via support ticket within five (5) business days from the occurrence of an SLA incident and provide the details of the incident (a "**SLA Claim**"). SailPoint will use log files, database records, audit logs and any other information available to validate an SLA Claim and make a good faith judgment on the applicability of this SLA to the SLA Claim. In the event an SLA Claim is denied, SailPoint shall make the information used to invalidate the SLA Claim available for auditing by Customer at Customer's request.
- e. **Service Credits.** If System Availability is less than 99.9% in an individual month, and if a customer has fulfilled all of its obligations under the Agreement, then upon the customer submitting – and SailPoint validating – an SLA Claim, SailPoint will issue a Service Credit in the customer's next invoice, calculated in accordance with the below chart. "**Service Credit**" represents a percentage of the monthly fee associated with the affected SaaS Services. In any given calendar month, Customer shall in no event be entitled to receive a Service Credit that exceeds 50% of its monthly fee for the affected SaaS Services.

% System Availability	Service Credit
< 99.9%	10%
< 99.0%	20%
< 98.0%	30%
< 97.0%	40%
< 96.0%	50%

- f. **Alternative Remedies.**
 - i. At a customer's election through written request, in lieu of the foregoing Service Credit, SailPoint shall provide a credit to the customer in the equivalent dollar amount as a Service Credit to be used to offset the costs of additional Identity Cubes, a SaaS Term extension, or future SaaS Services renewals.
 - ii. The remedies stated in this SLA are a customer's sole remedies and SailPoint's exclusive liability for interruption of SaaS Services and SailPoint's failure to meet System Availability.
7. **Miscellaneous.** Customers may inquire at any time as to SailPoint's compliance with the provisions of this SLA by way of accessing SailPoint's general status website, located currently at <https://status.identitynow.com>.