

Specific Program Documentation

Clarity

The CA software program(s) ("CA Software") listed below is provided under the following terms and conditions in addition to any terms and conditions referenced on the CA quote, order form, statement of work, or other mutually agreed ordering document (each a "Transaction Document") under the applicable end user agreement or governing contract (collectively, the "Agreement") entered into by Customer and the CA entity ("CA") through which Customer obtained a license for the CA Software. These terms shall be effective from the effective date of such Transaction Document. Capitalized terms in this document have the meaning ascribed to them herein or, otherwise, in the Agreement.

Program Name: Clarity

1. DEFINITIONS

- "User," unless otherwise defined in any terms and conditions referenced in the Transaction Document entered into by Customer and CA, means the number of specific individuals who are authorized by Customer to use the CA Software on behalf of Customer. Users may include the Customer's employees, representatives, consultants, contractors, agents, Customer's affiliate's employees and independent contractors, all of whom have been authorized to use the CA Software solely for the benefit of the Customer and in accordance with the provisions of the Agreement. Types of Users include Full Function Users, Restricted Users, and View Only Users. A User may be reallocated by Customer to another type of User as long as the number of Users of the other type at the time of reallocation does not exceed the number of Users set forth in the Transaction Document.
- "Environment" consists of any or all of the following, provided that all of the servers in the Environment function as one logical Environment: one or more application servers, search servers, report servers, background servers, and/or database servers. Typical examples of Environments include production Environments, development Environments and test Environments. A production Environment is a computer system used to process an organization's daily work on a real-time operation and is not used only for development and testing.
- "Full Function Users (f/k/a Manager User)" means Customer's designated users who have full use of and access to the functions within the CA Software licensed.
- "Restricted Users (f/k/a Team Member user)" means Customer's designated users who have limited rights to the functions within the CA Software licensed, and may only (i) view data and run reports in all licensed products; (ii) collaboratively participate in processes, discussions and document sharing and receive notifications in all licensed products; (iii) view project tasks and calendars, and report and approve time and project status; and (iv) enter and view status of ideas. For avoidance of doubt, a Restricted User may not modify the design of any report.
- "View Only User" means Customer's designated users who have limited rights to the functions within the CA Software licensed and may only (i) view data and run regular reports; (ii) originate idea workflows, and (iii) participate in the continuation of those workflows. For avoidance of doubt, a View Only User may not modify the design of any report. View Only Users are licensed per "Pack." A Pack of View Only Users includes 100 View Only Users.

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2. USE RIGHTS AND LIMITATIONS.

- Customer may use the CA Software for the number and type of Users set forth in the Transaction Document (the “Authorized Use Limitation”). Customer is responsible for any and all required databases and operating systems.
- If the Transaction Document indicates that Customer has received a license for at least one Full Function User, Customer is entitled to an Environment.
- Internal demonstration systems on unsupported hardware configuration will not be supported by CA under the support policy.
- Customer may license View Only Users by the number of Packs of View Only Users which will be set forth in the Transaction Document.
- When CA Software is used on multiple machines (physical and “virtual”), each such use of the CA Software shall be counted for the purposes of determining the Authorized Use Limitation for that CA Software. A “virtual” PC or server environment is created where virtual machine technology (which applies to both client and server hardware) is used to enable multiple instances of an operating system(s) to run on a single computer simultaneously.

3. THIRD PARTY INFORMATION AND TERMS.

Any required third-party software license terms are incorporated by this reference and are set forth in the online documentation for the CA Software.

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