



Alogent Guide to Reseller Test Licenses

Alogent may make test licenses available for certain Software in the quantity indicated below, without requiring payment of additional license fees for Hub Suite and Archive, provided that

- (i) Alogent hosts the Software in its cloud environment or Reseller implements a test environment at Reseller's site;
- (ii) Reseller has paid all applicable license fees with respect to the Software and/or all applicable services fees with respect to the test environment.

Alogent may provide, at its discretion, test licenses only for Software licensed by Reseller and only for Software used in Alogent's hosted environment or in a test environment implemented by the Reseller. Test licenses may be used for testing and/or training purposes.

Alogent will provide Support Services for test licenses Monday through Friday between 8:00 a.m. and 6:00 p.m. EST/EDT excluding holidays. Reseller understands and agrees that

- (i) any environment using test licenses is intended for testing and training purposes only in the Resellers test environment and will not be used in live production. In the event that Reseller uses any such test licenses in a live production environment, Alogent will be entitled to revoke such licenses and invoice Reseller at its then current rates for the duration of time that the test licenses were issued;
- (ii) no SLAs or Severity levels as described in the Alogent Partner Support Guide are applicable to test licenses or test environments;
- (iii) any training done in the test environment is at the sole discretion of Reseller and is not supported by Alogent's Support team or Professional Services team;
- (iv) for Resellers hosted in Alogent's cloud environment, Alogent reserves the right to perform software upgrades as warranted by Alogent, and such upgrades will not follow standard maintenance or notice windows;
- (v) in the event that a test environment needs to be restored, testing data will be lost; and
- (vi) provision of Support Services with respect to a test environment is subject to payment by Reseller of all Fees described in the Agreement and each applicable Schedule.