

**END USER LICENSE AGREEMENT
COMODO ONE**

IMPORTANT—PLEASE READ THIS AGREEMENT CAREFULLY BEFORE SUBSCRIBING TO OR USING THE COMODO ONE PRODUCT (“COMODO ONE” OR THE “PRODUCT”). BY SUBSCRIBING TO OR USING THE PRODUCT OR BY CLICKING ON “I ACCEPT” BELOW, YOU ACKNOWLEDGE THAT 1) YOU HAVE READ THIS AGREEMENT, 2) YOU UNDERSTAND IT, AND 3) YOU AGREE TO THE TERMS HEREIN. IF YOU DO NOT AGREE TO THE TERMS HEREIN, DO NOT SUBSCRIBE TO OR USE THE PRODUCT AND CLICK “DECLINE” BELOW.

This end-user license agreement is a legal contract between you, as either an individual or as a business entity, and Comodo Security Solutions, Inc., a Delaware company with offices at 1255 Broad Street, Clifton, NJ 07013, United States, hereinafter referred to as “Comodo”.

This end-user license agreement covers the following features, which are included as part of the Comodo One account: Comodo RMM, Service Desk, Patch Management, Comodo IT and Security Manager (separate EULA attached as Exhibit), and the Comodo One Store. The Comodo One Standard Module EULA is attached as Exhibit B. The user can also subscribe to cDome Standard, cDome Shield, cDome Firewall, cDome Antispam, cWatch, and cDome Data Protection on the Comodo One Portal.

In exchange for use of the Product, you agree as follows:

1. General

- 1.1. Grant of License. Comodo grants you a limited, non-exclusive, non-transferable, and revocable license to download, install, and use on your computer network(s) the Product, including any documentation and files accompanying the Product. You shall not resell, lease, sell, modify, reverse engineer, decompile, or create derivative works of any software provided together with this Product. All rights not expressly granted herein are reserved to Comodo. Any violation of this paragraph or other license terms shall result in automatic termination of the license grant and Comodo may enforce its legal rights under any applicable law, including copyright and intellectual property laws.
- 1.2. Scope. The Product consists of remote monitoring and management, service desk, end point security, and patch management modules as described on the Comodo websites. The Product includes store and tools sections for adding more modules and tools. The specific scope of the Product is in Comodo’s sole discretion and may change without notice.
- 1.3. Access. The Product is provided via cloud services and may be accessed anywhere with proper credentials. You are responsible for providing and maintaining your network connections. You warrant that use of the Product complies with all applicable computer and network policies which you are using for access. Prior to receiving the Product, you must have a back-up of all data on the computer, and provide Comodo with correct and accurate information if any is requested.

For MSP and Enterprise accounts, there is the option for Two Factor Authentication:

Prerequisites for Two Factor authentication usage:

- Authorized account user configuration
- Google Authenticator configuration on mobile device

Back up codes are available for users having Two Factor Authentication enabled.

Further, Enterprise accounts have ability to use Cloud Backup services, with available backup region options.

2. Limitations

- 2.1. Scope. The scope and extent of the Product are limited to the options selected by you when registering for the Product. Comodo provides the Product in any manner it sees fit. Comodo may modify the scope, type, and access to the Product without notice. The Product does not cover restoration of the Product, repair the Product, lost or expected profits, lost or corrupted data, lost or deleted work, or lost or damaged personal files. Comodo does not guarantee against the loss of any file, information, or data. Unless your subscription to the Product states otherwise, you are solely responsible for backing up and safely storing its data, information, and files. You shall (1) obtain and pay for all equipment and third-party product required to use and receive the Product and (2) be responsible for all content on both your computer and network.
- 2.2. Quality of Product. Comodo provides the Product using commercially reasonable efforts. Comodo does not represent that commercially reasonable efforts will optimally configure a network or provide you with any significant energy or cost savings.
- 2.3. Compliance with Laws. You shall comply with all laws, regulations, and other restrictions when using the Product, including any applicable data collection, privacy, and export control laws or regulations. You may not use the Product to 1) engage in conduct that is offensive, abusive, contrary to public morality, indecent, defamatory, obscene, or menacing, 2) cause Comodo or a third party distress, annoyance, denial of any service, disruption or inconvenience, or 3) send or receive unsolicited bulk correspondence.

3. **Ownership**. Comodo retains ownership at all times over the Product, including all ownership in any software or intellectual property accompanying the Product. You shall not use Comodo's trademarks except with Comodo's prior written consent.

4. Promotions

- 4.1. Terms. Comodo occasionally offers promotions and special offers ("Promotion") such as free trials. Comodo may terminate a Promotion at any time. If you subscribe to the Product during a Promotion, you shall be bound by the terms of the Promotion as set forth on the advertisement or web page of the Promotion.
- 4.2. Payment Information Required. When subscribing to Promotions, including free trials, Comodo may require you to enter payment information, such as a credit card or account number. At the end of a trial period, Comodo may automatically charge the entered payment information for the Product unless Comodo is notified by email, through the email address provided during your registration for the Product, of your cancellation of the Product. Annual subscriptions expire one year from the end of the trial period. Comodo is not obligated to provide notice to you of a trial period's expiration or before your credit card is billed for the Product. You are solely responsible for ensuring that you unsubscribe from any unwanted Product prior the end of the Promotion. No refunds shall be given for a failure to cancel the Product. All Promotions are limited to one per customer. Comodo reserves the right to deny or revoke a subscription to a Promotion for any reason.

5. Term and Termination

- 5.1. Term. This agreement is effective until terminated by you or by Comodo. If this is a paid Product, you may only use paid Products during the period for which you have paid the

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- 5.2. Termination by You. For free software, you may terminate this agreement at any time by removing all copies of the software in your possession or under your control. All paid Products may be terminated by removing all copies of any related software and notifying Comodo of your intent to terminate this agreement. Notification of termination must be sent by email to c1-support@comodo.com. Your termination will be effective upon Comodo's receipt and processing of the email. Processing may take up to 24 hours.
- 5.3. Termination by Comodo. Comodo may terminate this agreement at any time by posting notice of the termination on its website or sending an email to the address provided during your registration for the Products. Comodo may monitor its systems for excessive consumption of network resources and may take technical or other remedies deemed necessary to prevent or eliminate any excessive consumption. If Comodo deems your use to be excessive, Comodo may, with email notice, terminate your account or adjust the price of the Products. Violation of the license granted in paragraph 1.1 results in automatic termination of the license and this agreement with all rights reverting back to Comodo.
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6. **Warranty Disclaimers and Limitations on Liability**

- 6.1. Internet. You acknowledge that the Product is subject to the operation and telecommunications infrastructures of the Internet and your network and that the operation of the Internet and your network connections are all beyond Comodo's control.
- 6.2. Warranty Disclaimer; Assumption of Risk. YOU ACKNOWLEDGE THAT COMODO PROVIDES THE PRODUCT "AS IS" AND "AS AVAILABLE". COMODO EXPRESSLY DISCLAIMS ALL IMPLIED AND EXPRESS WARRANTIES IN THE PRODUCT AND RELATED SOFTWARE. THIS DISCLAIMER INCLUDES ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT AND IS EFFECTIVE TO THE MAXIMUM EXTENT ALLOWED BY LAW. COMODO DOES NOT GUARANTEE THAT 1) THE PRODUCT WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS OR 2) THAT ACCESS TO THE PRODUCT WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE. YOU BEAR THE ENTIRE RISK AS TO THE QUALITY OF THE PRODUCT.
- 6.3. Damage Limitation. YOU WAIVE ALL LIABILITY OF COMODO AND ITS AFFILIATES, AND EACH OF THEIR OFFICERS, DIRECTORS, PARTNERS, EMPLOYEES, AND CONTRACTORS, RESULTING FROM OR CONNECTED TO THIS AGREEMENT. YOU WAIVE ALL LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES. THIS WAIVER INCLUDES ALL DAMAGES FOR LOST PROFITS, REVENUE, USE, OR DATA AND APPLIES EVEN IF COMODO IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. These limitations apply to the maximum extent permitted by law regardless of 1) the reason for or nature of the liability, including tort claims, 2) the number of claims, 3) the extent or nature of the damages, and 4) whether any other provisions of this agreement have been breached or proven

ineffective.

- 6.4. Data Transfer. ALL MATERIAL AND/OR DATA DOWNLOADED OR OBTAINED THROUGH THE SERVICES IS AT YOUR OWN RISK. YOU ARE SOLELY RESPONSIBLE FOR THE USE OR YOUR POSSESSION OF SUCH DATA OR MATERIAL. COMODO DOES NOT ACTIVELY MONITOR ANY INFORMATION OR MATERIAL TRANSFERRED THROUGH ITS SERVICES AND CANNOT WARRANT THE CONTENT OF SUCH MATERIAL OR DATA. COMMUNICATIONS AND DATA RETURNED TO YOU FROM COMODO'S SERVERS IS SENT TO RECIPIENT IN ITS ORIGINAL STATE AND NOT NECESSARILY ENCRYPTED. COMODO EXPRESSLY DISCLAIMS ANY ENCRYPTION OF COMMUNICATIONS AND DATA DURING TRANSFER.
- 6.5. Exceptions. If any legal right disallows an exclusion of warranties or disallows limiting certain damages, then the disclaimers of warranty and limitations on liability herein apply only to the maximum extent allowed by law.

7. Remedy

- 7.1. Limitation on Actions. Except for actions and claims related to a party's indemnification and confidentiality obligations, all claims and actions arising from this agreement must be brought within one (1) year from the date when the cause of action occurred.
- 7.2. Remedy. Your sole remedy for a defect in the Product is to have Comodo attempt to cure the defect. Comodo is not obligated to correct a defect if (i) the Product was misused, damaged, or modified, (ii) you did not promptly report the defect to Comodo, or (iii) you have breached any provision of this agreement.

8. Support.

- 8.1 If Comodo support is included with the Product and you request support from Comodo in your operation or use of the Product, the following provisions apply:
- a. You authorize Comodo to access your computer and delete the files that Comodo deems unnecessary to your computers' operation of this program.
 - b. You grant Comodo express permission to alter the registry of any computer receiving the Product and to install, configure, and use additional software on your computers as Comodo sees fit for use of this Product.
 - c. You shall assist Comodo as reasonably requested by Comodo in diagnosing the computer and providing the Product.
 - d. The Comodo support representative has sole discretion over any instructions and steps taken in providing the Product.
 - e. The Comodo support representative may need to download, run, or use software on your computer to assist in diagnosing and resolving computer problems. Such software may include toolbars, utilities, and other tools that allow Comodo to improve computer performance and solve technical problems (collectively, the Diagnostic Software"). The use of all Diagnostic Software is subject to the license agreements associated with the Diagnostic Software. You shall accept and comply with all such license agreements.

9. Privacy and Permissions

- 9.1. Privacy Policy. Comodo shall follow the privacy policy posted at <http://www.comodo.com/repository/privacy-policy.php> when using collected personal

information. Comodo may revise its privacy policy without notice by posting the amended privacy policy on the Comodo website. You shall periodically review the website to be aware of changes.

- 9.2. Communication. Comodo may send you communications regarding your account, the Product, or its other products. By accepting this agreement, you consent to receiving marketing material from Comodo and its affiliates. You may withdraw this consent later and opt-out of receiving communication not directly related to the Product by emailing optout@comodo.com.

The Product has a unified notification ability where module notifications (such as ITSM) may be monitored over the Product's platform.

- 9.3. Data Collection. Comodo may collect any information necessary to ensure your compliance with this agreement. Comodo may also collect non-personally identifiable information about your use of the Product, which Comodo may use without restriction. Comodo may monitor and create logs relating to the Product usage. These logs are primarily for improving customer service, internal training, and internal market research. Comodo may disclose these logs and any other information to satisfy any law, regulation or other governmental request, to operate the Product properly, or to protect ourselves and/or Comodo's customers.

Data Collection may include:

- obtaining system information from a client's computer, including hardware temperature and fan speed, and logged in user information;
- retrieving a list of installed software, browser add-ons, and active tcp/udp connections from a client's computer;
- remote support session details logs; and
- and uploading operational logs into Comodo One servers.
- event collection for analysis of user funnel data over cWatch logging system. The extension for data collection over cWatch allows that additional data may be collected for each user action on C1 portal in order to group collected data per user.

Customer user interface action logging over cWatch is also included, but no personal data is stored.

The Comodo One portal provides user synchronization with Valkyrie for the existing and new registered users that register to the Valkyrie portal.

- 9.4 Permissions. The Product includes a Lead Management Module and upon acceptance of this Agreement, YOU ARE EXPRESSLY AUTHORIZING CONTACT INFORMATION ABOUT YOU TO BE PROVIDED TO COMODO'S THIRD PARTY AFFILIATES AND PARTNERS. Information collected will include: company and contact name, phone, email, geo-location, such as zip code, and industry for the purpose of providing offers and promotions regarding other Comodo products and services.

If you desire to opt-out of this module, please write to: c1-support@comodo.com to disable access.

Dome Shield is provided as a base module for both new registrations and existing accounts after login of the account administrator. Dome shield widget is available over the portal. MSP/Enterprise users have ability to see statistical data on Dome Shield

product activities.

There is an automatic subscription of the ITSM and Dome modules.

The Service Desk includes a preference box at Admin Panel-> Settings-> Tickets, with options of time spend as billable or not billable. The user has ability to select billable log times by enabling or disabling the options.

The Service Desk also uses a user device name for criteria purposes on filter(s) of a service desk ticket. Remote control is used for tickets which have device information so that a remote desktop session can be initiated.

Service Desk also includes telemetry logs sent to cWatch for service desk menus, dashboard, users, tickets, pages of staff panel, reports of administration panel. Further, objects and services are included for ITAL to manage tickets on the service desk, along with an api for queries to service desk staff, users, and help topics.

An affiliated ID is used to reference the provisioning of products over the Comodo One platform.

Automatic payment is done for the Acronis post-payment option.

- 10. Arbitration.** The laws of the state of New Jersey, USA, govern the interpretation, construction, and enforcement of this Agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the International Chamber of Commerce in accordance with its Arbitration Rules, with the venue in Clifton, NJ, USA and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The arbitration shall be conducted in English. Either party may appear before the panel by telephone.

WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS.

YOU AND COMODO AGREE THAT ANY PROCEEDINGS TO RESOLVE OR LITIGATE ANY DISPUTE IN ANY FORUM WILL BE CONDUCTED SOLELY ON AN INDIVIDUAL BASIS. NEITHER YOU NOR COMODO WILL SEEK TO HAVE ANY DISPUTE HEARD AS A FEDERAL OR STATE CLASS ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR IN ANY OTHER PROCEEDING IN WHICH EITHER PARTY ACTS OR PROPOSES TO ACT IN A REPRESENTATIVE CAPACITY. NO ARBITRATION OR PROCEEDING WILL BE COMBINED WITH ANOTHER WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO ALL AFFECTED ARBITRATION OR PROCEEDINGS.

11. Miscellaneous

- 11.1. Independent Contractors. No party shall have any authority to act or bind the other party in any way, or to represent that it has such authority. The parties are acting as independent contractors and not as agents, partners, or employees of each other. Neither party has the power to bind or obligate the other, and each party is responsible for its own expenses and employees.
- 11.2. Notices. You shall send all notices to Comodo by first class mail, return receipt requested, in English writing to Comodo Security Solutions, Inc., 1255 Broad Street, Clifton, NJ 07013, United States. Comodo shall send all notices to the email address listed in your account.

- 11.3. Entire Agreement. With respect to the Product, this agreement is the entire understanding of the parties and supersedes all other agreements that may exist between the parties. The parties may execute one or more counterparts of the agreement, each of which will be deemed an original copy of the agreement. Section headings in this agreement are for reference and convenience only and are not part of the interpretation of the agreement.
- 11.4. Modifications. Comodo may modify this agreement by posting an updated copy of the agreement on its website. Comodo may also amend its website and pricing without notice. You may not modify this agreement unless the modification is signed by Comodo. Comodo may modify, supplement, or discontinue the Product, in whole or in part, without notice.
- 11.5. Waiver. A party's failure to enforce a provision of this agreement will not waive the party's right to enforce the same provision later or right to enforce any other provision of this agreement. To be effective, all waivers must be both in writing and signed by the party benefiting from the waived provision.
- 11.6. Force Majeure and Internet Frailties. Neither party will be liable for a delay or failure to perform an obligation to the extent that the delay or failure is caused by an occurrence beyond the party's reasonable control. Each party acknowledges that the operation of the Internet is beyond the other party's reasonable control, and neither party will be liable for a delay or failure caused by an interruption or failure of telecommunication or digital transmission links, Internet slow-downs or failures, or other such transmission failure.
- 11.7. Governing Law. The laws of the state of New Jersey, USA, govern the interpretation, construction, and enforcement of this agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles.
- The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transaction Act shall not apply to this agreement and are specifically excluded.
- 11.8. Assignment. You may not assign any of your rights or obligations under this agreement. Any transfer without Comodo's consent is void. Comodo may assign its rights and obligations without your consent.
- 11.9. Severability. Any provision determined invalid or unenforceable by rule of law will be reformed to the minimum extent necessary to make the provision valid and enforceable. If reformation is not possible, the provision is deemed omitted and the balance of the agreement remains valid and enforceable.
- 11.10. Survival. All provisions of the agreement relating to confidentiality, proprietary rights, indemnification, and limitations of liability survive the termination of the agreement.
- 11.11. Rights of Third Parties. There are no third party beneficiaries under the agreement.

12. Included Software and Licenses

The following third party software is distributed with, and is provided under, other licenses and/or has source available from other locations.

Component	License
osTicket	GPLv2
Vfense	LGPLv3
OpenSSL	OpenSSL License SSLeay License
Qt Framework	GPLv3
Google Protocol Buffers	3-Clause BSD License
Zlib	zlib License

Copies of the licenses covering some of these or other components can be found at the following destinations:

- GNU General Public License version 2 (June 1991) (“GPLv2”), which can be found here: <http://www.gnu.org/licenses/gpl-2.0.html>
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 - OpenSSL License, which can be found here: <https://www.openssl.org/source/license.html>
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ATTN: Accounting
Comodo Security Solutions, Inc.
1255 Broad Street
Clifton, NJ 07013
United States

In your email and along with your check please include your name, address, telephone number, email address, the Comodo product name, and the specific open-source software components. Your request will be processed once Comodo receives both your email and your check.

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The following applies to Google Protocol Buffers:

Google Protocol Buffers - protobuf
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The following applies to zlib:

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Jean-loup Gailly jloup@gzip.org
Mark Adler madler@alumni.caltech.edu

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The following applies to Google Analytics:

<https://github.com/GoogleWebComponents/google-analytics/blob/master/LICENSE>

Additional Libraries:

ngTagsInput:	The MIT License license_url: https://github.com/mbenford/ngTagsInput/blob/master/LICENSE
angular-ui: Bootstrap 2.4	The MIT License https://github.com/angular-ui/ui-sortable/blob/master/LICENSE https://github.com/angular-ui/bootstrap/blob/master/LICENSE
AngularJS 1.4.9:	The MIT License https://github.com/angular/angular.js/blob/master/LICENSE
nvd3:	Apache License https://github.com/novus/nvd3/blob/master/LICENSE.md
Jasper Report 5.0.7:	LGPL

	https://sourceforge.net/p/jasperreports/code/ci/master/tree/jasperreports/license.txt
Apache Tomcat 8.0.35:	Apache License http://www.apache.org/licenses/
Oracle JDK 8:	Oracle Binary Code License (BCL) http://www.oracle.com/technetwork/java/javase/overview/javase8speclicense-2158700.html
spring-framework 4.2.6:	Apache License http://www.apache.org/licenses/LICENSE-2.0
jackson-core 2.4.4:	Apache License http://www.apache.org/licenses/
logback 1.1.7:	EPL, LGPL: http://logback.qos.ch/license.html
slf4j 1.7.21:	MIT License http://www.slf4j.org/license.html
jstl 1.2.2:	CDDL, GPL: https://jstl.java.net/license.html
javaee-web-api 7.0:	CDDL: https://glassfish.java.net/nonav/public/CDDL+GPL.html
commons-pool2 2.2:	Apache: http://www.apache.org/licenses/
mysql-connector-java 6.0.2 :	gpl: http://www.gnu.org/licenses/old-licenses/gpl-2.0.html
beanstalkd 1.9:	MIT license: https://github.com/kr/beanstalkd/blob/master/LICENSE
jqplot ui chart (1.0.8)	MIT License https://github.com/jqPlot/jqPlot/blob/master/copyright.txt
moment/moment-timezone with data (0.5.7)	MIT License https://github.com/moment/moment-timezone/blob/develop/LICENSE
jquery-filestyle (1.5.1)	MIT License https://github.com/markusslima/jquery-filestyle/blob/master/LICENSE-MIT
nvd3 chart (1.1.15b)	Apache License https://github.com/novus/nvd3/blob/master/LICENSE.md
ui-grid (v3.0.7)	MIT License https://github.com/angular-ui/ui-grid/blob/master/LICENSE.md
redis (2.6.2)	MIT License https://raw.githubusercontent.com/xetorthio/jedis/master/LICENSE.txt
speakeasy 2.0.0	MIT License https://github.com/speakeasyjs/speakeasy/blob/master/LICENSE
express-session 1.14.2	MIT License https://github.com/expressjs/session/blob/master/LICENSE
Fontawesome 4.7	Fontawesome.io SIL Open Font License http://scripts.sil.org/cms/scripts/page.php?site_id=nrsi&id=OFL MIT License https://opensource.org/licenses/mit-license.html
Connect-redis 3.1.0	MIT License https://github.com/tj/connect-redis
Font Roboto v2	Apache v. 2.0 License http://www.apache.org/licenses/LICENSE-2.0 https://github.com/google/roboto/blob/master/LICENSE
randomstring v.1.1.5	MIT License https://www.npmjs.com/package/randomstring

node-pool v2.5	MIT License https://github.com/coopernurse/node-pool/tree/v2.5
angucomplete-alt v.3.0.0	MIT License https://github.com/ghiden/angucomplete-alt/blob/master/LICENSE

13. Acceptance

BY CLICKING "I ACCEPT", YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND ACCEPT THE PRODUCT'S FUNCTIONS. DO NOT CLICK THE "I ACCEPT" BUTTON IF YOU DO NOT ACCEPT THIS AGREEMENT AND THE PRODUCT'S FUNCTIONS.

EXHIBIT A

END USER LICENSE AGREEMENT AND TERMS OF SERVICE

COMODO IT AND SECURITY MANAGER

THIS AGREEMENT CONTAINS A BINDING ARBITRATION CLAUSE.

IMPORTANT – PLEASE READ THESE TERMS CAREFULLY BEFORE USING THE COMODO IT AND SECURITY MANAGER SOFTWARE (THE “PRODUCT”). THE PRODUCT MEANS ALL OF THE ELECTRONIC FILES PROVIDED BY DOWNLOAD WITH THIS LICENSE AGREEMENT. BY USING THE PRODUCT, OR BY CLICKING ON “I ACCEPT” BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, THAT YOU UNDERSTAND IT, AND THAT YOU AGREE TO BE BOUND BY ITS TERMS. IF YOU DO NOT AGREE TO THE TERMS HEREIN, DO NOT USE THE SOFTWARE, SUBSCRIBE TO OR USE THE SERVICES, OR CLICK ON “I ACCEPT”.

Product Functionality

Comodo IT and Security Manager (ITSM) allows administrators to manage, monitor and secure mobile devices which connect to enterprise wireless networks. Once a device has been enrolled, administrators can remotely apply configuration profiles which determine that device's network access rights, security settings and general preferences. ITSM also allows administrators to monitor the location of the device; run antivirus scans on the device; install/uninstall device apps; remotely lock or wipe the device; view/start/stop running services; view reports on device hardware/software information; reset user passwords; make the device sound an alarm and more. Integration with Simple Certificate Enrollment Protocol also allows ITSM end-users to enroll for and install Comodo client certificates for the purposes of two factor authentication and identification. Administrators also have mail access control and can whitelist devices that have access to company mail server. Monitoring of users and devices on the network may also be performed by administrators, including communication with users directly by sending push messages to their devices. Error logs from ITSM portals are collected through mails. Comodo will automatically send mail to mdmsupportreports@comodo.com in the event of errors in the product.

ITSM integrates with Comodo Valkyrie, (<https://valkyrie.comodo.com/terms>) a cloud based file analysis which tests user submitted files with a range of detectors such as heuristics, file lookup and real time behavior analysis.

For a complete list and description of the Product features and functions, please refer to the Administration Guide.

This end user license and subscriber agreement is between you (“you” or “Subscriber”), an individual, and Comodo Security Solutions, Inc., a Delaware company, with offices at 1255 Broad Street, Clifton, NJ 07013, United States (hereinafter referred to as “Comodo”).

In exchange for your use of the Product, you agree as follows:

1. License

1.1. Grant of License.

a. Basic Edition (Free Usage License):

Comodo grants you a limited, non-exclusive, non-transferable, and revocable user license to download, install, back-up, and use the Software and Services (collectively, the “Product”) on one (1) personal computer/laptop or up to (5) five mobile devices unless otherwise indicated under a valid license granted by Comodo including any documentation and files accompanying the Product. This includes one month of Windows protection with Comodo End Point Security. You shall not resell, lease, sell, modify, reverse engineer, decompile, or create derivative works of the Software. All rights not expressly granted herein are reserved to Comodo.

You are required to upgrade to Premium Edition (below) to continue using Comodo End Point Security protection for your Windows based computer or devices.

b. Premium Edition:

Comodo grants you a limited, non-exclusive, non-transferable, and revocable user license to download, install, back-up, and use the Product on one (1) personal computer/laptop or up to (5) five mobile devices unless otherwise indicated under a valid license granted by Comodo for the term that you have paid for, including any documentation and files accompanying the Product. You shall not resell, lease, sell, modify, reverse engineer, decompile, or create derivative works of the Software. All rights not expressly granted herein are reserved to Comodo.

Premium Edition includes license to Windows protection with Comodo End Point Security for Windows devices.

This License grant shall expire at the end of the paid subscription period or at the end of the trial period.

- 1.2. Restrictions. The licenses granted herein are only valid if:
- (i) the Product is NOT modified in any manner;
 - (ii) the Product is only installed and used in accordance with your network security policies,
 - (iii) you possess the necessary authority and power to install and use the Product,
 - (iv) you promptly pay all license fees when due, and
 - (v) this agreement is accepted without modification and has not been breached.
- 1.3. Registration. When registering Product, you must provide accurate information and must update the registration information if it changes. Comodo may limit your ability to use the Product if you fail to complete a required registration process. You may also be required to select a username and password. Maintaining the confidentiality of this password and username is your responsibility. You must notify Comodo immediately of any unauthorized use of your account.
- 1.4. Limited License. The licenses granted herein are only for the registered end user and up to five (5) mobile devices or one (1) personal computer/laptop for which you paid for the Product. Each of these devices must be enrolled and activated through the Product. You can secure additional mobile devices by obtaining a separate license, which might require an additional fee. You must have a license for each mobile device that accesses or uses the Product prior to installing or using the Product.
- 1.5. Updates. Comodo is not obligated to provide updates to the Product. If an update is provided and the update is not accompanied by an additional agreement, this agreement applies to your use and installation of the update. The Product may update automatically without notice.
- 1.6. Technical Support. Comodo is not obligated to provide technical or customer support for Comodo IT and Security Manager. In the event technical or customer support is offered or included, Comodo has a right to alter or terminate the support at any time without notice.
- 1.7. Trial, Free, Evaluation, and Beta. If this agreement pertains to a trial, free, beta, or evaluation version, the licenses granted herein terminate at the end of the trial or evaluation period or when Comodo disables access to the Product. For a trial version of the Product if no term is agreed or specifically set forth in the documentation that you receive with this Product, then

the term for the licenses granted herein shall be for the term that you purchased. All trial, evaluation, and beta licenses are limited to one per customer. Generally, credit card information is required to access a free trial. However, Comodo shall not charge your credit card until the trial period has ended. At the end of the trial period, Comodo may bill the credit card for the Product without further notice. Participants in a free trial are not entitled to a 30 day refund period. Your termination of this agreement prior to the end of the free trial is required to avoid fees for the Product. Annual subscriptions expire one year from the end of the trial period. Comodo may deny or revoke a free trial for any reason.

2. Ownership

- 2.1. No Ownership Rights. The Product is being licensed, not sold. Comodo retains all ownership rights in and to the Product, including any intellectual property rights therein.
- 2.2. Copyright. The Product contains material that is protected by United States and foreign intellectual property laws, including copyright, trade secret, and patent law. All rights not granted to you herein are expressly reserved by Comodo. You may not remove any copyright or other proprietary notice of Comodo from the Product.
- 2.3. Content. Content, including files, links, images, and text, made available or accessible through the Product is the sole responsibility of the person or entity from whom it originated and is the property of the applicable owner. This agreement does not give any rights to such content. Comodo does not endorse any such content. You accept all responsibility for security risks and any damage resulting from any content viewed or accessed through the Product, and Comodo is not responsible for any damage or loss caused by your use or reliance on any of the content, goods or services, or information available through third party sources regardless of how presented.
- 2.4. Submissions. Any communications sent to Comodo are the property of Comodo or its affiliates. Unless stated otherwise herein, submissions are not considered confidential, and Comodo is not liable for any use or disclosure of a submission. Except as noted herein, Comodo is entitled to unrestricted use of any submissions for any purpose whatsoever without compensation to the provider of the submission.

3. Payment

- 3.1. Fees. If there is a free version of the Product, it may be used without payment to Comodo. For a paid Product, you must pay the fee listed on any applicable purchase order or Comodo's website prior to using or accessing the Product. Free and paid for Product are listed on www.comodo.com. Comodo may modify fees for paid Product in its sole discretion. Your failure to terminate this agreement after a fee change is posted to Comodo's website constitutes your acceptance of amended prices, which will apply upon your renewal of the Product.
- 3.2. Method of Payment. All fees must be paid in advance. Comodo may automatically charge the credit card or account provided for renewing subscriptions to the Product. However, you remain solely responsible for any renewal payment. If renewal payments are not made before a subscription expires, Comodo may, without notice, restrict or remove your access to the Product.
- 3.3. Rejected Charges. If any charges are rejected by your credit card issuer then Comodo may

deactivate your account until payment is successfully received. Comodo may deactivate any account that has a disputed charge until Comodo, in its sole discretion, determines the dispute resolved.

- 3.4. Billing Issues. You shall provide Comodo notice of any billing problems or disputes within 60 days after the charge first appears on a statement you receive from your bank, credit card company, or other billing company. Failure to notify Comodo of the problem within the 60 day period is your acceptance of the charges. Comodo is not obligated to provide a refund for any unused Product.

4. Restrictions

- 4.1. Lawful Use. The Product is solely for lawful purposes and use. You are responsible for ensuring that your use of the Product is in accordance with this agreement and any applicable laws, statutes, ordinances, regulations, rules and other government authority.
- 4.2. Compliance. You shall (1) not interfere or disrupt networks connected to Comodo's services; (2) comply with all regulations, policies and procedures of networks connected to the services; (3) not use the Product to infringe the privacy or intellectual property rights of a third party; (4) not use the Product to distribute or transmit any file that contains malware, (5) not attempt to gain unauthorized access to other computer systems or mobile devices; and (6) not use the Product to transmit any unlawful, harassing, libelous, defamatory, racist, indecent, abusive, violent, threatening, intimidating, harmful, vulgar, obscene, offensive or otherwise objectionable material of any kind or nature.
- 4.3. Export. You represent that you are not located in and will not modify, export or re-export, either directly or indirectly, the Product to any country or entity under United States restrictions or to any country or entity subject to applicable trade sanctions. The United States restricted country and persons list is subject to change without notice from Comodo, and you must comply with the list as it exists in fact. COMODO SHALL NOT BE LIABLE FOR YOUR VIOLATION OF ANY SUCH EXPORT OR IMPORT LAWS, WHETHER UNDER UNITED STATES LAW OR FOREIGN LAW.

5. Termination.

- 5.1. Term. This agreement is effective until terminated by you or by Comodo. You may only use paid Product during the period for which you have paid the subscription fee. The subscription may be renewed by paying an additional license fee as set forth on the Comodo website.
- 5.2. Termination by You. For free software, you may terminate this agreement at any time by removing all copies of the software in your possession or under your control. All paid Product may be terminated by removing all copies of any related software and notifying Comodo of your intent to terminate this agreement. (To uninstall ITSM, follow the instructions in section 5.5 below). Notification of termination must be sent by email to support@comodo.com. Your termination will be effective upon Comodo's receipt and processing of the email. Processing may take up to 24 hours.
- 5.3. Termination by Comodo. Comodo may terminate this agreement at any time by posting notice of the termination on its website or sending an email to the address provided during your registration for the Product. Comodo may monitor its systems for excessive consumption of network resources and may take technical or other remedies deemed necessary to prevent or eliminate any excessive consumption. If Comodo deems your use to

be excessive, Comodo may, with email notice, terminate your account or adjust the price of the Product.

- 5.4. Events Upon Termination. Upon termination, you must immediately cease using the Product and delete all copies of any related software found on your mobile device and any backup copies made. Upon termination, Comodo may disable further use of the Product without further notice and may delete, remove, and erase any account information, any backup data stored by Comodo, and any other information stored or collected by Comodo. Such deletions are in Comodo's sole discretion and may occur without notice to you. No refunds shall be given for any reason.
- 5.5. Uninstall. To uninstall the Comodo application, you should be de-enrolled from the COCC server by the company administrator or you should remove the application. For Android, you should remove the application from the device administration screen first. You can find the menu under "Settings - Security - Device Administrators". You should disable the check mark from the Comodo application under Device Administrator menu. If removal protection is set by your company administrator, your device would be locked and you will be asked to enter the unlock password. You can ask your company administrator to get the password. When you unlock it, you should go to "Settings – Application Manager" menu and find the Comodo application from the list. You should tab on application name to see the details on App info menu. Under App info menu, you can see the action buttons. You should choose and tab "Uninstall". (*Menu names and order could be not exactly as described in here due to Android versions and manufacturer customization. Please contact Comodo if you need further help).

6. Indemnification.

- 6.1. Indemnification. You shall indemnify (i) Comodo, (ii) Comodo's affiliates, and (iii) Comodo's and its affiliate's directors, officers, employees, and agents (each an "Indemnified Person") against all liabilities, losses, expenses, or costs (including reasonable attorney's fees) (collectively "Losses") that, directly or indirectly, are based on your breach of this agreement, information provided by you, your infringement on the rights of a third party, or your violation of a law, including but not limited to any law or regulation relating to the privacy and/or security of your users and their devices.
- 6.2. Indemnification By Comodo. Comodo hereby agrees to indemnify, defend and hold harmless You (an "Indemnified Person"), from and against, any and all Losses incurred by You in connection with any claim, action, suit or proceeding by a third party (each, a "Claim") to the extent such Claim arises out of or results from Comodo's misappropriation of a trade secret of a third party or direct infringement of any U.S. patent, registered copyright, or registered trademark ("Intellectual Property Infringement") related to the use of the Product. Comodo's indemnification obligations shall not apply to the extent any such infringement or misappropriation is the result of: (a) Your independent modification of the Product, or any other product, software or service provided under this agreement where without such modification the Product or other product would not infringe, (b) Your combination of the Product or any other product, software or service provided under this agreement with any other product, or use with any other product, (c) Comodo's adherence to Your express written instructions where such instructions and any modifications, changes or combinations made as a result of said instructions are solely responsible for the claim of infringement, (d) any Claim based on open source software or other third party code included with the Product, (e) any unauthorized use of the Product, or (f) use of the Product other than in accordance with

the Documentation (any applicable administration guide for the current version of the Product).

- 6.2.1. Remedy and Liability: In the event that a court of final determination and of competent jurisdiction holds that the Product constitutes a direct infringement or use of the Product is enjoined, Comodo shall, at its sole discretion, do one or more of the following: (i) procure for you the right to continue use of the Product, (ii) provide a modification to the Product so that its use becomes non-infringing, (iii) replace the Product with software that is substantially similar in functionality and performance or (iv), if none of the foregoing alternatives is reasonably available to Comodo, Comodo shall refund the residual value of the purchase price paid by you for the infringing Product, depreciated using a straight-line method of depreciation over a three (3) year period from the date of delivery of the Product to you. Comodo may also request You to remove all copies of any Product held to be infringing or giving rise to a Claim.

THE AGGREGATE LIABILITY OF COMODO AND ITS AFFILIATES, AND THEIR OFFICERS, DIRECTORS, PARTNERS, EMPLOYEES, AND CONTRACTORS, RESULTING FROM OR CONNECTED TO THIS SECTION OF THE AGREEMENT SHALL BE LIMITED IN THE AGGREGATE TO THE AMOUNT PAID OR PAYABLE BY YOU UNDER THIS AGREEMENT DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENTS GIVING RISE TO A CLAIM. THIS SECTION STATES COMODO'S SOLE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR INTELLECTUAL PROPERTY INFRINGEMENT CLAIMS.

- 6.3 Indemnification Procedure. Each Indemnified Person must notify the other party promptly (within 14 days) of a demand for indemnification. However, an Indemnified Person's failure to notify will not relieve the other party from its indemnification obligations except to the extent that the failure to notify materially prejudices a party. The Indemnitor may assume the defense of any action, suit, or proceeding giving rise to an indemnification obligation unless assuming the defense would result in potential conflicting interests as determined by the Indemnified Person in good faith. Indemnitor may not settle any claim, action, suit or proceeding related to this Agreement unless the settlement also includes an unconditional release of all Indemnified Persons from liability.
- 6.4 Additional Liability. Your indemnification obligations are not Comodo's sole remedy for a breach and are in addition to any other remedies Comodo may have against you under this agreement. Your indemnification obligations survive the termination of this agreement.

7. Disclaimers and Limitation of Liability.

- 7.1. Internet. You acknowledge that the Product is subject to the operation and telecommunications infrastructures of the Internet and the operation of your Internet connection services, all of which are beyond Comodo's control.
- 7.2. Guarantee Disclaimer; Assumption of Risk. EXCEPT AS SPECIFICALLY STATED OTHERWISE IN THIS AGREEMENT, COMODO EXPRESSLY DISCLAIMS ALL IMPLIED AND EXPRESS WARRANTIES IN THE PRODUCT. THIS DISCLAIMER INCLUDES ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT AND IS EFFECTIVE TO THE MAXIMUM EXTENT ALLOWED BY LAW. COMODO DOES NOT GUARANTEE THAT 1) THE PRODUCT WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS OR 2) THAT ACCESS TO THE PRODUCT WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE. YOU ACKNOWLEDGE THAT IF YOU WISH TO PROTECT YOUR TRANSMISSION OF DATA OR FILES, IT IS YOUR RESPONSIBILITY TO USE A SECURE ENCRYPTED CONNECTION TO COMMUNICATE WITH THE SERVICES.

- 7.3. Damage Limitation. EXCEPT AS STATED UNDER SECTION 6.2.1 (INDEMNIFICATION FOR INTELLECTUAL PROPERTY INFRINGEMENT), THE TOTAL LIABILITY OF COMODO AND ITS AFFILIATES, AND EACH OF THEIR OFFICERS, DIRECTORS, PARTNERS, EMPLOYEES, AND CONTRACTORS, RESULTING FROM OR CONNECTED TO THIS AGREEMENT IS LIMITED TO THE AMOUNT PAID BY YOU FOR THE PRODUCT. YOU WAIVE ALL LIABILITY FOR SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WAIVER INCLUDES ALL DAMAGES FOR LOST PROFITS, REVENUE, USE, OR DATA AND APPLIES EVEN IF COMODO IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. These limitations apply to the maximum extent permitted by law regardless of 1) the reason for or nature of the liability, including tort claims, 2) the number of claims, 3) the extent or nature of the damages, and 4) whether any other provisions of this agreement have been breached or proven ineffective.
- 7.4. Data Transfer. ALL MATERIAL AND/OR DATA DOWNLOADED OR OBTAINED THROUGH THE PRODUCT IS AT YOUR OWN RISK. YOU ARE SOLELY RESPONSIBLE FOR THE USE OR YOUR POSSESSION OF SUCH DATA OR MATERIAL. COMODO DOES NOT ACTIVELY MONITOR ANY INFORMATION OR MATERIAL TRANSFERRED THROUGH ITS PRODUCT AND CANNOT WARRANT THE CONTENT OF SUCH MATERIAL OR DATA.
- 7.5. Exceptions. If any legal right disallows an exclusion of warranties or disallows limiting certain damages, then the disclaimers of guarantee and limitations on liability herein apply to the maximum extent allowed by law.
- 7.6. Limitations on Remedy. Except for actions and claims related to a party's indemnification obligations, all actions or claims relating to this agreement must be brought within one (1) year from the date when the cause of action occurred.

8. Privacy.

- 8.1. Privacy Policy. Comodo shall follow the privacy policy posted on its website at <https://www.comodo.com/repository/privacy-policy.php> when collecting and using information from you. Comodo may amend the privacy policy at any time by posting the amended privacy policy on its website.
- 8.2. Permissions. You hereby expressly authorize and grant permission to Comodo to access your device information and status, location, application list, and license list. Specifically, you expressly authorize and grant permission to Comodo to remotely access, modify and delete personal data such as contacts, emails, addresses, messages, music files, videos, when requested by you. You expressly authorize and grant permission to Comodo to remotely lock a stolen or lost device. You expressly authorize and grant permission to Comodo to view if your device is rooted or jailbroken. Additionally, you expressly authorize and grant permission to Comodo to access your device's Global Positioning System (GPS) location, cellular network location or other similar data. You expressly authorize and grant permission to obtain call and SMS statistics from Android client.

The ITSM endpoint agent, Comodo Client Security (CCS), has additional features and permissions including access to device information and device IP address. Please review the corresponding CCS EULA for more detail.

Application Wrapping: Administrators are able to process their existing mobile applications on the MDM platform for additional security and functionality enforcement.

You are expressly acknowledging and representing that you or your administrator has all necessary authorization and licenses of these mobile applications. Use of this feature is for internal entity purposes only by administrators.

The Application Wrapping feature allows the following:

- a. Control if applications should be allowed to run on "Rooted" devices
- b. Control if applications should accept any external inputs from other applications
- c. Control to use of Camera
- d. Control to use of clipboard (copy/paste)
- e. Restrict the internet connection completely or only to VPN access
- f. Enforce usage of the application to only with Single Sign On authentication

For Windows based environments: You are expressly authorizing and granting permission for the following: See help documents for ITSM at:

<https://help.comodo.com/product-399-Comodo-IT-and-Security-Manager.html>

Deployment of Comodo One Client Communication (COCC).

Management of the following actions through COCC client

- a. Obtaining Location of endpoint
- b. Lock windows device (own logon screen)
- c. Restriction to load Safe mode
- d. Uninstall protection for the COCC agent
- e. Management of processes
- f. Management of services
- g. Sneak Peek using the camera
- h. Install/Uninstall of applications

Active Directory Access includes the ability to:

- a. Configure and synchronize multiple Active Directory servers under one account.
- b. Associate certain Active Directory servers with certain company accounts under one account.
- c. Connect to Active Directory server without additional network configuration on server using windows agent.
- d. Activate Active Directory integration by Active Directory integration wizard.
- e. Select "Send enrollment email automatically" option on Active Directory wizard settings.
- f. Show discovered user groups in plain list view.
- g. Select a specific group on Active Directory server and synchronize it.
- h. Synchronize Active Directory groups between ITSM portal side and Active Directory server.

Other functionality includes: monitoring possibility for enrolled machine; running procedure, such as a Python script on an enrolled machine from the portal; and remote control of

enrolled machine, statistics for distinct new devices online which were enrolled and online in past 24 and 48 hours.

ITSM provides data to the Comodo One Portal by using API-UI improvements.

External Device Control as Windows additional security feature provides the ability to block USB or other external devices and manage them by ITSM.

HIPS – Heuristic command line analysis option for CES management

ITSM Windows Agent password protection – this feature prevents uninstallation of ITSM Agent until the user enters a proper password.

For CES management, there is an additional option of CES password protection.

Access to Windows devices added performance metrics, such as CPU, RAM, Network, Disk usage, last reboot time and session.

The ability to force updates of old versions of Communication and Security clients from portal;

Windows devices can uninstall Communication and Security clients during the un-enrollment process.

There is an ability to monitor online/offline device status for a time period.

A unified notification system exists between C1 and ITSM portals.

The Service Desk also has ability to connect to devices over the ITSM Remote Desktop.

There is also monitoring capability for customized scripts.

Widgets from security clients (CCS, communication client, and mobile agent) communicate the endpoints to the dashboard.

The ability to disable/enable the Takeover menu for a particular account or portal is provided.

Event Logging:

Continuous integration of user action event logging to cWatch system, as well as event collection for analysis of user funnel data over cWatch logging system.

For macOS: Communication client has added ability to control online/offline status by ITSM XMPP server.

Antivirus: ability to see endpoint events on portal (antivirus data base update, scans)

Patch Management: supporting third party software patches functionality; admin portal for patch management functionality implemented – reachable only for Comodo operation team in order to manage and define third party software specifications.

Remote Access/Client Viewer: Profile remote access with ability to control Comodo Client Viewer notifications on endpoints to show who is connected remotely to the endpoint; Multi-monitor and screen resolution management added to Comodo Client Viewer; Share clipboard functionality added to Comodo Client Viewer; authentication before remote session, such as login and password, for Comodo Client Viewer; device list main window Comodo Client Viewer.

Comodo Communication client updater service is provided through the agent.

System behavior may also change for event condition, with ability to combine event ID, level and source.

Comodo Remote Control (CRC) – this feature allows authentication by Comodo One and ITSM credentials; By providing the device list, it allows use without the portal. (for Windows and macOS).

In the event that third party products, features and functionalities are incorporated in or made available in or through a Comodo product, then the policies of those third parties apply. Please visit each third party's license agreement and privacy policy to better understand their terms of use, privacy and data collection practices.

- 8.3. Disclosure. Comodo will disclose information where required by a subpoena, interception order or other lawful process. Comodo may also disclose information when it believes that such disclosure is necessary to protect the rights or safety of others or to enforce, or protect Comodo's rights under this Agreement.
- 8.4. Opt Out. You may opt-out of having information used for purposes not directly related to the Product by emailing a clear notice to optout@comodo.com. By clicking "I ACCEPT", you affirmatively consent to receiving Comodo's and its affiliates' promotional material.
- 8.5. User Data Compliance. You are responsible for ensuring that you or any users of the Product comply with the obligations under this Agreement. You will duly observe all your obligations under any relevant data protection or privacy law or regulation that may apply, including any obligation to configure the Product appropriately, provide notice, obtain consent, or file documents with any applicable data protection authorities. You are responsible for developing a policy that protects user data, outlines the responsibilities of you and your users, and informs your users of the scope your use of the Product.

9. Miscellaneous

- 9.1. Notices. All questions, notices, demands, or requests to Comodo with respect to this Agreement shall be made in English writing to Comodo Security Solutions, Inc., 1255 Broad Street, Clifton, New Jersey 07013, USA. All notices to you shall be made by posting the notice on the Comodo website.
- 9.2. Governing Law. The laws of New Jersey, USA govern the interpretation, construction, and enforcement of this Agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles.

The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transaction Act shall not apply to this Agreement and are specifically excluded.

- 9.3. Entire Agreement. This agreement, along with the attached schedules and any documents referred to herein, is the entire agreement between the parties with respect to the subject matter, superseding all other agreements that may exist with respect to the subject matter. Section headings are for reference and convenience only and are not part of the interpretation of the agreement.
- 9.4. Modifications. Comodo may amend or discontinue the Product offered under this agreement in its sole discretion, including modifying renewal license fees, availability, equipment and software requirements, and limiting or restricting use of Product. Comodo may amend this agreement to the extent allowed by law. Comodo will give you notice of these amendments by posting the modified agreement to its website. You must periodically visit Comodo's website to be aware of any changes. Continued use of a Product after an amendment constitutes your acceptance of the change.
- 9.5. Waiver. A party's failure to enforce a provision of this agreement does not waive the party's right to enforce the same provision later or right to enforce any other provision of this

agreement. To be effective, all waivers must be both in writing and signed by the party benefiting from the waived provision.

- 9.6. Force Majeure and Internet Frailties. Other than for payment obligations by you, neither party will be liable for a delay or failure to perform an obligation to the extent that the delay or failure is caused by an occurrence beyond the party's reasonable control. Each party acknowledges that the operation of the Internet is beyond the other party's reasonable control, and neither party will be liable for a delay or failure caused by an interruption or failure of telecommunication or digital transmission links, Internet slow-downs or failures, or other such transmission failure.
- 9.7. Arbitration. You agree that any dispute, claim or controversy arising out of this agreement shall be determined by binding arbitration. Before you may begin arbitration with respect to a dispute involving any aspect of this Agreement, you shall notify Comodo and any other party to the dispute for the purpose of seeking dispute resolution. The notice to Comodo should be addressed to Comodo Security Solutions, Inc., 1255 Broad Street, Clifton, New Jersey 07013, USA.

If the dispute is not resolved within sixty (60) days after the initial notice, then a party may proceed in accordance with the following: The laws of New Jersey, USA govern the interpretation, construction, and enforcement of this agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the International Chamber of Commerce in accordance with its Arbitration Rules, with the venue in or Clifton, NJ, USA and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. Either party may appear before the panel by telephone.

WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS.

YOU AND COMODO AGREE THAT ANY PROCEEDINGS TO RESOLVE OR LITIGATE ANY DISPUTE IN ANY FORUM WILL BE CONDUCTED SOLELY ON AN INDIVIDUAL BASIS. NEITHER YOU NOR COMODO WILL SEEK TO HAVE ANY DISPUTE HEARD AS A FEDERAL OR STATE CLASS ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR IN ANY OTHER PROCEEDING IN WHICH EITHER PARTY ACTS OR PROPOSES TO ACT IN A REPRESENTATIVE CAPACITY. NO ARBITRATION OR PROCEEDING WILL BE COMBINED WITH ANOTHER WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO ALL AFFECTED ARBITRATION OR PROCEEDINGS.

- 9.8. Assignment. You may not assign any of your rights or obligations under this agreement, whether by merger, consolidation, operation of law, or any other manner, without the prior written consent of Comodo. For purposes of this section only, a change in control is deemed an assignment. Any transfer without consent is void. To the extent allowed by law, Comodo may assign its rights and obligations without your consent.
- 9.9. Severability. Any provision held invalid or unenforceable will be reformed to the minimum extent necessary to make the provision valid and enforceable. If reformation is not possible, the provision is deemed omitted and the balance of the agreement remains valid and enforceable.
- 9.10. Survival. All provisions relating to confidentiality, proprietary rights, indemnification, and limitations of liability survive the termination of the agreement.
- 9.11. Rights of Third Parties. There are no third party beneficiaries under the agreement.

ACCEPTANCE

BY CLICKING “I ACCEPT” BELOW, YOU AGREE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND THAT YOU WILL BE BOUND BY AND COMPLY WITH ALL OF ITS TERMS. DO NOT CLICK THE “I ACCEPT” BUTTON IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT.

SCHEDULE A

Included Software and Licenses

The following third party or open source software may be included and is provided under other licenses and/or has source available from other locations.

Component	License
PHP	http://php.net/license/3_01.txt (PHP License v3.01)
OpenSSL	https://www.openssl.org/source/license.html (OpenSSL License) https://www.openssl.org/source/license.html (SSLeay License)
PostgreSQL	http://www.postgresql.org/about/licence/ (PostgreSQL License)
Yii	http://www.yiiframework.com/license/ (3-Clause BSD License)
PHPMailer	https://www.gnu.org/licenses/lgpl-2.1.html (LGPLv2.1)
sscep	https://www.openssl.org/source/license.html (OpenSSL License)
nzmqt	https://github.com/jonnydee/nzmqt/blob/master/LICENSE.md (2-Clause BSD License)
NGINX	http://nginx.org/LICENSE (2-Clause BSD License)-like
Bootstrap	https://github.com/twbs/bootstrap/blob/master/LICENSE (MIT License)
jQuery	https://jquery.org/license/ (MIT License)
Leaflet	https://github.com/Leaflet/Leaflet/blob/master/LICENSE (2-Clause BSD License)-like
ORMLite	http://ormlite.com/javadoc/ormlite-core/doc-files/ormlite_9.html#License
Apache http components	http://www.apache.org/licenses/ (Apache License, Version 2.0)
ZeroMQ	http://zeromq.org/area:licensing (LGPLv3.1 + static link exception)
AndroidAnnotations	http://www.apache.org/licenses/LICENSE-2.0.html (Apache License Version 2.0)
Zend Guard	http://www.zend.com/en/products/guard
Qt	https://qt-project.org/products/licensing
QXMPP library:	https://github.com/qxmpp-project/qxmpp/blob/master/LICENSE.LGPL
Google Analytics	https://github.com/GoogleWebComponents/google-analytics/blob/master/LICENSE
QDJango	https://github.com/django/django https://github.com/django/django/blob/master/LICENSE.python

The following applies to PHP:

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- 9.5. Waiver. A party's failure to enforce a provision of this agreement does not waive the party's right to enforce the same provision later or right to enforce any other provision of this agreement. To be effective, all waivers must be both in writing and signed by the party benefiting from the waived provision.
- 9.6. Force Majeure and Internet Frailties. Other than for payment obligations by you, neither party will be liable for a delay or failure to perform an obligation to the extent that the delay or failure is caused by an occurrence beyond the party's reasonable control. Each party acknowledges that the operation of the Internet is beyond the other party's reasonable control, and neither party will be liable for a delay or failure caused by an interruption or failure of telecommunication or digital transmission links, Internet slow-downs or failures, or other such transmission failure.
- 9.7. Arbitration. You agree that any dispute, claim or controversy arising out of this agreement shall be determined by binding arbitration. Before you may begin arbitration with respect to a dispute involving any aspect of this Agreement, you shall notify Comodo and any other party to the dispute for the purpose of seeking dispute resolution. The notice to Comodo should be addressed to Comodo Security Solutions, Inc., 1255 Broad Street, Clifton, New Jersey 07013, USA.

If the dispute is not resolved within sixty (60) days after the initial notice, then a party may proceed in accordance with the following: The laws of New Jersey, USA govern the interpretation, construction, and enforcement of this agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the International Chamber of Commerce in accordance with its Arbitration Rules, with the venue in or Clifton, NJ, USA and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. Either party may appear before the panel by telephone.

WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS.

YOU AND COMODO AGREE THAT ANY PROCEEDINGS TO RESOLVE OR LITIGATE ANY DISPUTE IN ANY FORUM WILL BE CONDUCTED SOLELY ON AN INDIVIDUAL BASIS. NEITHER YOU NOR COMODO WILL SEEK TO HAVE ANY DISPUTE HEARD AS A FEDERAL OR STATE CLASS ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR IN ANY OTHER PROCEEDING IN WHICH EITHER PARTY ACTS OR PROPOSES TO ACT IN A REPRESENTATIVE CAPACITY. NO ARBITRATION OR PROCEEDING WILL BE COMBINED WITH ANOTHER WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO ALL AFFECTED ARBITRATION OR PROCEEDINGS.

- 9.8. Assignment. You may not assign any of your rights or obligations under this agreement, whether by merger, consolidation, operation of law, or any other manner, without the prior written consent of Comodo. For purposes of this section only, a change in control is deemed an assignment. Any transfer without consent is void. To the extent allowed by law, Comodo may assign its rights and obligations without your consent.
- 9.9. Severability. Any provision held invalid or unenforceable will be reformed to the minimum extent necessary to make the provision valid and enforceable. If reformation is not possible, the provision is deemed omitted and the balance of the agreement remains valid and enforceable.
- 9.10. Survival. All provisions relating to confidentiality, proprietary rights, indemnification, and limitations of liability survive the termination of the agreement.

9.11. Rights of Third Parties. There are no third party beneficiaries under the agreement.

ACCEPTANCE

BY CLICKING "I ACCEPT" BELOW, YOU AGREE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND THAT YOU WILL BE BOUND BY AND COMPLY WITH ALL OF ITS TERMS. DO NOT CLICK THE "I ACCEPT" BUTTON IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT.