



Supplemental End User License Agreement

IMPORTANT: READ CAREFULLY

Dear Customer,

This Supplemental End User License Agreement ("SEULA") contains additional terms and conditions for the Software licensed under the End User License Agreement ("EULA") between you and Cisco. Capitalized terms used in this SEULA but not defined will have the meanings assigned to them in the EULA. To the extent that there is a conflict between the terms and conditions of the EULA and this SEULA, the terms and conditions of this SEULA will take precedence.

In addition to the limitations set forth in the EULA, which you acknowledge and agree that your access and use of Cisco Collaborative Knowledge (the "Software"), is subject to the terms and conditions provided in this SEULA and the **Cisco Universal Cloud Services Agreement** located at <http://www.cisco.com/go/legal>, which may be updated from time to time by Cisco.

DOWNLOADING, INSTALLING, OR USING THE SOFTWARE CONSTITUTES ACCEPTANCE OF THESE TERMS AND CONDITIONS, AND YOU ARE BINDING YOURSELF AND THE BUSINESS ENTITY THAT YOU REPRESENT (COLLECTIVELY, "CUSTOMER") AS SET FORTH HEREIN.

1. The Software. Cisco Collaborative Knowledge is an enterprise collaboration platform that may provide different functionality, including, but not limited to: content/documents (content development, content management, portals, and Intranets); communication (voice/video, instant messaging, conferencing, and email); business process (business applications, vertical applications, customer care, and workflow); and social networking (profiles, teams, communities, networks).
2. Third Party Offerings. Certain uses of the Software may allow Customer to evaluate and use third party applications, content and/or services made available either within or outside of Cisco Collaborative Knowledge ("Third Party Offerings"). Customer's use of Third Party Offerings will be governed by terms between the Third Party and Customer, which Customer must accept before the installing, uploading, display or in any way using such Third Party Offerings in connection with Cisco Collaborative Knowledge. Questions about the terms should be addressed directly to the Third Party Offering provider. Third Party Offerings may involve the exchange of data with Cisco Collaborative Knowledge. Cisco is not responsible for Customer's data exchanged with Third Parties or for modifications or deletions of Customer's data made by third parties or Third Party Offerings. If Customer has questions or concerns about the processing or handling of Customer's data by Third Party Offering providers, Customer should contact those providers directly. Customer bears all risks associated with using or relying upon Third Party Offerings. Cisco and the Third Party Offering provider do not warrant the accuracy, reliability, completeness, usefulness, non-infringement, or quality of any Third Party Offerings and hereby disclaim all express and implied warranties, including any implied warranties of merchantability or fitness for a particular purpose, relating to such Third Party Offerings. Cisco and the Third Party Offering provider shall not be liable or responsible in any way for any losses or damage of any kind, including lost profits or other indirect or consequential damages, relating to Customer's use of or reliance upon any Third Party Offering. Customer acknowledges that all third party licensors and suppliers retain all right, title and interest in third party software and all copies thereof, including all copyright and other intellectual property rights