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Appendices for Third Party Software



Table of contents:	Page:
APPENDIX A.....	2
ANTLR 4 Software License Agreement	2
APPENDIX B.....	3
bouncy castle Software License Agreement	3
APPENDIX C.....	4
Payara End-User Licence Agreement.....	4
APPENDIX D.....	7
CURL Software License Agreement	7
APPENDIX E.....	8
OpenSSL License	8
APPENDIX F.....	12
PostgreSQL Software License Agreement	12
APPENDIX G.....	13
PostgreSQL jdbc Software License Agreement	13
APPENDIX H.....	14
reSIProcate Software License Agreement	14
APPENDIX I.....	15
SLF4J Software License Agreement	15
APPENDIX J.....	16
WinPCAP Software License Agreement.....	16
APPENDIX K.....	19
Genesys Software License Agreement	19
APPENDIX L.....	22
WINDOWS IOT ENTERPRISE & MOBILE (ALL EDITIONS)	22
APPENDIX N.....	30
PrimeFaces Software License Agreement.....	30

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APPENDIX A

URL: <https://www.antlr.org/>

Version: antlr4-runtime-4.9.1.jar

License Type: BSD 3

ANTLR 4 Software License Agreement

[The BSD License]

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URL: <https://www.bouncycastle.org>

Version: bcmail-jdk14-138.jar, bcpkix-jdk18on-1.78.1.jar, bcprov-jdk18on-1.78.1.jar, bctsp-jdk14-1.38.jar, bcutil-jdk18on-1.78.1.jar

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APPENDIX D

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Version: curl-curl-8_1_2

License Type: Curl (<https://curl.se/docs/copyright.html>)

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URL: <https://www.openssl.org/>

Version: openssl-OpenSSL_3.0.14

License Type: Apache 2.0

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APPENDIX F

URL: <https://www.postgresql.org/>

Version: 14.11-1-x64

License Type: PostgreSQL

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APPENDIX G

URL: <https://jdbc.postgresql.org/>

Version: 42.7.2

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APPENDIX H

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URL: https://www.resiprocate.org/Main_Page

Version: 1.12.0_beta1

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APPENDIX I

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Version: slf4j-api-2.0.9.jar

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APPENDIX K

Applicable for CTIConnect for Genesys only!

URL: <https://docs.genesys.com/Documentation/PSDK>

Version: 8.1.2

License Type: Genesys

Genesys Software License Agreement

THIS SOFTWARE DEVELOPMENT KIT AND APPLICATION PROGRAM INTERFACE AGREEMENT (“SDK AGREEMENT”) effective on the date of last signature (“Effective Date”) is made between Genesys and the “Participant” being the entity named on the signature block below. The provisions of this SDK Agreement shall apply to all Orders issued by Participant for Developer Materials.

1. GENERAL

This SDK Agreement incorporates by reference the Master Partner Network Agreement (“Master Agreement”), and collectively these agreements compose the terms and conditions for development of Developed Works. Any capitalized terms used in this SDK Agreement which are not otherwise defined herein are as defined in the Master Agreement. The terms of this SDK Agreement shall supersede any conflicting terms in the Master Agreement for purposes of the subject matter of this SDK Agreement.

2. DEFINITIONS

a. “**DEVELOPED WORKS**” means the software code (including without limitation the application or integration) developed by Participant by using the Developer Materials, which software code enables Participant Products to access, communicate or interoperate with the latest Genesys-support version of Genesys Products solely through Genesys proprietary interface elements, application program interfaces (“API”) and/or software development kits (“SDK”). Developed Works do not include Developer Materials.

b. “**DEVELOPER MATERIALS**” means (i) Genesys tools, in object code (and clear text formats if applicable) only (which may include modifiable script files which shall not be modified by Participant), and Documentation, ordered by Participant pursuant to Schedule B and an Order. Developer Materials excludes (i) any Genesys SDK that is not obtained pursuant to an Order, (ii) any Genesys API that has not been productized for external use by Genesys and (iii) any features or functionality not explicitly set forth in the Documentation

3. GRANT OF LIMITED LICENSE

Genesys grants to Participant a non-exclusive, non-transferable, terminable license, without any right to sublicense, to permit its employees or a Subcontractor to use the Developer Materials described in a valid Order issued by Participant within the Territory, and solely in accordance with the Documentation to create, debug and/or test the Developed Works. For the avoidance of doubt, Genesys reserves the right to amend the Documentation in its sole discretion.

4. DISTRIBUTION RIGHTS

a. Genesys grants to Participant a non-exclusive, non-transferable, terminable license, without any right to sublicense, to distribute the latest compatible version of the Developed Works to its end users within the Territory (“Users”) and to permit such Users to use the Developed Works solely for the purpose of enabling such Users’ licensed Participant Products to access, communicate or interoperate with Genesys Products, subject to all of the following additional conditions:

(i) Participant shall execute with each User a sublicense agreement that contains terms and conditions that are no less restrictive than all of the following provisions:

- User shall use the Developed Works solely for its own internal business operations;
- User shall license all applicable Genesys Run-Time Licenses in conjunction with deployment of the Developed Works;
- User shall not: (A) use the Developed Works for operation of a service bureau, time-sharing or other similar purpose; (B) resell or retransmit the Developed Works; (C) create a derivative of the Developed Works in any form; (D) decompile, disassemble or reverse engineer the Developed Works or any portion of the Developed Works;
- GENESYS AND ITS SUPPLIERS MAKE NO WARRANTIES UNDER THIS USER SUBLICENSE AGREEMENT, WHETHER EXPRESS, IMPLIED OR STATUTORY, AND GENESYS EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; and
- GENESYS SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE ARISING OUT OF THE USER SUBLICENSE AGREEMENT, INCLUDING WITHOUT LIMITATION, DIRECT, ECONOMIC, CONSEQUENTIAL, INDIRECT, INCIDENTAL OR SPECIAL DAMAGES (INCLUDING WITHOUT LIMITATION, ANY LOST REVENUES OR PROFITS).

(ii) Participant shall notify Users in writing of Run-Time License requirements for the Developed Works, and shall direct Users to Genesys and/or a Genesys partner to obtain such license;

(iii) Participant shall provide to Genesys a quarterly report setting forth the following information: (A) identity of and contact information for each User; (B) quantity of Developed Works licensed to that User; (C) name and version of Participant Product(s) that is (are) being integrated to Genesys Products and a brief description of such Participant Product(s) and its intended use (asset application); and (D) the applicable Run-Time Licenses that each User must license from Genesys, (“Quarterly Report”). Participant shall deliver to Genesys Quarterly Reports within fifteen (15) days following the last date of the prior calendar quarter; and;

(iv) Participant shall be solely responsible for all use, installation, function, performance, operation, maintenance and support of the Developed Works; Participant shall not represent in any manner that Genesys has endorsed, warranted or supports the Developed Works.

ASC Technologies AG, Seibelstraße 2 - 4, D-63768 Hösbach, Germany
Phone: +49 6021 5001-0, Fax: +49 6021 5001-310, E-mail: info@asc.de

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(v) Participant may not sublicense or transfer any rights granted to it under this section.

5. RESTRICTIONS

a. Participant shall not directly or indirectly, without the prior written consent of Genesys: (i) copy all or any portion of the Developer Materials, except for one (1) copy of the Developer Materials for normal backup and archival purposes; (ii) decompile, disassemble or otherwise reverse engineer the Developer Materials or any portion thereof, or determine or attempt to determine any source code, algorithms, methods, interfaces, data structures or techniques embodied in or used by the Developer Materials or any portion thereof (except to the extent, if at all, expressly permitted by applicable law, notwithstanding a contractual obligation to the contrary); (iii) create any Derivative Works; (iv) distribute, disclose, market, sell, rent, lease, time-share, assign, sublicense, pledge, encumber or otherwise transfer or make available the Developer Materials or rights granted under this SDK Agreement, as applicable, in whole or in part, to any third party; (v) remove or alter any copyright, trademark, trade name, confidentiality or other proprietary notices, legends, symbols or labels appearing on or in copies of the Developer Materials; (vi) perform, or release the results of, benchmark tests or other comparisons of the Developer Materials with other programs; (vii) transfer the Developer Materials to any CPU other than the Designated CPU or to any site other than the Designated Site; (viii) permit the Developer Materials to be used in connection with a service bureau or otherwise used for processing the data of any third party; (ix) incorporate the Developer Materials or any portion thereof into any other program or product; and (x) use the Developer Materials other than in accordance with the provisions of this SDK Agreement. Participant shall not permit the Developed Works to be used or distributed, in a manner that subjects or may subject Genesys Proprietary Information, in whole or in part, to all or part of license provisions which seek to require any Genesys Proprietary Information to be licensed to or otherwise shared with any third party under provisions that require such Genesys Proprietary Information to (A) be disclosed or distributed in source code form; (B) be licensed for the purpose of making derivative works; or (C) be redistributable at no charge.

b. Without limiting Section 5(a) above, Participant's development activities during the Term of the Master Agreement shall be subject to all of the following additional conditions:

(i) Participant shall use the Developer Materials to create Developed Works, which, running in conjunction with Genesys Products and applicable Run-Time licenses (collectively, "Integrated Solution"), shall conform to design and implementation guidelines and restrictions set forth in the Documentation and the Genesys Products documentation. Notwithstanding the generality of the foregoing, the Integrated Solution shall:

- Use only Genesys supported SDKs and Genesys Products to access Genesys data;
- Not modify data/database schema in Genesys database tables directly using SQL;
- Not introduce database triggers or stored procedures that operate on Genesys database tables;
- Not compromise data or application security, access or visibility restrictions enforced by either Genesys Products or Developed Works;
- Not impede the accurate or effective operation of Genesys Products;
- Not compromise data integrity of Genesys Products (e.g., if both Genesys Products and Developed Works can modify the same data, then modifications by Developed Works must not circumvent data integrity rules of Genesys Products); and
- Not cause duplicate copies of data to exist in both Integrated Solution and Genesys databases.

(ii) Unless otherwise approved in writing by Genesys, Participant shall not use the Developer Materials to enable Genesys Products to access, communicate or interoperate with products of competitors of Genesys in the contact center industry, which products have substantially similar or the same functionality as Genesys Products as documented in the applicable documentation, and vice versa;

(iii) Participant shall not use the Developer Materials to create a product which has substantially similar or the same functionality as Genesys Products as documented in the applicable documentation;

(iv) Participant shall update the Developed Works to access, communicate or interoperate with the latest release of the Developer Materials and/or Genesys Products; and

(v) Participant shall provide to Genesys a description of Developed Work and its finalized design, enabling Genesys to reasonably confirm that the proposed Developed Work conforms to the terms of this SDK Agreement.

6. PROPRIETARY RIGHTS

Notwithstanding anything to the contrary in the Master Agreement or this SDK Agreement, Genesys retains all rights, title and interest, including without limitation, all patent rights, copyrights, trademarks and trade secrets, in and to the Genesys Proprietary Information, including without limitation, any copy or portion thereof, and any Derivative Work. Participant shall retain all rights, title and interest in and to Participant Products and Developed Works. Participant shall have only those rights in or to Genesys Proprietary Information expressly granted to Participant pursuant to this SDK Agreement. Participant acknowledges and agrees that Genesys and other Participants of Developer Materials may use, develop and/or sell the same or similar technology as Participant's Developed Works or Participant Products; provided that such technology is developed without the use of or reference to Participant's Developed Works or Participant Products. Participant agrees to take any action reasonably requested by Genesys to evidence, maintain, enforce or defend the foregoing rights, and agrees not to take any action to jeopardize, limit or interfere in any manner with Genesys' ownership of, and rights with respect to, the Developer Materials, Genesys Products or any Derivative Work. Participant hereby assigns (and shall cause its personnel, its contractor(s) or agent(s) as the case may be to assign), to Genesys all rights (including without limitation, moral rights), title and interest in and to (i) any modifications or improvements to the Developer Materials or Derivative Works that are made by or for Participant or its employees, agents or contractors (notwithstanding any prohibitions to the contrary within this SDK Agreement); (ii) any invention or creation made by or for Participant or its employees, agents or contractors that is based upon or uses all or any portion of the Developer Materials or Genesys Proprietary Information (as defined below) and (iii) any report, feedback or other information concerning the Developer Materials provided by Participant to Genesys hereunder. Participant shall have only those rights in or to the Developer Materials and any Derivative Work expressly granted to Participant pursuant to this SDK Agreement. Genesys shall reimburse Participant for all reasonably incurred direct costs of such transfer.

7. DELIVERY AND ACCEPTANCE

Genesys shall deliver the Developer Materials and Documentation to Participant after execution of this SDK Agreement. In the case of physical shipment, delivery shall be deemed to occur at the Genesys shipping point. In the case of electronic delivery, delivery shall occur when Developer Materials have been uploaded onto the FTP site and Participant is provided all necessary passwords for download from such site. Acceptance shall be deemed to occur upon delivery of the Developer Materials

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8. MAINTENANCE AND SUPPORT

For purposes of this SDK Agreement, any Maintenance and Support for Developer Materials must be contracted separately. Genesys shall not provide Maintenance and Support for Developed Works or general development support.

9. WARRANTY

a. In respect of the Developed Works, Participant shall be solely responsible for all use, and professional services, including, without limitation: installation, function, performance, operation, maintenance and support.

b. GENESYS MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY WITH RESPECT TO ANY DEVELOPED WORKS, AND GENESYS EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

10. INDEMNIFICATION

Participant shall defend or, at its sole discretion, settle, any claim, action or proceeding brought against Genesys based upon a substantive allegation relating to Participant's unauthorized possession, use, copying or distribution of the Developer Materials or any part thereof; the development, performance or use of the Developed Works; or any representation made by Participant that Genesys has endorsed, warranted or supports the Developed Works, and indemnify Genesys against, and hold Genesys harmless from, any and all costs and damages finally awarded against Genesys that are directly attributable to such claim, action or proceeding

11. ENTIRE AGREEMENT

The Master Agreement and this SDK Agreement constitute the entire agreement between the parties concerning the subject matter hereof as of the Effective Date. The provisions of this Agreement shall supersede any conflicting or additional provisions on any Purchase Order or Order, including any entire agreement clause or other clause on any such Order which generally purports to supersede all previous agreements.

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APPENDIX L

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WINDOWS IOT ENTERPRISE & MOBILE (ALL EDITIONS)

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 - (i) Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at <https://aka.ms/msa>. You can view these terms and policies by looking at the service terms of use or the app's settings, as applicable; please read them. The services may not be available in all regions.

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 - (iii) transfer the software;
 - (iv) work around any technical restrictions or limitations in the software;
 - (v) use the software as server software or to operate the device as a server, except as permitted under Section 2(d)(iii) below; use the software to offer commercial hosting services; make the software available for simultaneous use by more than one user over a network, except as permitted under Section 2(d)(v) below; install the software on a server for remote access or use over a network; or install the software on a device for use only by remote users; a single device may be locally and simultaneously interacted with by up-to two end user operators;
 - (vi) reverse engineer, decompile, or disassemble the software, or attempt to do so, except and only to the extent that the foregoing restriction is (a) permitted by applicable law; (b) permitted by licensing terms governing the use of open-source components that may be included with the software; or (c) required to debug changes to any libraries licensed under the GNU Lesser General Public License that are included with and linked to by the software; and
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 - (ii) **Multiple or pooled connections.** Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.



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- (iv) **Remote access.** Users may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.
- (v) **Remote assistance.** You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user’s computer, usually to correct problems.
- (vi) **POS application.** If the software is installed on a retail point of service device, you may use the software with a point of service application (“POS Application”). A POS Application is a software application which provides only the following functions: (i) process sales and service transactions, scan and track inventory, record and/or transmit customer information, and perform related management functions, and/or (ii) provide information directly and indirectly to customers about available products and services. You may use other programs with the software as long as the other programs: (i) directly support the manufacturer’s specific use for the device, or (ii) provide system utilities, resource management, or anti-virus or similar protection. For clarification purposes, an automated teller machine (“ATM”) is not a retail point of service device.
- (vii) **Cloud Computing Devices.** If your device uses Internet browsing functionality to connect to and access cloud hosted applications: (i) no desktop functions may run locally on the device, and (ii) any files that result from the use of the desktop functions may not be permanently stored on the system. “Desktop functions,” as used in this agreement, means a consumer or business task or process performed by a computer or computing device. This includes but is not limited to email, word processing, spreadsheets, database, scheduling, network or internet browsing and personal finance.
- (viii) **Desktop Functions.** If your system performs desktop functions, then you must ensure that they: (i) are only used to support the application, and (ii) operate only when used with the application.

e. Windows IoT Enterprise Features for Development and Testing Only.

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f. Specific Use. The manufacturer designed the licensed device for a specific use. You may only use the software for that use.

3. Privacy; Consent to Use of Data. Your privacy is important to us. Some of the software features send or receive information when using those features. Many of these features can be switched off in the user

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7. **Support and Refund Procedures.** For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at <https://aka.ms/mssupport>. If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund.
8. **Binding Arbitration and Class Action Waiver if You Live in (or, if a Business, Your Principal Place of Business is in) the United States.**

We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can't, you and we agree to **binding individual arbitration before the American Arbitration Association ("AAA") under the Federal Arbitration Act ("FAA"), and not to sue in court in front of a judge or jury.** Instead, a neutral arbitrator will decide and the arbitrator's decision will be final except for a limited right of appeal under the FAA. **Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren't allowed. Nor is combining individual proceedings without the consent of all parties.** "We," "our," and "us" includes Microsoft, the device manufacturer, and software installer.

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Phone: +49 6021 5001-0, Fax: +49 6021 5001-310, E-mail: info@asc.de

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- a. **Disputes covered—everything except IP.** The term “dispute” is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, **except disputes relating to the enforcement or validity of your, your licensors’, our, or our licensors’ intellectual property rights.**
- b. **Mail a Notice of Dispute first.** If you have a dispute and our customer service representatives can’t resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: CELA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at <https://go.microsoft.com/fwlink/?LinkId=245499>. We’ll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
- c. **Small claims court option.** Instead of mailing a Notice of Dispute, and if you meet the court’s requirements, you may sue us in small claims court in your county of residence (or if a business your principal place of business) or our principal place of business—King County, Washington USA if your dispute is with Microsoft. We hope you’ll mail a Notice of Dispute and give us 60 days to try to work it out, but you don’t have to before going to small claims court.
- d. **Arbitration procedure.** The AAA will conduct any arbitration under its Commercial Arbitration Rules (or if you are an individual and use the software for personal or household use, or if the value of the dispute is \$75,000 USD or less whether or not you are an individual or how you use the software, its Consumer Arbitration Rules). For more information, see <https://aka.ms/adr> or call 1-800-778-7879. To start an arbitration, submit the form available at <https://aka.ms/arbitration> to the AAA; mail a copy to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving \$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. Any in-person hearing will take place in your county of residence (or if a business, your principal place of business) or our principal place of business—King County, Washington if your dispute is with Microsoft. You choose. The arbitrator may award the same damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief only to you individually to satisfy your individual claim.
- e. **Arbitration fees and payments.**
 - (i) **Disputes involving \$75,000 USD or less.** The manufacturer or installer (or Microsoft if your dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA’s and arbitrator’s fees and expenses. If you reject our last written settlement offer made before the arbitrator was appointed, your dispute goes all the way to an arbitrator’s decision (called an “award”), and the arbitrator awards you more than this last written offer, the manufacturer or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award or \$1,000 USD; (2) pay your reasonable attorney’s fees, if any; and (3) reimburse any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine the amounts unless you and we agree on them.
 - (ii) **Disputes involving more than \$75,000 USD.** The AAA rules will govern payment of filing fees and the AAA’s and arbitrator’s fees and expenses.
 - (iii) **Disputes involving any amount.** If you start an arbitration, we won’t seek our AAA or arbitrator’s fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator’s fees and expenses. We won’t seek our attorney’s fees or

ASC Technologies AG, Seibelstraße 2 - 4, D-63768 Hösbach, Germany
Phone: +49 6021 5001-0, Fax: +49 6021 5001-310, E-mail: info@asc.de

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Appendices for Third Party Software



- (ii) **Limitation of Liability.** In case of intentional conduct, gross negligence, claims based on the Product Liability Act, as well as, in case of death or personal or physical injury, the manufacturer or installer, or Microsoft is liable according to the statutory law.

Subject to the preceding sentence, the manufacturer or installer, or Microsoft will only be liable for slight negligence if the manufacturer or installer or Microsoft is in breach of such material contractual obligations, the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, the manufacturer or installer or Microsoft will not be liable for slight negligence.

- d. **Other regions.** See <https://go.microsoft.com/fwlink/?LinkId=534978> for a current list of regional variations

11. Additional Notices.

- a. **Networks, data and Internet usage.** Some features of the software and services accessed through the software may require your device to access the Internet. Your access and usage (including charges) may be subject to the terms of your cellular or internet provider agreement. Certain features of the software may help you access the Internet more efficiently, but the software's usage calculations may be different from your service provider's measurements. You are always responsible for (i) understanding and complying with the terms of your own plans and agreements, and (ii) any issues arising from using or accessing networks, including public/open networks. You may use the software to connect to networks, and to share access information about those networks, only if you have permission to do so.
- b. **H.264/AVC and MPEG-4 visual standards and VC-1 video standards.** The software may include H.264/MPEG-4 AVC and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:

THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE ABOVE STANDARDS ("VIDEO STANDARDS") AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE WWW.MPEGLA.COM
- c. **Malware protection.** Microsoft cares about protecting your device from malware. The software will turn on malware protection if other protection is not installed or has expired. To do so, other antimalware software will be disabled or may have to be removed.

- 12. **Entire Agreement.** This agreement (together with the printed paper license terms or other terms accompanying any software supplements, updates, and services that are provided by the manufacturer or installer, or Microsoft, and that you use), and the terms contained in web links listed in this agreement, are the entire agreement for the software and any such supplements, updates, and services (unless the manufacturer or installer, or Microsoft, provides other terms with such supplements, updates, or services). You can review this agreement after your software is running by going to <https://aka.ms/useterms> or going to Settings - System - About within the software. You can also review the terms at any of the links in this agreement by typing the URLs into a browser address bar, and you agree to do so. You agree that you will read the terms before using the software or services, including any linked terms. You understand that by using the software and services, you ratify this agreement and the

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Appendices for Third Party Software



linked terms. There are also informational links in this agreement. The links containing notices and binding terms are:

- Windows Privacy Statement <https://aka.ms/privacy>
- Microsoft Services Agreement <https://aka.ms/msa>

NO WARRANTY

THE SOFTWARE ON YOUR DEVICE (INCLUDING THE APPS) IS LICENSED "AS IS." TO THE MAXIMUM EXTENT PERMITTED BY YOUR LOCAL LAWS, YOU BEAR THE ENTIRE RISK AS TO THE SOFTWARE'S QUALITY AND PERFORMANCE. SHOULD IT PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL SERVICING OR REPAIR. NEITHER THE DEVICE MANUFACTURER NOR MICROSOFT GIVES ANY EXPRESS WARRANTIES, GUARANTEES, OR CONDITIONS FOR THE SOFTWARE. TO THE EXTENT PERMITTED UNDER YOUR LOCAL LAWS, THE MANUFACTURER AND MICROSOFT EXCLUDE ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING THOSE OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. YOU MAY HAVE ADDITIONAL CONSUMER RIGHTS OR STATUTORY GUARANTEES UNDER LOCAL LAWS THAT THESE TERMS CANNOT CHANGE.

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Check with your device manufacturer to determine if your device is covered by a warranty.

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APPENDIX M

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