

All references to Serena in these Terms and Conditions should be read as “Contractor (immixTechnology, Inc.), acting by and through its supplier, Serena.”

TERMS AND CONDITIONS FOR SERENA PRODUCTS AND SERVICES

SERENA MASTER LICENSE AND SUPPORT TERMS

1.0 DEFINITIONS

1.1 “**Concurrent User**” means an employee of Customer or on-site support contractor who has been designated as a user within a group of authorized users of the Software and accesses the Software at any given point in time, either directly or through an application.

1.2 “**Customer**” shall have the meaning indicated on the particular Order Instrument.

1.3 “**Endpoint**” is a single physical, virtual, or cloud server.

1.4 “**Instance**” means a single occurrence of initialization or execution of the Software on one Server.

1.5 “**Licensed Capacity**” means the maximum permitted use of the Software based on capacity-based pricing metrics identified in the Order Instrument, including, without limitation, Concurrent Users, Named Users, Seats, Instances and Servers.

1.6 “**Maintenance**” means the maintenance and technical support services for the Software identified in the Order Instrument and provided by Serena pursuant to this Agreement.

1.7 “**Named User**” means a single employee of Customer or on-site support contractor who has been designated as an authorized user of the Software and accesses the Software using a single computer at any given point in time, either directly or through another application.

1.8 “**Order Instrument**” means (a) a purchase order, credit card order or other document that has sufficient details for Serena to fulfill Customer’s order and has been accepted by Serena; (b) a Purchase Authorization Letter that has been signed or otherwise accepted by Customer and accepted by Serena (“PAL”); or (c) a Software license schedule that has been signed by Customer and Serena (“Software License Schedule”).

1.9 “**Seat**” means a single employee of Customer or on-site support contractor who has been authenticated by Customer’s LDAP server and accesses the Software at any given point in time, either directly or through an application.

1.10 “**Server**” means a single server on which an Instance of the Software is installed.

1.11 “**Software**” means Serena’s software products, in object code form, that are commercially available at the time of Customer’s order and identified on the Order Instrument, and any modifications, corrections and updates provided by Serena in connection with Maintenance.

1.12 “**Territory**” means the country identified in the PAL or Software License Schedule or, if not identified, the country in which Customer acquired the Software.

1.13 “**User Documentation**” means the user’s guide, installation guides, and/or on-line documentation that is applicable to the Software. User Documentation does not include marketing materials or responses to requests for proposals.

2.0 GRANT OF LICENSE AND USE OF SOFTWARE

2.1 **License Grant.** Subject to the terms and conditions of this Agreement, Serena grants to Customer a perpetual, non-exclusive license to use the Software within the Territory, in accordance with the User Documentation and in compliance with the authorized Licensed Capacity.

2.2 **Usage Rights.** Customer may only use the Software and/or the User Documentation for its internal business operations and to process Customer’s data. Customer shall not (a) permit any third parties or non-licensed entities to use the Software or the User Documentation; (b) permit any Concurrent User, Named User, or Seat to use or access the Software from a location outside of the Territory; (c) process or permit to be processed any data that is not Customer’s data; (d) use the Software in the operation of a service bureau or hosted or subscription service; (e) sublicense, rent, or lease the Software or the User Documentation to a third party; or (f) perform, publish, or release to any third parties any benchmarks or other comparisons regarding the Software or User Documentation. Customer shall not make simultaneous use of the Software on multiple, partitioned, or virtual computers without first procuring the number of licenses to be simultaneously used by the Customer. If Customer allows an on-site support contractor to access the Software, Customer shall be responsible for such on-site support contractor’s compliance with the terms and conditions of this Agreement. Customer shall not permit a third party outsourcer to use the Software to process data on Customer’s behalf without Serena’s prior written consent.

2.3 **License Keys.** The Software will contain one or more license keys to enable the functionality of the Software. Customer may only access and use the Software with license keys issued by Serena, and shall not attempt to modify, tamper with, reverse engineer, reverse compile, or disassemble any license key. If Serena issues a new license key for the Software, Customer shall not use the previous license key to enable the Software. At Customer’s request, Serena will reissue a replacement license key to enable the Software in accordance with the original Order Instrument, provided that the request is made during a Maintenance period, Customer certifies that all evidence of the original license key has been deleted and destroyed and Customer is in compliance with the terms of this Agreement.

2.4 **Archival Copies.** Customer may make one copy of the Software for back-up and archival purposes only. Customer may make a reasonable number of copies of the User Documentation for Customer’s internal use. All copies of Software and User Documentation must include all copyright and similar proprietary notices appearing on or in the originals. Copies of the Software may be stored offsite provided that all persons having access to the Software are subject to Customer’s obligations under this Agreement and Customer takes reasonable precautions to ensure compliance with these obligations. Serena reserves the right to revoke permission to reproduce copyrighted and proprietary material if it reasonably believes that Customer has failed to comply with its obligations.

2.5 **Licensed Capacity.** Serena licenses Software based on Licensed Capacity for different types of usage, including, without limitation, Concurrent Users, Named Users, Seats, Servers, and such other types of usage as described in Section 12. A Concurrent User license allows multiple Concurrent Users to share access to and use the Software, provided that the number of Concurrent Users accessing the Software at any point in time does not exceed the total number of licensed Concurrent Users. A Named User license allows a single authorized user to access and use the Software using a single computer at any point in time. A Seat license allows a single user who has been

authenticated by Customer's LDAP server to access and use the Software, provided that the number of such users accessing the Software at any point in time does not exceed the total number of licensed Seats. A Server license allows for a single Instance of the Software to be accessed and used on the applicable server. If an application accessing the Software is a multiplexing, database, or web portal application that permits users of such application to access the Software or data processed by the Software, a separate Named User or Seat license, as applicable, will be required for each user of the application. Regardless of usage type, Customer shall immediately notify Serena in writing of any increase in use beyond the Licensed Capacity and provide Serena with such information as may be reasonably requested by Serena to verify Customer's use and deployment of the Software. Any additional Licensed Capacity must be licensed pursuant to an Order Instrument and this Agreement. Any additional Software license and Maintenance fees shall be based on Serena's then-current list price.

2.6 Third Party Software. Customer acknowledges that software provided by third party vendors ("Third Party Software") may be embedded in or delivered with the Software. The terms of this Agreement and such other terms that Serena may deliver with the Software shall apply to Customer's use of such Third Party Software. All Third Party Software vendors shall be deemed third party beneficiaries under this Agreement. Customer may only use the Third Party Software with the Software, and may not use the Third Party Software on a stand-alone basis or use or integrate it with any other software or device.

2.7 Open Source Software. Customer acknowledges that certain portions of the Software may be delivered with notices and open source licenses from communities and third parties that govern the use of those portions of the Software. This Agreement will not alter any of the rights and obligations under these open source licenses, except that the disclaimer of warranties and limitation of liability set forth in this Agreement shall apply to all portions of the Software.

3.0 TITLE

3.1 Title. Serena retains all right, title and interest in and to the Software and User Documentation and all copies, improvements, enhancements, modifications and derivative works of the Software and User Documentation, including, without limitation, all patent, copyright, trade secret, trademarks and other intellectual property rights. Customer agrees that it will not, and shall not authorize others to, copy (except as expressly permitted herein), make modifications to, translate, disassemble, decompile, reverse engineer, otherwise decode or alter, or create derivative works based on the Software or User Documentation. Except to the extent required for Customer's use the Software as provided herein, Serena grants no express or implied rights under this license to any of Serena's patents, copyrights, trade secrets, trademarks or other intellectual property rights.

4.0 ORDERS; DELIVERY.

4.1 Reserved

4.2 Delivery. Serena, in its discretion, will deliver all Software and/or User Documentation either (a) by physical delivery, in which case F.O.B. Origin, freight allowed, shall apply or (b) by electronic means, in which case Serena's obligation to deliver the Software and/or User Documentation is completed at such time as Serena makes the Software available on a specific Serena server and gives Customer a method of accessing and downloading the Software and/or User Documentation.

4.3 Inspection/Acceptance. The Contractor (immixTechnology, Inc.) can only, and shall only tender for acceptance those items that substantially conform to the software manufacturer's ("Serena") published specifications. Therefore,

items delivered shall be considered accepted upon delivery. The Government reserves the right to inspect or test any supplies or services that have been delivered. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. If repair/replacement or re-performance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights-

- (1) Within the warranty period; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

5.0 PAYMENT TERMS; TAXES

5.1 Reserved.

5.2 Reserved.

5.3 **Installation and Training.** Unless otherwise specified, fees set forth in an Order Instrument do not include installation and training fees.

5.4 **Audit.** Customer shall maintain accurate business records relating to its use and deployment of the Software. Serena shall have the right, not more than once every twelve (12) months and upon ten (10) business days prior written notice, to verify Customer's compliance with its obligations under this Agreement by auditing Customer's business records and Customer's use and deployment of the Software within Customer's information technology systems. Serena and/or a public accounting firm selected by Serena shall perform the audit during customer's regular business hours and comply with Customer's reasonable safety and security policies and procedures. Any agreement Customer may require the public accounting firm to execute shall not prevent disclosure of the audit results to Serena. Customer shall reasonably cooperate and assist with such audit. Any additional Licensed Capacity disclosed by the audit must be licensed pursuant to an Order Instrument and the Agreement, and may be subject to additional license and Maintenance fees based on the amount and period of use of such excess capacity at Serena's then-current list price.

6.0 TERMINATION

6.1 Reserved.

6.2 **Effect of Termination.** Upon termination of this Agreement by the Customer, Customer shall immediately discontinue use of, and uninstall and destroy all copies of, the Software. Within ten (10) days following termination, Customer shall certify to Serena in a writing signed by an officer of Customer that all Software has been uninstalled from Customer's computer systems and destroyed.

7.0 LIMITED WARRANTY

7.1 **Performance Warranty.** Serena warrants that the Software, as delivered by Serena and when used in accordance with the User Documentation and the terms of this Agreement, will substantially perform in accordance with the User Documentation for a period of ninety (90) days from the date of initial delivery of the Software. If the Software does not operate as warranted and Customer has provided written notice of the non-conformity to Serena within the ninety (90) day warranty period, Serena shall at its option (a) repair the Software; (b) replace the Software

with software of substantially the same functionality; or (c) give Customer the option to terminate the license for the nonconforming Software and receive a refund the applicable license and Maintenance fees received by Serena for the nonconforming Software. The foregoing warranty specifically excludes defects in or non-conformance of the Software resulting from (a) use of the Software in a manner not in accordance with the User Documentation; (b) modifications or enhancements to the Software made by or on behalf of Customer; (c) combining the Software with products, software or devices not provided by Serena; or (d) computer hardware malfunctions, unauthorized repair, accident, or abuse.

7.2 Disclaimers. THE WARRANTIES SET FORTH IN THIS SECTION 7 ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, AND SERENA EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND STATUTORY WARRANTIES OF NONINFRINGEMENT. SERENA DOES NOT WARRANT THAT THE SOFTWARE OR MAINTENANCE SHALL MEET CUSTOMER'S REQUIREMENTS OR THAT USE OF THE SOFTWARE SHALL BE UNINTERRUPTED OR ERROR FREE. THE REMEDIES SET FORTH IN THIS SECTION 7 ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND SERENA'S SOLE AND EXCLUSIVE LIABILITY REGARDING FAILURE OF ANY SOFTWARE TO FUNCTION OR PERFORM AS WARRANTED IN THIS SECTION 7.

8.0 INDEMNIFICATION

8.1 Infringement. Except where otherwise required by applicable law or regulation, Serena shall defend any claim against Customer that the Software infringes any intellectual property right of a third party, provided that the third party is located in a country that is a signatory to the Berne Convention, and shall indemnify Customer against any and all damages finally awarded against the Customer by a court of final appeal, or agreed to in settlement by Serena and attributable to such claim, so long as Customer (a) provides Serena prompt written notice of the claim; (b) provides Serena all reasonable assistance and information to enable Serena to perform its duties under this Section 8; (c) allows Serena sole control of the defense and all related settlement negotiations; and (d) has not compromised or settled such claim. If any of the foregoing requirements are determined to be in conflict with federal law or regulation (e.g., laws requiring the Department of Justice to assume control of the defense), those provisions shall be severed from the foregoing. If the Software is found to infringe, or if Serena determines in its sole opinion that it is likely to be found to infringe, then Serena may, at its option (a) obtain for Customer the right to continue to use the Software; (b) modify the Software to be non-infringing or replace it with a non-infringing functional equivalent, in which case Customer shall stop using any infringing version of the Software; or (c) terminate Customer's rights and Serena's obligations under this Agreement with respect to such Software and refund to Customer the unamortized portion of the Software license fee paid for the Software based on a five year straight-line depreciation schedule commencing on the date of delivery of the Software. The foregoing indemnity shall not apply to any infringement resulting from (a) use of the Software in a manner not in accordance with the User Documentation; (b) modifications or enhancements to the Software made by or on behalf of Customer; (c) combination, use, or operation of the Software with products not provided by Serena; or (d) use of an allegedly infringing version of the Software if the alleged infringement could be avoided by the use of a different version of the Software made available to the Customer.

8.2 Disclaimers. THIS SECTION 8 STATES CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND SERENA'S SOLE AND EXCLUSIVE LIABILITY REGARDING INFRINGEMENT OR MISAPPROPRIATION OF ANY INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY.

9.0 LIMITATION OF LIABILITY. IN NO EVENT SHALL SERENA OR ITS THIRD PARTY VENDORS BE LIABLE TO CUSTOMER OR ANY OTHER PARTY FOR (A) ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR (B) LOSS OF DATA, LOSS OF PROFITS, BUSINESS INTERRUPTION, OR SIMILAR DAMAGES OR LOSS, EVEN IF SERENA AND ITS THIRD PARTY VENDORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS LIMITED BY APPLICABLE LAW AND EXCLUDING SERENA'S LIABILITY TO CUSTOMER UNDER SECTION 8 (INDEMNIFICATION), AND REGARDLESS OF THE BASIS FOR CUSTOMER'S CLAIM, SERENA'S MAXIMUM LIABILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO THE LICENSE OR MAINTENANCE FEES PAID FOR THE SOFTWARE OR MAINTENANCE GIVING RISE TO THE CLAIM. THE FOREGOING LIMITATIONS SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

10.0 CONFIDENTIAL INFORMATION. For purposes of this Agreement, "Confidential Information" shall include confidential, proprietary and trade secret information of Serena contained within the Software and User Documentation, the terms and pricing of the Software and Maintenance (including any pricing proposals), and such other information (a) identified by either party as confidential at the time of disclosure or (b) that a reasonable person would consider confidential due to its nature and circumstances of disclosure ("Confidential Information"). Confidential Information will not include information that (a) is or becomes a part of the public domain through no act or omission of the receiving party; (b) was in the receiving party's lawful possession prior to receiving it from the disclosing party; (c) is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or (d) is independently developed by the receiving party without breaching this Agreement. Each party agrees to maintain all Confidential Information in confidence and not disclose any Confidential Information to a third party or use the Confidential Information except as permitted under this Agreement, except where such disclosure is required by applicable law or regulation (e.g., the Freedom of Information Act). Each party shall take all reasonable precautions necessary to ensure that the Confidential Information is not disclosed by such party or its employees, agents or authorized users to any third party. Each party agrees to immediately notify the other party of any unauthorized access to or disclosure of the Confidential Information.

11.0 MAINTENANCE

11.1 Maintenance Period. If Customer elects to purchase Maintenance with the Software, the Maintenance period shall commence upon the initial delivery of the Software and continue for a period of one year thereafter, unless otherwise stated in an Order Instrument. The Maintenance period may, at Customer's option, be renewed pursuant to a subsequent Order Instrument and, upon Serena's acceptance of the Order Instrument, shall be non-cancelable (but may be terminated for the government's convenience, where applicable). Prior to such renewal, Serena may, upon ten (10) business days written notice, require Customer to provide a report on Customer's use and deployment of the Software. Such report shall be certified by an officer of Customer and shall specify, with respect to the Software: (a) the type and amount of Licensed Capacity; (b) the version; and (c) the Serena license serial number. Serena shall issue an annual renewal notice to Customer at least ninety (90) days prior to the expiration of the then-current Maintenance period. Maintenance fees shall be based on the then-current list price and are subject to change without notice. Customer may not decrease the Licensed Capacity covered by Maintenance during a Maintenance period or as part of the renewal of Maintenance.

11.2 Support Coordinators. Maintenance shall consist of support services provided by Serena to one designated support coordinator of Customer (and one backup coordinator) per Customer location, by telephone, facsimile, email and World Wide Web site. Support is available during normal business hours in the applicable location within the

Territory, Monday through Friday, excluding nationally observed holidays. Emergency support is available outside of these hours via pager service accessible through the main support telephone number.

11.3 Additional Licensed Capacity. In the event that Customer purchases additional Licensed Capacity for the Software prior to the annual anniversary date of the Maintenance period, Customer agrees to pay applicable Maintenance fees based on Serena's then-current Maintenance rates. Maintenance fees shall apply from the effective date of such additional Licensed Capacity and continue for a period of one year thereafter, unless the parties agree in writing that Maintenance for the additional Licensed Capacity will be coterminous with Maintenance for Customer's existing Licensed Capacity.

11.4 New Releases. During a current Maintenance period, Serena shall provide Customer with one copy of any new release of the Software, which may include generally available error corrections, modifications, maintenance patch releases, enhancements (unless priced separately by Serena and generally not included with new licenses for the Software at that time), and revised User Documentation, if applicable. Notwithstanding the foregoing, stand-alone error corrections that are not part of a new release will not be independently supported but will be incorporated into the next release of the Software. If Customer installs a new release of the Software, Customer may continue to use the previous version of the Software for up to ninety (90) days in order to assist Customer in the transition to the new release. Once Customer completes its transition to the new release of the Software, Customer shall discontinue use of the previous version of the Software.

11.5 Supported Releases. Serena will continue to support the immediately preceding release of the Software for a period of twelve (12) months following the earlier of (a) the discontinuance of the Software or (ii) the date that a new release of the Software becomes generally available, provided that Customer has paid applicable Maintenance fees and incorporated all Maintenance patch releases issued by Serena for the release of the Software.

11.6 Reinstatement of Maintenance. If Customer allows Maintenance to expire, Customer may, at a later date, renew Maintenance by paying the following: (a) if Customer has installed the current release of the Software but has failed to pay the applicable renewal fee on or before the ninetieth (90th) day following expiration of the Maintenance period, annual Maintenance fees at Serena's then-current rates, plus Serena's then-current reinstatement fee; or (b) if Customer has not installed the current release of the Software or has failed to pay the applicable renewal fee by the ninetieth (90th) day following expiration of the Maintenance period, annual Maintenance fees at Serena's then-current rates, plus Serena's then-current license update fee for the current release of the Software.

12.0 SOFTWARE PRODUCT SPECIFIC TERMS

12.1 Serena® Business Manager ("SBM") and TeamTrack®. SBM and TeamTrack are licensed on the basis of Servers and Seats. Each SBM Seat allows a designated Seat to use and participate in all activities and functionality of Serena Business Manager that pertain to workflow applications to which the Seat has been granted access at runtime, including the workflow, workflow roles, transition items, sending and receiving notifications, creating reports, and creating dashboards. A Seat is required for each managed administrator of SBM. Existing SBM Named User, Concurrent User and Requestor licenses remain valid unless converted in accordance with Section 2.3. A Server license allows execution of a single Instance of the Software on a single Server. Existing Named User and Concurrent User licenses are for use on a single Server unless otherwise specified in writing by the parties. A "Requestor" is a user who is permitted to submit issues and view status only. Customer may transfer Named User licenses to accommodate personnel changes, provided that such transfers do not result in sharing of Named User licenses. Customer may change from time to time the employees who are designated to use the Software under a

Named User or Seat license, provided that the number of users does not exceed the total number of licensed Named Users or Seats, as applicable.

12.2 Serena® Service Manager ("SSM"). SSM is licensed on the basis of Seats and Concurrent Users. Each SSM license may use and participate in all activities and functionality of SBM that pertain to workflow applications to which the SSM license has been granted access at runtime, including the workflow, workflow roles, transition items, sending and receiving notifications, creating reports, and creating dashboards. Each SSM license includes one SBM Connect for Sharepoint User license. Customer may access the Service Request Center functionality installed with SSM only to the extent it has purchased a requisite number of Serena Request Center licenses.

12.3 Serena® Service Manager Content ("SSM Content"). SSM Content is licensed on the basis of Seats and Concurrent Users. Each SSM Content license allows for a Customer employee designated by Customer to use Customer's existing SBM license to fully access the application content contained in the SSM solution file; otherwise, Customer's existing SBM users are authorized solely to submit and update tickets in the SSM application. Each SSM Content license purchased includes one SBM Connect for Sharepoint Seat license. Customer may access the Service Request Center functionality installed with SSM only to the extent it has purchased a requisite number of Serena Request Center licenses.

12.4 Serena® Request Center ("SRC"). SRC is licensed on the basis of Seats. Customer may access and use the SSM functionality installed with SRC only to the extent it has purchased a requisite number of SSM licenses.

12.5 Serena® Release Vault (formerly Serena® Dimensions® Deploy™). Serena Release Vault is licensed based on Endpoints, Named Users, and Connectors. A Connector license is needed for each LPAR where Release Vault will be accessed.. Customer is authorized to use only the following features of the Software: Version Management, Projects, Build Management, Deployment, Ant and Cruise Control Integrations, Baseline Creation, Design Parts, Request Management, the Dimensions Windows client, the Dimensions web client, the Dimensions Windows Explorer add-in, the Dimensions administration console, all agents (except z/OS and z/Linux), all APIs, and web services

12.6 Serena® Release Control (formerly Serena® Application Release Management/ARM). Serena Release Control is licensed based on Connectors, Endpoints and Seats. A Release Control Connector is needed for each LPAR where Release Control will be accessed. Subject to the terms of this Agreement, Serena grants Customer a perpetual, non-exclusive license to use and modify the Release Control Software in accordance with the User Documentation, and in compliance with the authorized Licensed Capacity. Subject to the terms of this Agreement, Serena grants Customer a license to perform and deploy the Release Control Software solely as incorporated within Serena's software product known as Serena Business Manager, and solely for Customer's internal business operations. Customer may not sell, rent, lease, or otherwise distribute or disclose the Software or any modification thereof to any third party whatsoever. To the extent that Customer modifies the Release Control Software or creates a derivative work of such, Serena grants Customer a non-exclusive, non-transferable license to use such modification or derivative work at no additional charge, subject to such limitations set forth in this Agreement.

12.7 Serena® ChangeMan® ZMF Client Pack. Each Seat of Serena ChangeMan ZMF Client Pack allows one Serena ChangeMan ZDD license and one Eclipse Plug-In license.

12.8 Authorized Use of Products. Customer acknowledges that the authorized use for each Software product set forth in this Section 12.0 is a form of Licensed Capacity. If Customer's access and use of the Software exceeds its

Licensed Capacity, Customer will be required to purchase additional licenses and Maintenance at Serena's then-current list price.

13.0 GENERAL

13.1 Independent Contractors. The parties acknowledge and agree that each is an independent contractor. This Agreement shall not be construed to create a partnership, joint venture or agency relationship between the parties.

13.2 Entire Agreement. The terms and conditions of this Agreement apply to all Order placed against a quotation accompanying these terms. These terms shall supersede any different, inconsistent or preprinted terms and conditions in any Customer order form, purchase order or other ordering document. These terms shall supersede the terms of any unsigned, clickwrap, or shrinkwrap license included in any package, media, or electronic version of the Software furnished by Serena or its resellers and any such Software shall be licensed pursuant to the terms of this Agreement. This Agreement shall supersede all previous agreements and understandings of any nature whatsoever, oral or written, between the parties relating to the Software and User Documentation.

13.3 Reserved.

13.4 Reserved.

13.5 Force Majeure. No failure, delay or default in performance of any obligation of a party to this Agreement, except payment of license fees due hereunder, shall constitute an event of default or breach of the Agreement to the extent that such failure to perform, delay or default arises out of a cause, existing or future, that is beyond the reasonable control of such party, including, without limitation, action or inaction of a governmental agency, civil or military authority, fire, strike, lockout or other labor dispute, inability to obtain labor or materials on time, flood, war, riot, theft, earthquake or other natural disaster ("Force Majeure Event"). The party affected by such Force Majeure Event shall take all reasonable actions to minimize the consequences of any Force Majeure Event.

13.6 Severability. If any provision of this Agreement shall be held illegal or otherwise unenforceable by a court of competent jurisdiction, that provision shall be severed and the remainder of the Agreement shall remain in full force and effect.

13.7 Waiver. The waiver of any right or election of any remedy in one instance shall not affect any rights or remedies in another instance. A waiver shall be effective only if made in writing and signed by an authorized representative of the applicable party.

13.8 Notice. All notices required by this Agreement shall be in writing, addressed to the party to be notified and deemed to have been effectively given and received (a) on the fifth business day following deposit in the mail, if sent by first class mail, postage prepaid; (b) upon receipt, if sent by registered or certified U.S. mail, postage prepaid, with return receipt requested; (c) upon transmission, if sent by facsimile and confirmation of transmission is produced by the sending machine and a copy of such facsimile is promptly sent by another means specified in this Section 13.8; or (d) upon delivery, if delivered personally or sent by express courier service and receipt is confirmed by the sender. Notices shall be addressed to the parties based on the address stated in the applicable Order Instrument, to the attention of General Counsel. A change of address for notice purposes may be made pursuant to the procedures set forth above.

13.9 Export Restrictions. Customer acknowledges that the Software and certain Confidential Information (collectively “Technical Data”) are subject to United States export controls under the U. S. Export Administration Act, including the Export Administration Regulations, 15 C.F.R. Parts 730 *et seq.* (collectively, “Export Control Laws”). Each party agrees to comply with all requirements of the Export Control Laws with respect to the Technical Data. Without limiting the foregoing, Customer shall not (a) export, re-export, divert or transfer any such Technical Data, or any direct product thereof, to any destination, company, or person restricted or prohibited by Export Control Laws; (b) disclose any such Technical Data to any national of any country when such disclosure is restricted or prohibited by the Export Control Laws; or (c) export or re-export the Technical Data, directly or indirectly, for nuclear, missile, or chemical/biological weaponry end uses prohibited by the Export Control Laws.

13.10 U. S. Government Rights. The Software and User Documentation are deemed to be “commercial computer software” and “commercial computer software documentation” as defined in FAR Section 12.212 and DFARS Section 227.7202, as applicable. Any use, modification, reproduction, release, performance, display, or disclosure of the Software and User Documentation by the U. S. government shall be solely in accordance with the terms of this Agreement

13.11 Reserved.

13.12 Attorneys Fees. In the event of any dispute or litigation between the parties concerning the terms of this Agreement, the prevailing party shall be entitled to recover its reasonable attorneys’ fees and costs of suit, if enforceable under the relevant applicable laws.

13.13 Reserved.

13.14 Survival. Any terms of this Agreement which by their nature extend beyond the termination or expiration of this Agreement shall remain in effect until fulfilled. Such terms shall include, without limitation, all provisions herein relating to payment of fees, proprietary rights, confidentiality, non-disclosure, indemnification, limitation of liability, third party terms, title and ownership of Software, and all general provisions.

13.15 Reserved.

Serena Mainframe Products Addendum

1. **Definitions.**
 - 1.1 **“Agreement”** means Serena’s Master License and Support Terms, above.
 - 1.2 **“CEC”** means the Central Electronic Complex, and includes CPUs, memory, channels, controllers, power supplies within the hardware, and direct access storage devices.
 - 1.3 **“CPU”** means an individual central processing unit for a computing device that contains a control unit that extracts instructions from memory and decodes and executes the instructions.
 - 1.4 **“Licensed Capacity”** means the maximum permitted use of the Software based on capacity-based pricing metrics identified in the Order Instrument, including, without limitation, CECs and MIPS.
 - 1.5 **“Licensed Configuration”** means the type of hardware platform, operating system, database, location, and other configuration information identified in the Order Instrument.
 - 1.6 **“Mainframe Software”** means Software that is designated by Serena to operate on a mainframe computer (e.g., ChangeMan® SSM, ChangeMan® ZDD, ChangeMan® ZMF, StarTool®, Comparex® and Dimensions™ z/OS), commercially available at the time of Customer’s order and identified in the Order Instrument, and any modifications, corrections, and updates thereto provided by Serena as part of Maintenance.
 - 1.7 **“MIPS”** means Millions of Instructions Per Second and is an industry rating given to a CEC based upon the CPUs contained within the CEC. MIPS are measured not only by the CEC executing the Mainframe Software (the “Executing CEC”), but also any additional CECs that (a) are coupled into or accessing the Executing CEC and (b) have access to a direct access storage device in which the Mainframe Software is installed. The number of MIPS attributable to each CEC shall be determined by the then-current Gartner Group Rating Guide or another industry standard selected by Serena.
2. **License Grant.** Subject to the terms and conditions of the Agreement, Serena grants to Customer a perpetual, non-exclusive license to use the Mainframe Software within the Territory, in accordance with the User Documentation, and in compliance with the authorized Licensed Capacity and the authorized Licensed Configuration. All terms and conditions of the Agreement shall apply to the licensing of Mainframe Software, unless expressly modified or supplemented by this Addendum.
3. **Licensed Capacity.** The Licensed Capacity is based on the total MIPS and/or CPUs within the CECs in which the Mainframe Software has been installed and/or is operating, and is not limited to one or more logical partitions or other measure of sub-capacity applicable to the licensed CPUs within the CEC(s). The license granted herein does not permit Customer to install or use the Software on a CEC that is coupled within a base or parallel sysplex environment unless the Licensed Capacity includes the total MIPS capacity of the sysplex environment. Customer may order additional Licensed Capacity under this Addendum at Serena’s then-current list price. If at any time Customer exceeds its Licensed Capacity (i.e., the total MIPS or CPUs within the CECs in which the Mainframe Software has been installed and/or is operating exceeds the applicable number of MIPS or CPUs authorized under the Licensed Capacity), then Customer shall immediately notify Serena in writing of the increase in use beyond the Licensed Capacity. Any additional Licensed Capacity must be licensed pursuant to an Order Instrument and the Agreement, and may be subject to additional Mainframe Software license and Maintenance fees based on the amount and period of use of such excess capacity at Serena’s then-current list price. For increases in Licensed Capacity, Maintenance fees shall be pro-rated from the effective date of such increase to the anniversary date of the initial license for the applicable Mainframe Software.
4. **Usage Rights.** Customer shall have the right to use the Mainframe Software only on the CECs designated by type, capacity rating, serial number, and location in the Order Instrument. Customer acknowledges that the Mainframe Software may contain codes to restrict the use of the Mainframe Software to one or more

designated CECs. The foregoing provisions are in addition to those set forth in Section 2.2 of the Agreement.

5. **Relocation of Mainframe Software.** Customer may relocate the Mainframe Software from one CPU to another CPU, provided that Customer (a) gives prior written notice to Serena, including the location and the make, model, and serial numbers of each CPU within the CECs; (b) does not otherwise change the Licensed Configuration or exceed the then-current Licensed Capacity in connection with such relocation; (c) agrees in writing to uninstall and discontinue all use of the Mainframe Software with the originally licensed CPU and upon Serena's request provides a signed written statement of such; and (d) is current on Maintenance with respect to such relocated Mainframe Software.
6. **Limited Warranty.** Subject to the terms and conditions of the Agreement (including, without limitation, Section 7 therein), Serena warrants that the Mainframe Software will substantially perform in accordance with the User Documentation for a period of six (6) months from the date of delivery of the Mainframe Software.
7. **Maintenance Period.** Customer is required to purchase initial Maintenance, which will commence upon delivery of the Mainframe Software and continue for the period specified in the Order Instrument. If no period is specified, the initial Maintenance period will be one year. Serena shall issue an annual renewal notice to Customer at least ninety (90) days prior to the expiration of the then current Maintenance period. Customer may renew Maintenance by issuing subsequent Order Instruments. Customer shall, at least ninety (90) days prior to every annual anniversary date of the initial Order Instrument, or within thirty (30) days of Serena's written request (which shall not exceed two requests during each calendar year), deliver to Serena a written mainframe software usage in a form satisfactory to Serena and certified by an officer of Customer, setting forth: (a) the total MIPS capacity of the Executing CECs and other CECs as described in Section 1.7; (b) the identification of the CPU(s) within the CECs, including the make, model, and serial number of each CPU within the CECs; and (c) the make and model number of each mainframe computer comprising all or part of the CEC(s), and (d) the location of the CECs. Maintenance fees shall be based on the then-current list price and are subject to change without notice.
8. **Reinstatement of Maintenance.** If Customer's Maintenance has expired, Customer may reinstate Maintenance by paying the following, based on Customer's Licensed Capacity and Serena's then current Maintenance fees: (a) the annual Maintenance fee for the new Maintenance period; (b) Maintenance fees for the period commencing from the date of expiration of prior Maintenance to the start of the new Maintenance period; and (c) if Customer has increased its Licensed Capacity, the license upgrade fee for the then current release of the Mainframe Software.
9. **License Keys.** Prior to and as a condition to the issuance of any license key by Serena, or within thirty (30) days of Serena's written request (which shall not exceed two requests during any calendar year), Customer shall provide Serena with a copy of the CPU matrix display for each CPU within the CEC(s) in which the Software will be executing. The CPU matrix display is obtained by issue the following console command in z/OS: "D M=CPU".
10. **Effect of Addendum.** Capitalized terms not otherwise defined in this Addendum shall have the meanings set forth in the Agreement. This Addendum supplements and modifies the terms of the Agreement. In the event of any conflict between the terms of the Agreement and this Addendum, the terms of this Addendum shall take precedence.