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APPENDIX A

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

Version: antlr4-runtime-4.7.2.jar

License Type: BSD 3

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

Version: bcmail-jdk14-138.jar, bcpkix-jdk15on-1.69.jar, bcprov-jdk16-1.46.jar, bctsp-jdk14-1.38.jar

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URL: <https://github.com/dom4j/dom4j/blob/master/LICENSE>

Version: org.apache.servicemix.bundles.dom4j-1.6.1_5.jar

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Version: curl-curl-7_79_1

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

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Version: openssl-OpenSSL_1_1_1n

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Version: 12.9-1-x64

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

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Version: slf4j-api-1.7.32.jar

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APPENDIX K

URL: <https://javaee.github.io/metro-jax-ws/>

Version: 2.1

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

Version: 4.1.3

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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

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.

APPENDIX N

Applicable for EVOLUTIONneo product line only!

Microsoft Windows Server 2019 for embedded systems telecommunications

Depending on how you obtained Windows Server (herein referred to as "Windows Server" or "server software" or "software"), this is a license agreement between you and the device manufacturer or software installer that distributes the software with your device. Printed paper license terms, which may come with the software, take the place of any on-screen license terms.

This agreement describes your rights and the conditions upon which you may use the software. You should review the entire agreement, including any supplemental license terms that accompany the software and any linked terms, because all of the terms are important and together constitute this agreement that applies to you. You can review linked terms by pasting the (aka.ms/) link into a browser window. The terms also apply to any updates, supplements, and Internet-based services. If you obtain software from a manufacturer or installer, and you obtain updates or supplements directly from Microsoft, then Microsoft, and not the manufacturer or installer, licenses those to you.

By accepting this agreement or using the software, you agree to all of these terms, and consent to the transmission of certain information during activation and during your use of the software as per the privacy statement described in Section 6. If you do not accept and comply with these terms, you may not use the software or its features. You may contact the device manufacturer or installer to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund or credit, if any.

1. OVERVIEW.

a. Software

This agreement applies to the server software, and any additional Microsoft software that may only be used with the server software, that is preinstalled on your device, or acquired from a manufacturer and installed by you, the media on which you received the software (if any), and also any Microsoft updates, upgrades, downgrades, supplements or services for the software, unless other terms come with them.

b. License Model

The license model described below covers core licensing of certain editions and versions of the server software and client access licenses (CALs). A minimum number of core licenses for each physical processor and server is required, unless otherwise stated. Additionally, each user or device accessing the server software requires a server software CAL, unless otherwise stated.

c. License Requirements

The server software licenses are based on: (a) the number of physical cores in the physical hardware; (b) the number of devices and users that access instances of specific versions of server software (CALs); and (c) the server software functionality accessed. The license terms are dependent on, and align to, a specific software product version. For example, if you acquired a prior version, the licensing terms specific to that version apply to that version of server software, and do not entitle you to future versions of the software.

d. Specific Use

The manufacturer or installer designed this server for a specific use. You may only use the software for that use. You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement, preventative maintenance, or to provide complimentary data storage functionality for this server.

2. USE RIGHTS

a. Licensing a Server

Properly licensed software grants you the right to install and run a certain number of instances of the server software on a server. Before you run these instances, you must determine the number of required core licenses per server (subsection 3.b) and assign those core licenses to that server as described below.

You are licensed for a minimum of 16 cores; additional core licenses may be included in the manufacturer's or installer's server packaging. Any such additional licenses you acquire from the manufacturer or installer will also be subject to these license terms and any other additional terms included with those additional licenses. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging, which will indicate the total number of core licenses assigned to the server by the manufacturer or installer.

b. Determining the Number of License Required

This license covers up to two physical processors. In order to determine how many licenses you need for each server, you must count the number of physical processors on the server, divide that number by two, and round up to the nearest whole number.

c. Assigning the Required Number Licenses to the Server

(a) Initial Assignment.

The software license is assigned to the server with which you acquired the software, except as provided below. That server is the licensed server for all of those licenses. You may not assign the same core licenses to more than one server at the same time.

(b) Reassignment.

You may reassign core licenses to another server. If you reassign a core license, to another server, you must delete the software from the previous licensed server prior to the installation of the software on the designated license server. If you reassign a core license,

the server to which you reassign the license becomes the new licensed server for that core license. You may need additional core licenses to cover all of the physical cores in the new server.

d. Running Instances of the Server Software

Windows Server for Embedded Systems Standard

- i. For each server to which you have assigned the required number of core licenses as provided in Section 3.b., at any one time you may run the server software in:
 - one physical operating system environment,
 - up to two virtual operating system environments, and
 - any number of operating system environments instantiated as Windows Server Containers without Hyper-V isolation.
- ii. If you run all permitted instances at the same time, the instance of the server software running in the physical operating system environment may be used only to:
 - run hardware virtualization software,
 - provide hardware virtualization services,
 - run software to manage and service operating system environments on the licensed server.
- iii. If you want to run additional instances of the server software as set forth in this Section 3.d., you may need to acquire additional licenses to the server as described in Section 3.b.

e. Running Instances of the Additional Software

You may run or otherwise use any number of instances of additional software listed on the website specified below in physical or virtual operating system environments on any number of devices. You may use additional software (to which additional fees may sometimes apply) only with the server software. For a list of additional software, see (aka.ms/additionalsoftware).

f. Creating and Storing Instances on Your Servers or Storage Media

For each server for which you are appropriately licensed, you may create and store any number of instances of the software on any of your servers or storage media. This may be done solely to exercise your right to run instances of the software under any of your licenses as described in the applicable use rights (e.g., you may not distribute instances to third parties).

g. Restrictions

The software is licensed, not sold. The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement, whether by implication, estoppel or otherwise, unless applicable law gives you more rights. You must comply with any technical limitations in the software that only allow you to use it in certain ways. For example, this license does not give you any right to, and you may not:

- work around any technical restrictions or limitations in the software;
- reverse engineer, decompile or disassemble the software, or otherwise attempt to derive the source code for the software, except and only to the extent: (i) permitted by applicable law, or (ii) required by third party licensing terms governing use of certain open source components that may be included in the software;
- use the software's files and components within another operating system or application running on another operating system;
- publish, rent, lease, lend, or copy the software (other than the permitted backup copy);
- disclose the results of any benchmark tests of the software to any third party without Microsoft's prior written approval;
- separate the server software for use in more than one operating system environment under a single license, unless expressly permitted. This applies even if the operating system environments are on the same physical hardware system;
- use the software for commercial software hosting services; or
- when using Internet-based features you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to or use any service, data, account or network, in an unauthorized manner.

Rights to access the software on any device do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access that device.

h. Included Microsoft Programs

The software may contain other Microsoft programs. Unless otherwise specified, these license terms apply to your use of those Microsoft programs used with server software.

i. Updates

The software periodically checks for system updates and may install them for you. You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. By accepting this agreement, you agree to receive these types of automatic updates without any additional notice. Transferring software to another device may impact the ability of the device with the transferred software to receive system updates as this is dependent on the hardware compatibility to which the software is transferred and not guaranteed by Microsoft in light of its silicon support policies (see aka.ms/processorsupport).

j. Backup Copy

You may make a single copy of the software for backup purposes. You may use it only to create instances of the software.

k. Maximum Instances

The software or your hardware may limit the number of instances of the server software that can run in physical or virtual operating system environments on the server.

3. No Windows Server CALs Required

Devices that access or use functions of server software licensed under these license terms do not require a client access license (CAL). Obtaining a CAL for any Microsoft product does not grant you rights to use functions of the server software not licensed under these license terms.

4. Additional Licensing Provisions

a. Transfer

Any transfer of the software and the right to use it, are governed by applicable law. As set forth in Section 3(i), transferring software to another device may impact the ability of the device with the transferred software to receive system updates.

b. Downgrade Rights

Instead of creating, storing, and using the software, for each permitted instance, you may create, store, and use an earlier version of the software for so long as Microsoft provides support for that earlier version as set forth in (aka.ms/windowslifecycle).

This agreement applies to your use of the earlier versions of the editions listed above. For the avoidance of doubt, by electing this downgrade option: (i) you will not have the right to create, store, or use a greater number of instances of the software than are permitted under this agreement, and (ii) you will need to acquire licenses for all cores in the physical server in accordance with Section 3 of this agreement. If the earlier version includes different components not covered in this agreement, the terms that are associated with those components in the earlier version of these editions apply to your use of them. Neither the manufacturer or installer, nor Microsoft is obligated to supply earlier versions or other editions to you. At any time, you may replace an earlier version or edition with this version and edition of the software.

c. Data Storage Technology

The server software may include data storage technology called Windows Internal Database. Components of the server software use this technology to store data. You may not otherwise use or access this technology under this agreement

d. Software Use Limits

You are not licensed to use any of the following functions of the server software, except as described below:

- Active Directory and Authentication Service functions (i.e., directory and authentication services, including use of the server software as a domain controller or any other use of DCPromo.exe)
- IntelliMirror Services (i.e., the IntelliMirror management technologies of the server software)
- Network Infrastructure Services. These are functions of the server software necessary to support a server network infrastructure. You are licensed to use these functions only for:
 1. Dynamic Host Configuration Protocol services for IP address assignment for functionality provided by the server; and
 2. Domain Name System (DNS) service used for name resolution for functionality provided by the server, but only for a single domain name acting in primary mode (i.e., no secondary DNS for replication) and in standalone mode (i.e., not integrated with Active Directory domain controller). You may not use Routing and Remote Access Service or Windows Internet Name Service.
- Printing Services. These include print spoolers, drivers, and related files in the server software that enable operation of a printer. You are licensed to use these services only to generate and print reports concerning services provided by this server.
- Terminal Services (i.e., using the terminal services feature of the server software or using other software used with the server software to provide similar services). Authorized system administrators may access and use up to two connections solely for the purpose of administration (including remote administration) of the server software running on this server.
- Volume Shadow Copy Service (i.e., the feature in the Product, which enables point-in-time copying of files).

e. Font Components

While the software is running, you may use its fonts to display and print content. You may only embed fonts in content as permitted by the embedding restrictions in the fonts; and temporarily download them to a printer or other output device to print content.

f. Icons, images and sounds

While the software is running, you may use but not share its icons, images, sounds, and media. The sample images, sounds, and media provided with the software are for your non-commercial use only.

g. Additional Functionality

Microsoft may provide additional functionality for the software. Other license terms and fees may apply.

h. Adobe Flash Player

The software includes Adobe Flash Player that is licensed under terms from Adobe Systems Incorporated at (aka.ms/adobeflash). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

i. Third Party Components

The software may include third party components with separate legal notices or governed by other agreements, as may be described in the ThirdPartyNotices file(s) accompanying the software.

The software may include third party components that the manufacturer or installer, not the third party, licenses to you under this agreement. Notices, if any, for the third party components are included for your information only.

j. Additional Notices

- i. H.264/AVC, MPEG-4 visual standards and VC-1 video standards. The software may include H.264/AVC, MPEG-4 and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:
THIS PRODUCT IS LICENSED UNDER THE H.264/AVC, THE VC-1 AND THE MPEG-4 PART 2 AND THE C-1 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 H.264/AVC, MPEG-4 PART 2 AND VC-1 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 (AKA.MS/MPEGLA).
- ii. 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.

5. Privacy, Consent to Use 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 interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement (aka.ms/privacy), and as may be described in the user interface associated with the software features.

6. Activation and Validation

You shall use the appropriate product key for activation and validation of the software. Your right to use the software after the time specified in the software may be limited unless it is activated. You are not licensed to continue using the software if it has unsuccessfully attempted to activate and you may not circumvent activation or validation. In either case, Internet, telephone and SMS service charges may apply.

7. Geographic and Export Restrictions

If the software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit (aka.ms/exporting).

8. 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 (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.

9. Governing Law

The laws of the state or country where you live (or if a business where your principal place of business is located) govern all claims and disputes concerning the software, its price, or this agreement, including breach of contract claims, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, regardless of conflict of law principles.

10. Regional Variations

This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:

- a) Australia. References to "Limited Warranty" are references to the express warranty provided by the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law. In this section, "goods" refers to the software for which the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- b) Canada. You can choose to stop receiving updates by turning off the automatic update feature or Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.
- c) Germany and Austria.
 - i. Warranty. The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed 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 (aka.ms/versions) for a current list of regional variations.

11. Secondary Boot and Recovery Copies of the Software

- **Secondary Boot Copy.** If a secondary boot copy of the server software is installed on the device, you may access, boot from, display, and run it solely in the event of a failure, malfunction, or corruption of the primary operating copy of the server software, and only until

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the primary operating copy has been repaired or reinstalled. You are not licensed to boot from and use both the primary operating copy and the secondary boot copy of the server software at the same time.

· **Recovery Copy.** You may use any recovery copy of the server software provided solely to repair or reinstall the server software on the device.

12. Leased Hardware

If you lease the device from the manufacturer or installer, the following additional terms shall apply: (i) you may not transfer the software to another user as part of the transfer of the device, whether or not a permanent transfer of the software with the device is otherwise allowed in these license terms; (ii) your rights to any software upgrades shall be determined by the lease you signed for the device; and (iii) you may not use the software after your lease terminates, unless you purchase the device from the manufacturer or installer.

13. Not Fault Tolerant. The software is not fault tolerant. The manufacturer or installer installed the software on the device and is responsible for how it operates on the device.

14. HIGH RISK USE DISCLAIMER. WARNING: THE SOFTWARE IS not designed or intended for use in any DEVICE, SYSTEM OR COMBINATION with third party materials where failure or fault of any kind of the SOFTWARE could reasonably be seen to lead to death or serious bodily injury, or to severe physical or environmental damage.

15. Entire Agreement

This agreement (including the limited warranty below), the terms accompanying any software supplements, updates, and services that you use (whether provided by the manufacturer, installer or Microsoft), 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. 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 above linked terms.

APPENDIX O

Applicable for EVOLUTIONneo eco product line only!

Windows 10 IOT Enterprise & Mobile (All Editions)

IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 9. IT AFFECTS HOW DISPUTES ARE RESOLVED.

Thank you for choosing Microsoft!

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft.

This agreement describes your rights and the conditions upon which you may use the Windows software. You should review the entire agreement, including any supplemental license terms that accompany the software and any linked terms, because all of the terms are important and together create this agreement that applies to you. You can review linked terms by pasting the (aka.ms/) link into a browser window.

By accepting this agreement or using the software, you agree to all of these terms, and consent to the transmission of certain information during activation and during your use of the software as per the privacy statement described in Section 3. If you do not accept and comply with these terms, you may not use the software or its features. You may contact the device manufacturer or installer, or your retailer if you purchased the software directly, to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund or credit, if any.

1. OVERVIEW.

a. Applicability.

This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as mail, calendar, contacts, music and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.

b. Additional terms.

Depending on your device's capabilities, how it is configured, and how you use it, additional Microsoft and third party terms may apply to your use of certain features, services and apps.

- 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 (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.
- The manufacturer or installer may also preinstall apps, which will be subject to separate license terms.
- The software may include third party software such as Adobe Flash Player that is licensed under its own terms. You agree that your use of Adobe Flash Player is governed by the license terms for Adobe Systems Incorporated at (aka.ms/adobeflash). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgements, if any, for the third-party program can be view at (aka.ms/thirdpartynotices).

2. INSTALLATION AND USE RIGHTS.

a. License.

The software license is permanently assigned to the device with which you acquired the software. You may only use the software on that device.

b. Device.

In this agreement, "device" means a physical hardware system) with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.

c. Restrictions.

The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:

- use or virtualize features of the software separately;
- publish, copy (other than the permitted backup copy), rent, lease, or lend the software;

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- transfer the software (except as permitted by this agreement);
- work around any technical restrictions or limitations in the software;
- use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;
- 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 which are included with and linked to by the software; and
- when using Internet-based features you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.

d. Multi use scenarios.

- **Multiple versions. (i)**
If when acquiring the software, you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
- **Multiple or pooled connections. (ii)**
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.
- **Device connections. (iii)**
You may allow up to 20 other devices to access the software installed on the licensed device for the purpose of using the following software features: file services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. The 20 connection limit applies to devices that access the software indirectly through "multiplexing" or other software or hardware that pools connections. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.
- **Remote access. (iv)**
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.
- **Remote assistance. (v)**
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.
- **POS application. (vi)**
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.
- **Cloud Computing Devices. (vii)**
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.
- **Desktop Functions. (viii)**
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. Specific Use.

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

f. Backup copy.

You may make a single copy of the software for backup purposes, and may also use that backup copy to transfer the software if it was acquired as stand-alone software, as described below.

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 interface, or you can choose not to use them. By accepting this agreement and using the software you agree that Microsoft may collect, use, and disclose the information as described in the Microsoft Privacy Statement available at (aka.ms/privacy), and as may be described in the user interface associated with the software features.

4. TRANSFER.

a. Software preinstalled on device.

If you acquired the software preinstalled on a device, you may transfer the license to use the software directly to another user, only with the licensed device. The transfer must include the software and, if provided with the device, an authentic Windows label including the product key. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software.

b. Stand-alone software.

If you acquired the software as stand-alone software, you may transfer the software to another device that belongs to you. You may also transfer the software to a device owned by someone else if (i) you are the first licensed user of the software and (ii) the new user agrees to the terms of this agreement. You may use the backup copy we allow you to make or the media that the software came on to transfer the software. Every time you transfer the software to a new device, you must remove the software from the prior device. You may not transfer the software to share licenses between devices.

5. AUTHORIZED SOFTWARE AND ACTIVATION.

You are authorized to use this software only if you are properly licensed and the software has been properly activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur, and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. Successful activation does not confirm that the software is genuine or properly licensed. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see (aka.ms/genuine). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.

6. UPDATES.

You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. The software periodically checks for system and app updates, and may download and install them for you. To the extent automatic updates are enabled on your device, by accepting this agreement, you agree to receive these types of automatic updates without any additional notice.

7. GEOGRAPHIC AND EXPORT RESTRICTIONS.

If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit (aka.ms/georestrict) and (aka.ms/exporting).

8. 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 (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.

9. 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.

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: LCA 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 (aka.ms/disputeform). 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 (aka.ms/adr) or call 1-800-778-7879. To start an arbitration, submit the form available at (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.

Disputes involving \$75,000 USD or less. (i)

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.

Disputes involving more than \$75,000 USD. (ii)

The AAA will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.

Disputes involving any amount. (iii)

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 expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

f. Must file within one year.

You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes — see Section 9.a.) within one year from when it first could be filed. Otherwise, it's permanently barred.

g. Severability.

If the class action waiver is found to be illegal or unenforceable as to all or some parts of a dispute, those parts won't be arbitrated but will proceed in court, with the rest proceeding in arbitration. If any other provision of Section 9 is found to be illegal or unenforceable, that provision will be severed but the rest of Section 9 still applies.

h. Conflict with AAA rules.

This agreement governs if it conflicts with the AAA's Commercial Arbitration Rules or Consumer Arbitration Rules.

i. Microsoft as party or third-party beneficiary.

If Microsoft is the device manufacturer or if you acquired the software from a retailer, Microsoft is a party to this agreement. Otherwise, Microsoft is not a party but is a third-party beneficiary of your agreement with the manufacturer or installer to resolve disputes through informal negotiation and arbitration.

10. GOVERNING LAW.

The laws of the state or country where you live (or if a business where your principal place of business is located) govern all claims and disputes concerning the software, its price, or this agreement, including breach of contract claims and claims under state consumer protection laws, unfair competition laws, implied warranty laws, for unjust enrichment, and in tort, regardless of conflict of law principles. In the United States, the FAA governs all provisions relating to arbitration.

11. CONSUMER RIGHTS, REGIONAL VARIATIONS.

This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:

a. Australia.

References to “Limited Warranty” are references to the express warranty provided by Microsoft or the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law.

In this section, “goods” refers to the software for which Microsoft or the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

b. Canada.

You may stop receiving updates on your device by turning off Internet access. If and when you re-connect to the Internet, the software will resume checking for and installing updates.

c. European Union.

The academic use restriction in Section 12.d(i) below does not apply in the jurisdictions listed on this site: (aka.ms/academicuse).

d. Germany and Austria.

Warranty. (i)

The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed software.

Limitation of Liability. (ii)

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.

e. Other regions.

See (aka.ms/variations) for a current list of regional variations

12. ADDITIONAL NOTES.

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.

d. Limited rights versions.

If the software version you acquired is marked or otherwise intended for a specific or limited use, then you may only use it as specified. You may use other programs with the software as long as the other programs directly support the manufacturer’s specific use for the device, or provide system utilities, resource management, or anti-virus or similar protection.

Academic. (i)

For academic use, you must be a student, faculty or staff of an educational institution at the time of purchase.

Evaluation. (ii)

For evaluation (or test or demonstration) use, you may not sell the software, use it in a live operating environment, or use it after the evaluation period. Notwithstanding anything to the contrary in this Agreement, evaluation software is provided “AS IS”.

NFR. (iii)

You may not sell software marked as “NFR” or “Not for Resale”.

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

- [Windows 10 Privacy Statement \(aka.ms/privacy\)](https://aka.ms/privacy)
- [Microsoft Services Agreement \(aka.ms/msa\)](https://aka.ms/msa)
- [Adobe Flash Player License Terms \(aka.ms/adobeflash\)](https://aka.ms/adobeflash)

14. 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.

IF YOUR LOCAL LAWS IMPOSE A WARRANTY, GUARANTEE, OR CONDITION EVEN THOUGH THIS AGREEMENT DOES NOT, ITS TERM IS LIMITED TO 90 DAYS FROM WHEN THE FIRST USER ACQUIRES THE SOFTWARE. IF THE MANUFACTURER OR MICROSOFT BREACHES SUCH A WARRANTY, GUARANTEE, OR CONDITION, YOUR SOLE REMEDY, AT THE MANUFACTURER'S OR MICROSOFT'S ELECTION, IS (I) REPAIR OR REPLACEMENT OF THE SOFTWARE AT NO CHARGE, OR (II) RETURN OF THE SOFTWARE (OR AT ITS ELECTION THE DEVICE ON WHICH THE SOFTWARE WAS INSTALLED) FOR A REFUND OF THE AMOUNT PAID, IF ANY. THESE ARE YOUR ONLY REMEDIES FOR BREACH OF A WARRANTY, GUARANTEE, OR CONDITION YOUR LOCAL LAWS IMPOSE.

TO THE EXTENT NOT PROHIBITED BY YOUR LOCAL LAWS, IF YOU HAVE ANY BASIS FOR RECOVERING DAMAGES, YOU CAN RECOVER FROM THE MANUFACTURER OR MICROSOFT ONLY DIRECT DAMAGES UP TO THE AMOUNT YOU PAID FOR THE SOFTWARE (OR UP TO \$50 USD IF YOU ACQUIRED THE SOFTWARE FOR NO CHARGE). YOU WILL NOT, AND WAIVE ANY RIGHT TO, SEEK TO RECOVER ANY OTHER DAMAGES OR REMEDY, INCLUDING LOST PROFITS AND DIRECT, CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES, UNDER ANY PART OF THIS AGREEMENT OR UNDER ANY THEORY. THIS LIMITATION APPLIES TO (I) ANYTHING RELATED TO THIS AGREEMENT, THE SOFTWARE (INCLUDING THE APPS), THE DEVICE, SERVICES, CORRUPTION OR LOSS OF DATA, FAILURE TO TRANSMIT OR RECEIVE DATA, CONTENT (INCLUDING CODE) ON THIRD PARTY INTERNET SITES OR THIRD PARTY PROGRAMS, AND (II) CLAIMS FOR BREACH OF CONTRACT, WARRANTY, GUARANTEE, OR CONDITION; STRICT LIABILITY, NEGLIGENCE, OR OTHER TORT; VIOLATION OF A STATUTE OR REGULATION; UNJUST ENRICHMENT; OR UNDER ANY OTHER THEORY.

THE DAMAGE EXCLUSIONS AND REMEDY LIMITATIONS IN THIS AGREEMENT APPLY EVEN IF YOU HAVE NO REMEDY (THE SOFTWARE IS LICENSED "AS IS"), IF REPAIR, REPLACEMENT, OR A REFUND (IF REQUIRED BY YOUR LOCAL LAW) DOES NOT FULLY COMPENSATE YOU FOR ANY LOSSES, IF THE MANUFACTURER OR MICROSOFT KNEW OR SHOULD HAVE KNOWN ABOUT THE POSSIBILITY OF THE DAMAGES, OR IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

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

APPENDIX P

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

Version: 6.1

License Type: MIT

PrimeFaces Software License Agreement

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

Version: 6.1

License Type: MIT

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