

# END USER LICENSE AGREEMENT Comodo Endpoint Security Manager 3.1 Professional Edition

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  - (i) the Software is NOT modified in any manner;
  - (ii) the Software is only installed and used in accordance with your network security policies,
  - (iii) you possess the necessary authority and power to install the Software,
  - (iv) you promptly pay all license fees when due, and
  - (v) this agreement is accepted without modification and has not been breached.
- 1.3. <u>Registration</u>. You shall provide full and accurate information about yourself when registering for the Software. You shall update any information if it changes.
- 1.4. <u>Updates</u>. Comodo is not obligated to provide updates to the Software. If an update is provided and the update is not accompanied by an additional agreement, this agreement applies to the use and installation of the update. Comodo may make updates to the Software without notice, including automatically downloading and installing updates on your computer. Comodo may discontinue or modify the Software without notice.
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- 2. Publish or otherwise disclose information relating to performance or quality of the Software to any third party; or
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Comments and information should be emailed to cesm-pm@comodo.com.

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- 2.1. <u>Ownership</u>. You acknowledge that Comodo 1) is only granting you a limited license to use the Software and 2) retains all ownership in the Software. Comodo does not endorse and is not responsible for content (such as links, data, graphics, websites, and other files) made available through the Software. Comodo does not transfer any rights in any content to you. You are responsible for all use and any damage that results from content viewed, accessed, or relied on through use of the Software.
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- (v) use the Software to infringe the intellectual property, proprietary, or privacy rights of a third party, or
- (vi) use the Software to 1) engage in conduct that is offensive, abusive, contrary to public morality, indecent, defamatory, obscene, or menacing, 2) cause Comodo or a third party distress, annoyance, denial of any service, disruption or inconvenience, or 3) send or receive unsolicited bulk correspondence.
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# 3. Limited Warranty. NOTE: THIS SECTION APPLIES ONLY IF YOUR LICENSE INCLUDES THE WARRANTY

- 3.1. Scope. If you purchased six or more computer seat (Endpoint Computer) licenses for the Software, you can become eligible for Comodo's limited warranty against damage caused by malware. The limited warranty is valid for the duration of the license. To gualify for the warranty, you must, on each Endpoint Computer up to the number specified in the license provided by Comodo, 1) install Comodo Endpoint Security (CES), 2) complete the warranty activation in Endpoint Security Manager, and 3) run a CES full computer scan to verify that the computer is free from malware. The warranty is not applicable to any Endpoint Computer that 1) is not managed by the Software, 2) has preexisting malware, or 3) fails to install CES and run a CES full computer scan. After installing the software and running the scan, you must, for each computer, a) store and maintain all log files, b) keep CES operating at all times in the following configuration: 1) Antivirus Enabled Mode and set with Realtime Scan enabled, 2) Defense+ HIPS enabled and configured to Safe Mode, 3) Firewall enabled and configured to Safe Mode, and 4) Behavior Blocker (Auto-Sandbox) enabled and configured to operate in Fully Virtualized mode, and c) not disable or remove CES. The warranty does not cover any problems related to hardware failures or non-malware software. THE LIMITED WARRANTY IS ONLY AVAILABLE TO YOU IF YOU ARE A RESIDENT OF THE UNITED STATES AND HAVE PURCHASED A VERSION OF THE SOFTWARE THAT INCLUDES THE WARRANTY. FREE, TRIAL, OR BETA VERSIONS OF THE SOFTWARE DO NOT INCLUDE THE LIMITED WARRANTY. THE LIMITED GUARANTEE CANNOT BE COMBINED WITH ANY OTHER COMODO WARRANTY OR GUARANTEE. THE LIMITED WARRANTY IS NON-TRANSFERABLE AND CAN ONLY BE USED BY THE ORIGINAL PURCHASER OF THE SOFTWARE. THE GUARANTEE IS ONLY VALID FOR CLAIMS MADE OVER THE INTERNET AS PER SECTION 3.3 AND ONLY WHERE INTERNET-BASED SUPPORT IS RENDERED.
- 3.2. <u>Limits</u>. The warranty is limited to the lesser of 1) an aggregate total of \$5,000 US for all of the computers listed in the license provided by Comodo for the duration of the license regardless of the number of claims made under the limited warranty and 2) the actual cost of a Comodo authorized and specified third party to repair the computer to an operational condition ("Warranty Limit"). The warranty is limited to the repair and restoration of the



computer to a state prior to when the malware infected the computer. The warranty does not cover lost or expected profits, lost or corrupted data, lost or deleted work, or lost or damaged personal and/ or business files. Comodo does not guarantee against the loss of any such file or information. The \$5,000 US aggregate total does not extend beyond the United States.

- 3.3. <u>Claims</u>. If a computer qualifying under Section 3.1 becomes infected with malware then you must take the following steps: 1) backup all data on the computer, 2) promptly contact Comodo over the internet by email at <u>esmwarranty@comodo.com</u>, and 3) allow a Comodo support representative to remotely connect to the infected computer and remove the malware. If a Comodo support representative cannot connect to your computer because of the operation of malware, the limited warranty does not apply. To provide the remediation services and to qualify for payment under the warranty, you must allow Comodo access to each infected computer and must assist Comodo in any manner necessary in order to remove the malware and repair the computer. Failure to cooperate with the Comodo representative shall be considered a breach of the warranty. All instructions and steps taken in providing the support services are subject to the Comodo representative's sole discretion.
- 3.4. <u>Time Limit</u>. Comodo shall restore each infected computer to an operating condition within 7 business days of your first submission of a claim under this warranty. This time frame is inapplicable and not binding on Comodo if you fail to respond to or are unavailable to the Comodo support representative at any time during this period. Your sole remedy for Comodo's failure to fix the computer within 7 business days hours is payment by Comodo of the warranty claim. This warranty is void if you are in breach of the agreement, fail to follow the procedures described herein, or failed to pay any fees applicable to your use of the Software.
- 3.5. <u>Diagnostic Software</u>. The support representative may download, run, or use software on your computer to remove the malware and restore the computer to its pre-infection operating condition. This software includes software that can control your computer remotely along with toolbars and other utilities (collectively "Diagnostic Software"). You shall accept any agreement required to use the Diagnostic Software. Use of the Diagnostic Software shall not require any payment from you.
- 3.6. <u>Recording of Services</u>. Comodo may monitor and record the remediation services. Comodo may release recorded information for any of 1) satisfying a law, regulation or government request, 2) operating the remediation services properly, or 3) protecting Comodo's business reputation, software, or customers.
- 3.7. <u>Payment</u>. In the event that Comodo is unable to restore a qualifying computer's functionality and remove the malware, Comodo shall, subject to the Warranty Limits, pay for Comodo's choice of 1) the cost of having a third party repair the computer or 2) for a replacement computer. To have a third party repair a protected computer or receive payment from Comodo, you must deliver the infected computer to the computer repair facility specified by Comodo. The repair facility will repair the computer. If the repair facility is greater than 20 miles from your physical location, Comodo shall pay the cost of mail delivery of the computer but you shall pay any applicable shipping insurance costs. You bear all risk of loss during shipping to or from the repair facility. If the repair facility is unable to restore the computer's operating functionality one week after its receipt of the computer, Comodo shall pay you the fair market value of each unrepairable computer, subject to the Warranty Limits.

# 4. Fees.

- 4.1. <u>Fees</u>. You may use the Software only after paying Comodo any applicable fees for the Software. Comodo may deactivate or disable the Software without notice if you fail to pay the applicable fees. All fees are non-refundable.
- 4.2. <u>Method of Payment</u>. You shall pay all fees using a credit card or as otherwise agreed upon by the parties. If Comodo is unable to bill the credit card provided or has not received



payment in accordance with the agreed upon payment terms, Comodo may make the Software inaccessible to you until payment is received.

4.3. <u>Billing Issues</u>. You shall notify Comodo of any billing problems or disputes within 30 days after the charge first appears on a statement from the credit card provider. You waive your right to dispute any billing problem if you fail to notify Comodo within the 30 day period.

## 5. Term and Termination.

- 5.1. <u>Term</u>. Unless terminated under section 4.2 or 4.3, this agreement continues for as long as you have paid any applicable fees for the Software. Comodo may terminate this agreement without notice if you fail to pay any applicable fees.
- 5.2. <u>Voluntary Termination</u>. You may terminate this agreement by uninstalling the Software and contacting <u>support@comodo.com</u>. In this case, the agreement terminates upon Comodo's receipt of the email.
- 5.3. <u>Involuntary Termination</u>. Comodo may terminate this agreement without notice by disabling your account or the Software. Comodo may disable your account or deny access to the Software at any time.
- 5.4. <u>Events Upon Termination</u>. Upon termination, you shall cease using the Software and delete all copies of installed Software. Comodo shall not bill you any additional fees but is not obligated to provide refunds for any paid for but unused Software.

## 6. Indemnification.

- 6.1. <u>Indemnification</u>. You shall indemnify Comodo and its affiliates and their respective directors, officers, employees, attorneys and agents (each an "Indemnified Person") against all liabilities, losses, expenses, or costs (including reasonable attorney's fees) (collectively "Losses") that results from your use of the Software, or your infringement on the intellectual property rights of a third party, or any alleged violation of privacy and/or data security of a third party or individual.
- 6.2. <u>Indemnification Procedure</u>. Comodo shall notify you of any demand for indemnification. Comodo's failure to notify will not relieve you from your indemnification obligations except to the extent that the failure materially prejudices you. You may assume the defense of any action, suit, or proceeding giving rise to an indemnification obligation unless assuming the defense would result in potential conflicting interests as determined by the Indemnified Person in good faith. You shall not settle any claim, action, suit or proceeding related to this agreement unless the settlement also includes an unconditional release of all Indemnified Persons from liability.
- 6.3. <u>Additional Liability</u>. The indemnification obligations herein are not Comodo's sole remedy for your breach and are in addition to any other remedies Comodo may have against you under this agreement. Your indemnification obligations survive the termination of this agreement.

# 7. Warranty Disclaimers.

- 7.1. <u>Internet</u>. You acknowledge that the Software is subject to the operation and telecommunications infrastructures of the Internet and the operation of your Internet connection services, all of which are beyond Comodo's control.
- 7.2. <u>Beta Versions</u>.– No Warranty "AS IS" Product



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The entire risk arising out of the use or performance of Software remains with Licensee. Licensee acknowledges that operating beta software on a production system may have unintended consequences and has been so advised by Comodo.

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- 7.4. Damage Limitation. YOU WAIVE ALL LIABILITY OF COMODO AND ITS AFFILIATES, AND EACH OF THEIR OFFICERS, DIRECTORS, PARTNERS, EMPLOYEES, AND CONTRACTORS, RESULTING FROM OR CONNECTED TO THIS AGREEMENT. YOU WAIVE ALL LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WAIVER INCLUDES ALL DAMAGES FOR LOST PROFITS, REVENUE, USE, OR DATA AND APPLIES EVEN IF COMODO IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. These limitations apply to the maximum extent permitted by law regardless of 1) the reason for or nature of the liability, including tort claims, 2) the number of claims, 3) the extent or nature of the damages, and 4) whether any other provisions of this agreement have been breached or proven ineffective.
- 7.5. <u>Exceptions</u>. If any legal right disallows an exclusion of warranties or disallows limiting certain damages, then the disclaimers of warranty and limitations on liability herein apply to the maximum extent allowed by law.

# 8. Remedy.

- 8.1. <u>Injunctive Relief</u>. You acknowledge that a breach of this agreement will result in irreparable harm to Comodo that cannot adequately be redressed by compensatory damages. Accordingly, in addition to any other legal remedies which may be available, Comodo may seek and obtain an injunctive order against a breach or threatened breach of the agreement.
- 8.2. <u>Limitation on Actions</u>. Except for actions and claims related to a party's indemni cation and confidentiality obligations, all claims and actions arising from this agreement must be brought within one (1) year from the date when the cause of action occurred.
- 8.3. <u>Remedy</u>. Your sole remedy for a defect in the Software is to have Comodo attempt to cure the defect. Comodo is not obligated to correct a defect if (i) the Software was misused, damaged, or modified, (ii) you did not promptly report the defect to Comodo, or (iii) you have breached any provision of this agreement.

# 9. Privacy.

9.1. <u>Privacy Policy</u>. Comodo shall follow the privacy policy posted at <u>http://www.comodo.com/repository/css\_privacy\_agreement.html</u> when using collected personal information. Comodo may revise its privacy policy without notice by posting the amended privacy policy on the Comodo website. You shall periodically review the website to be aware of changes.



- 9.2. <u>Communication</u>. Comodo may send you communications regarding your account, the Software, or its other products and services. By accepting this agreement, you consent to receiving marketing material from Comodo and its affiliates. You may withdraw this consent later and opt-out of receiving communication not directly related to the Software by emailing <u>optout@comodo.com</u>.
- 9.3. <u>Data Collection</u>. Comodo may collect any information necessary to ensure your compliance with this agreement. Comodo may also collect non-personally identifiable information about your use of the Software, which Comodo may use without restriction.
- 9.4. <u>Compliance</u> You and your organization shall be responsible for complying with any and all necessary privacy laws and regulations in any applicable jurisdiction(s). This includes all local, state, and Federal laws in the United States, all European Union laws or directives, and any other laws throughout the world. You and your organization shall make the appropriate and required disclosures to individuals. Pursuant to Section 6, you and your organization shall indemnify Comodo for any alleged privacy or data security violation.
- **10. Arbitration.** To the extent permitted by law, you shall notify Comodo of any dispute arising under this agreement before seeking dispute resolution. If dispute is not resolved within sixty (60) days after initial notice, then a party may proceed as follows:
  - (i) The parties shall resolve the dispute by arbitration conducted through the services of the American Arbitration Association ("AAA"). The party initiating the arbitration shall send notice to the other party. All arbitration hearings will be in Jersey City, New Jersey.
  - (ii) The parties shall appoint a panel of three possible arbitrators to hear the matter and then each party shall name one Arbitrator to be dropped from the panel, leaving one arbitrator. The party giving notice of the arbitration shall select the first dropped arbitrator.
  - (iii) The parties shall split the costs of the arbitrator equally regardless of the final decision. The party found in default of this agreement by the arbitrator shall pay all costs of the other party that are incurred in enforcing its rights under this agreement (including attorney's fees).

# 11. Miscellaneous.

- 11.1. <u>Independent Contractors</u>. The parties are acting as independent contactors and not as agents or employees of each other. Neither party has the power to bind or obligate the other, and each party is responsible for its own expenses and employees.
- 11.2. <u>Notices</u>. You shall send all notices to Comodo by first class mail, return receipt requested, in English writing to 1255 Broad Street, Suite 100, Clifton, NJ 07013. Comodo shall send all notices to the email address listed in your account.
- 11.3. <u>Entire Agreement</u>. With respect to the Software, this agreement is the entire understanding of the parties and supersedes all other agreements that may exist between the parties. The parties may execute one or more counterparts of the agreement, each of which will be deemed an original copy of the agreement. Section headings in this agreement are for reference and convenience only and are not part of the interpretation of the agreement.
- 11.4. <u>Modifications</u>. Comodo may modify this agreement by posting an updated copy of the agreement on its website. Comodo may also amend its website and pricing without notice. You may not modify this agreement unless the modification is signed by Comodo. Comodo may modify, supplement, or discontinue the Software, in whole or in part, without notice.
- 11.5. <u>Waiver</u>. A party's failure to enforce a provision of this agreement will not waive the party's right to enforce the same provision later or right to enforce any other provision of this agreement. To be effective, all waivers must be both in writing and signed by the party benefiting form the waived provision.



11.6. Force Majeure and Internet Frailties. Other than for payment obligations by you, neither party will be liable for a delay or failure to perform an obligation to the extent that the delay or failure is caused by an occurrence beyond the party's reasonable control. Each party acknowledges that the operation of the Internet is beyond the other party's reasonable control, and neither party will be liable for a delay or failure caused by an interruption or failure of telecommunication or digital transmission links, Internet slow-downs or failures, or other such transmission failure.

- 11.7. <u>Governing Law and Venue</u>. The laws of New Jersey, U.S. govern the interpretation, construction, and enforcement of this agreement and all proceedings arising out of it, including tort claims, without regard to any conflicts of law principles. All proceedings or legal action arising from this agreement must be commenced in the state or federal courts of New Jersey. Both parties agree to the exclusive venue and jurisdiction of these courts.
- 11.8. <u>Assignment</u>. You may not assign any of your rights or obligations under this agreement. Any transfer without consent is void. Comodo may assign its rights and obligations without your consent.
- 11.9. <u>Severability</u>. Any provision determined invalid or unenforceable by rule of law will be reformed to the minimum extent necessary to make the provision valid and enforceable. If reformation is not possible, the provision is deemed omitted and the balance of the agreement remains valid and enforceable.
- 11.10. <u>Survival</u>. All provisions of the agreement relating to confidentiality, proprietary rights, indemnification, and limitations of liability survive the termination of the agreement.
- 11.11. <u>Rights of Third Parties</u>. There are no third party beneficiaries under the agreement.
- 11.12. <u>Libraries and Third Party Notices</u>. Any necessary notices and copies of third party and/or open source licenses are included in the file "Open Source Licenses.rtf."
- 11.13. <u>Other Comodo Products</u>. Your use of Comodo Antivirus for Servers (CAS), Comodo Antivirus for Mac (CAVM), and Comodo Antivirus for Linux (CAVL) is bound by the terms of this agreement.

# Acceptance

BY CLICKING "I Accept", YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND THAT YOU AGREE TO ITS TERMS AND CONDITIONS. DO NOT CLICK "I Accept" IF YOU DO NOT ACCEPT THIS AGREEMENT AND ALL OF ITS TERMS AND CONDITIONS.



# END USER LICENSE AGREEMENT Comodo Endpoint Security Manager 3.1 Professional Edition EXHIBIT A

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Microsoft® .NET Framework 4.0

Microsoft® .NET Framework 4.5

Microsoft® Report Viewer

Microsoft® SQL Server®

Microsoft® Windows Installer

Microsoft ®Silverlight®, which is governed by the Silverlight EULA. This EULA is presented by a link in a dialog for acceptance by the end user.

SevenZipSharp, via Library general Public License (LGPL), a copy of which may be found at http://sevenzipsharp.codeplex.com/license and is provided below in its entirety.

# Version 2.1, February 1999

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Most GNU software, including some libraries, is covered by the ordinary GNU General Public License. This license, the GNU Lesser General Public License, applies to certain designated libraries, and is quite different from the ordinary General Public License. We use this license for certain libraries in order to permit linking those libraries into non-free programs.

When a program is linked with a library, whether statically or using a shared library, the combination of the two is legally speaking a combined work, a derivative of the original library. The ordinary General Public License therefore permits such linking only if the entire combination fits its criteria of freedom. The Lesser General Public License permits more lax criteria for linking other code with the library.

We call this license the "Lesser" General Public License because it does Less to protect the user's freedom than the ordinary General Public License. It also provides other free software developers Less of an advantage over competing non-free programs. These disadvantages are the reason we use the ordinary General Public License for many libraries. However, the Lesser license provides advantages in certain special circumstances.

For example, on rare occasions, there may be a special need to encourage the widest possible use of a certain library, so that it becomes a de-facto standard. To achieve this, non-free programs must be allowed to use the library. A more frequent case is that a free library does the same job as widely used non-free libraries. In this case, there is little to gain by limiting the free library to free software only, so we use the Lesser General Public License.

In other cases, permission to use a particular library in non-free programs enables a greater number of people to use a large body of free software. For example, permission to use the GNU C Library in non-free programs enables many more people to use the whole GNU operating



system, as well as its variant, the GNU/Linux operating system.

Although the Lesser General Public License is Less protective of the users' freedom, it does ensure that the user of a program that is linked with the Library has the freedom and the wherewithal to run that program using a modified version of the Library.

The precise terms and conditions for copying, distribution and modification follow. Pay close attention to the difference between a "work based on the library" and a "work that uses the library". The former contains code derived from the library, whereas the latter must be combined with the library in order to run.

# TERMS AND CONDITIONS FOR COPYING, DISTRIBUTION AND MODIFICATION

0. This License Agreement applies to any software library or other program which contains a notice placed by the copyright holder or other authorized party saying it may be distributed under the terms of this Lesser General Public License (also called "this License"). Each licensee is addressed as "you".

A "library" means a collection of software functions and/or data prepared so as to be conveniently linked with application programs (which use some of those functions and data) to form executables.

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