



## SPECIFIC TERMS

### - SOFTWARE -

These Specific Terms – Software - supplement and prevail over the General Terms, available under [General Terms](#).

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1. **Software.** The Software to be provided are described in the Order.
  2. **Right to Use.** Unless agreed otherwise within the Order, subject to payment by Customer of the fees (i) Company grants Customer a non-exclusive, non-transferable, non-sublicensable right to use the Software for Customer's internal business purposes, (ii) the use of the Software is limited to the number of user accounts (minimum 5) and the license metrics set forth in the Order ("**Right to Use**"). The Users (with a user account) may use the Software subject to the Terms. The Right to Use commences on the first day of the month in which Customer received the login details. Customer is responsible for the use of the Software by its Users.
  3. **Access.** Customer shall receive the necessary login details for the use of the Software. Customer is responsible for the proper management and preservation of the confidential nature of usernames and passwords. At Company's written reasonable request, Customer shall provide Company with a document indicating such management and preservation. Customer will not have access to the Software source code.
  4. **Changes.** Customer may request Company in the interim, in writing, to modify the license model and/or the number of user accounts, which will be subject to the signing of an additional Order, included related (commercial) terms. In the event of a reduction in the number of user accounts, the reduction will take place on the next effective start date. No refund and/or reimbursement will be made in respect of a decrease of user account(s) or if user account(s) are/will not be used by Customer.
  5. **Infrastructure.** Customer shall ensure that its infrastructure complies with the requirements set by Company before and during the use of the Software. These requirements can be found under the following link: [System Requirements](#).
  6. **Support.** Company will provide standard support for the Software during the Duration according to Company's Support Terms available under [Specific Terms - Support](#). Company will not be obligated to provide standard support for issues arising from unauthorized use of the Software, use of the Software not in accordance with the Documentation or Services for which Company charges separate fees. Customer agrees that Company's standard support services may be subject to necessary adjustments and improvements. In the case of multiple Orders, the Support periods will be coordinated
  7. **Services.** Any Services to be provided will be subject to the Specific Terms – Services - available under [Specific Terms - Services](#).
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