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- a. <u>User Content and Submissions.</u> You agree that you, not PROSTEP, are entirely responsible for all of your User Content that you distribute, perform, display, upload, post, email, transmit or otherwise make available on or through the Services ("Make Available" or "Submit"), whether publicly posted or privately transmitted. You assume all risks associated with use of your User Content, including any reliance on its accuracy, completeness or usefulness.
- b. Representation and Warranties. You hereby represent and warrant that: (i) you own the intellectual property rights, or have obtained all necessary license(s) and permission(s), to your User Content that you submit in connection with the Services or Materials; (ii) you have the rights necessary to grant the license and sublicenses described in the these Terms; and (iii) you have received consent from any and all persons depicted in your User Content to use your User Content as set forth in these Terms, including distribution, public display, public performance and



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- c. Other User Content or Materials. You acknowledge and agree that by accessing or using the Services or Materials, you may be exposed to Materials (including Shared Group Content) from others that you may consider offensive, indecent or otherwise objectionable and hereby do waive any legal or equitable rights or remedies you have or may have against PROSTEP with respect thereto, and agree to indemnify and hold PROSTEP, its affiliates, and/or licensors, harmless to the fullest extent allowed by law regarding all matters related to your use of the site.
- d. You expressly agree not to use, or to encourage or permit others to use, the services or materials to:
 - Submit any User Content that is unlawful, harmful, threatening, abusive, tortious, defamatory, libelous, vulgar, obscene, childpornographic, lewd, profane, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
- ii. Stalk, intimidate and/or harass another;
- iii. Incite others to commit violence;
- iv. Harm minors in any way;
- v. Make Available any User Content that you do not have a right to submit under any Law or contractual or fiduciary relationship;
- vi. Make Available any User Content that infringes any Intellectual Property Right or other proprietary right of any party;
- vii. Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity;
- viii. Forge headers or otherwise

- manipulate identifiers to disguise the origin of any of Materials posted on or transmitted through the Services;
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- Engage in any chain letters, contests, junk email, pyramid schemes, spamming, surveys or other duplicative or unsolicited messages (commercial or otherwise);
- xi. Use any PROSTEP domain name as a pseudonymous return email address;
- xii. Make Available any User Content that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment;
- xiii. Access or use the Services in any manner that could damage, disable, overburden or impair any PROSTEP server or the networks connected to any PROSTEP server;
- xiv. Intentionally or unintentionally interfere with or disrupt the Services or violate any applicable Laws related to the access to or use of the Services, violate any requirements, procedures, policies or regulations of networks connected to the Services, or engage in any activity prohibited by the Terms;
- xv. Disrupt or interfere with the security of, or otherwise cause harm to, the Services, Materials, Software, systems resources, accounts, passwords, servers or networks connected to or accessible through the Services or any affiliated or linked sites;



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- xvii. Access or attempt to access any Material that you are not authorized to access or through any means not intentionally made available through the Services;
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 - xx. Use any data mining, robots, or similar data gathering and extraction methods in connection with the Services or Materials.
 - xxi. Collect or store data about other users in connection with the prohibited conduct and activities.

7. Investigations.

- a. PROSTEP, in its sole discretion, may (but has no obligation to) monitor or review the Services and Materials at any time. Without limiting the foregoing, PROSTEP shall have the right, in its sole discretion, to remove any of your User Content for any reason (or no reason), including if it violates these Terms or any Law
- b. Although PROSTEP does not generally monitor User activity occurring in connection with the Services or Materials, if PROSTEP becomes aware of any possible violations by you of any provision of the Terms, PROSTEP reserves the right to investigate such

violations, and PROSTEP may, at its sole discretion, immediately terminate your rights hereunder, including your right to use the Services, or Materials or change, alter or remove your User Content or Account Information, in whole or in part, without prior notice to you. If, as a result of such investigation, PROSTEP believes that criminal activity has occurred, PROSTEP reserves the right to refer the matter to, and to cooperate with, any and all applicable law enforcement authorities. Except to the extent prohibited by applicable Law, PROSTEP is entitled to retain and/or disclose any information including your User Content or Account Information (or elements thereof), in PROSTEP's possession in connection with your use of the Services to (i) comply with applicable Law, legal process or governmental request; (ii) enforce the Terms; (iii) respond to any claims that your User Content violates the Terms or rights of third parties; (iv) respond to your requests for customer services; or (v) protect the rights, property or personal safety of PROSTEP, its Users or third parties, including the public at large, as PROSTEP in its sole discretion believes to be necessary or appropriate.

8. License to User Content.

A note in common terms: We realize that this section might look a bit daunting and so we want to point out a few things. This section only applies to those portions of our sites, such as User Forums, where we intend for users to share content freely with PROSTEP and with each other. It does not apply to all of the content that you share, contribute or post to our sites. For example, it does not apply to content hosted by CS Live online services, Photoshop.com or Acrobat.com. For services like those, we will provide customized license grants that are consistent with the spirit and intent of those services and that are appropriate for the kinds of content we expect you to share within them. (We say this more formally below.) So we encourage you to be selective when deciding which content to contribute



under this license and we want you to be sure that you are comfortable granting the rights in this section when it comes to that content.

a. PROSTEP does not claim ownership of your User Content. However, except as provided in Section 8(b), you grant PROSTEP a worldwide (because the Internet is global), royalty-free, nonexclusive, transferable, perpetual, irrevocable, and fully sub licensable license to use, distribute, reproduce, modify, adapt, publish, translate, publicly perform and publicly display your User Content (in whole or in part) and to incorporate your User Content into other Materials or works in any format or medium now known or later developed.

b. The terms of Section 8(a) shall not apply to your User Content:

- When specifically agreed that Section 8(a) shall not apply in any Additional Terms that may accompany certain Services (such as those provided with CS Live online services, Photoshop.com and Acrobat.com); or
- ii. When your User Content is submitted through Services that are intended for private communication or which allow you to limit public access or use to your User Content and you do in fact limit public access or use.

In the case of your User Content covered by Section 8(b)(i), you grant PROSTEP only those rights set forth in such Additional Terms. In the case of your User Content covered by Section 8(b)(ii), you grant PROSTEP a worldwide (because the Internet is global), royalty-free, nonexclusive, transferable, and fully sub licensable license to use, distribute, reproduce, modify, publish and translate Your User content solely for the purpose of enabling your use of the Service. You may revoke this license and terminate PROSTEP's rights at any time by removing your User Content

from the Service; provided that you agree that PROSTEP may retain and use copies of your User Content for archival purposes and pursuant to Section 7 (Investigations), above.

9. Feedback.

You have no obligation to provide PROSTEP with ideas, suggestions, documentations and/or proposals ("Feedback"). However, if you submit Feedback to PROSTEP, while you retain ownership in such Feedback, you hereby grant PROSTEP a nonexclusive, royaltyfree, fully paid-up, perpetual, irrevocable, transferable, unlimited license under all of your Intellectual Property Rights to use and otherwise exploit your Feedback for any purpose throughout the universe. Further, by submitting Feedback, you represent and warrant that (i) your Feedback does not contain the confidential or proprietary information of you or of third parties; (ii) PROSTEP is not under any obligation of confidentiality, express or implied, with respect to the Feedback; (iii) PROSTEP may have something similar to the Feedback already under consideration or in development; and (iv) you are not entitled to any compensation or reimbursement of any kind from PROSTEP for the Feedback under any circumstances.

10. Right to Derive Revenue / Advertisements.

Except for the User Content subject to Section 8(b) above, you agree that PROSTEP may derive revenue and/or other remuneration from your User Content that you Make Available (or Submit) via the Services without payment to you. For example, PROSTEP may display PROSTEP and/or third party paid advertisements and/or other information adjacent to or included with the Services and adjacent to or in connection with your User Content, and you agree that you are not entitled to any compensation for any such advertisements. The manner, mode and



extent of advertising or other revenue generating models pursued by PROSTEP on or in conjunction with the Services and/or your User Content are subject to change without specific notice to you.

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The Services and Materials available on the Site may include links that will take you to other sites outside of the Site ("Third Party Sites"). The Third Party Sites are provided by PROSTEP to you as a convenience and the inclusion of the links does not imply any endorsement by PROSTEP of any Third Party Site. PROSTEP has no control of the Third Party Sites and you agree that PROSTEP is not responsible for the availability or contents of any Third Party Site (including any advertising, products or other materials on or available from such Third Party Site), any link contained in a Third Party Site, or any changes or updates to a Third Party Site.

12. Modifications to Services and Materials.

PROSTEP may at any time and from time to time modify or discontinue, temporarily or permanently, the Services or Materials, or any portion thereof, with or without notice. You agree that PROSTEP shall not be liable to you or any third party for any modification, suspension or discontinuance of the Services or Materials.

13. Termination.

- a. <u>Termination by You.</u> These Terms will continue to apply until terminated by notifying PROSTEP at any time and closing your accounts for all of the Services or Materials that you use, where PROSTEP has made this option available to you. Your notice should be sent, in writing, to PROSTEP's address set forth below.
- b. <u>Termination by PROSTEP</u>. PROSTEP may at any time terminate these Terms

(or portion thereof, such as any individual Additional Terms) with you if:

- You have breached any provision of these Terms (or have acted in a manner that clearly shows you do not intend to, or are unable to, comply with the Terms);
- ii. PROSTEP is required to do so by Law (for example, where the provision of the Services or Materials to you is, or becomes, unlawful);
- iii. The provision of the Services or Materials to you by PROSTEP is, in PROSTEP's opinion, no longer commercially viable;
- iv. PROSTEP has elected to discontinue the Services or Materials (or any part thereof); or
- v. There has been an extended period of inactivity in your account.
- vi. PROSTEP may also terminate or suspend all or a portion of your account and/or access to the Services or Materials for any reason. Except as may be set forth in any Additional Terms applicable to a particular Service, termination of your account may include: (i) removal of access to all offerings within the Services; (ii) deletion of your User Content and Account Information, including your personal information, log-in ID and password, and all related information, files and Materials associated with or inside your account (or any part thereof); and (iii) barring of further use of the Services.

You agree that termination for any of the above reasons shall be made in PROSTEP's sole discretion and that PROSTEP shall not be liable to you or any third party for any termination of your account (and accompanying deletion of your Account Information), or access to the Services and Materials, including your User Content.



c. Effect of Termination. Upon termination of the Terms for any reason, you shall promptly discontinue use of the Services and Materials. All perpetual licenses and indemnification provisions and any of PROSTEP's disclaimers or limitations of damages of liabilities hereunder and Sections 2, 3, 6(b-d), 7, 9-13, 14, 16, 19, 20 and 21 will survive any termination of these terms.

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- e. PROSTEP will not be liable for any loss that you may incur as a result of someone else using your password or account or account information in connection with the site or any services or materials, either with or without your knowledge.
- f. Some jurisdictions do not allow the exclusion of certain warranties, the limitation or exclusion of implied warranties, or limitations on how long an implied warranty may last, please check your jurisdiction to determine which so limitations may not apply to you.

15. International Users.

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intends to announce such Services or Materials in your country.

b. These Services are controlled, operated and administered by PROSTEP from its offices in the United States of America, PROSTEP makes no representation that the Services or Materials are appropriate or available for use at other locations outside the United States, and access to the Services from jurisdictions where the Services or Materials are illegal is prohibited. PROSTEP reserves the right to block access to the Services or Materials by certain international users. If you access the Services from a location outside the United States, you are responsible for compliance with all local Laws.

16. Limitation of Liability.

- a. In no event shall PROSTEP, its officers, directors, employees, partners or suppliers be liable to you or any third party for any special, incidental, indirect, consequential or punitive damages whatsoever, including those resulting from loss of use, data or profits, whether or not foreseeable or if PROSTEP has been advised of the possibility of such damages, or based on any theory of liability, including breach of contract or warranty, negligence or other tortious action, or any other claim arising out of or in connection with your use of or access to the site, services or materials. Nothing in the terms shall limit or exclude PROSTEP's liability for gross negligence or intentional misconduct of PROSTEP or its employees, or for death or personal injury.
- b. PROSTEP's aggregate maximum liability and that of its affiliates and suppliers under or in connection with this agreement shall be limited to one hundred United States dollars (\$100) or the aggregate amount paid by you for access to the service, whichever is larger. This limitation will apply even if PROSTEP has been advised of the possibility of such damages and notwithstanding any failure of essential purpose of any limited remedy.

c. The limitations and exclusions in this section 16 apply to the maximum extent permitted by applicable law in your jurisdiction. Some jurisdictions prohibit the exclusion or limitation of liability for incidental, consequential or punitive damages. Accordingly, the limitations and exclusions set forth above may not apply to you.

17. Export Control Laws.

You acknowledge and agree that materials, services, products or technology provided by PROSTEP are subject to the export control laws and regulations of the United States. You shall comply with these laws and regulations and shall not, without prior U.S. government authorization, export, re-export, or transfer PROSTEP materials, services, products or technology, either directly or indirectly, to any country in violation of such laws and regulations.

18. Indemnity and Liability.

You agree to indemnify and hold PROSTEP and its subsidiaries, affiliates, officers, agents, employees, cobranders or other partners, and licensors harmless from any claim or demand, costs including reasonable attorneys' fees, due to or arising out of your User Content, your use of the Services or Materials, your connection to the Services or Materials, the actions of any member of your group, your access to or use of Third Party Sites and your connections therewith, any claim that your User Content caused damage to a third party, any dealings between you and any third parties advertising or promoting via the Services or Materials, your violation of these Terms, or your violation of any rights of another, including any Intellectual Property Rights.

19. Resolution of Disputes.



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- a. All matters relating to your access to, or use of, the Services or Materials shall be governed by the Laws of the State of Washington, United States of America without regard to conflict of laws principles thereof. You agree that any claim or dispute you may have against PROSTEP must be resolved by a court located in King County, Washington, United States of America except as otherwise agreed by the parties, or as set forth in section (b) below. You agree to submit to the personal jurisdiction of the courts located in King County, WA United States of America for the purpose of litigating such claims or disputes. The parties specifically disclaim the U.N. Convention on Contracts for the International Sale of Goods.
- b. For any claim (excluding claims for injunctive or other equitable relief) for less than \$10,000, the party requesting relief may elect to resolve the dispute in a cost-effective manner through binding non- appearance-based arbitration. In the event a party elects arbitration, it shall initiate such arbitration through an established alternative dispute resolution ("ADR") provider mutually agreed upon by the parties. The ADR provider and the parties must comply with the following rules: (i) the arbitration shall be conducted by telephone, online, and/or be based solely on written submissions, the specific manner shall be chosen by the party initiating the arbitration; (ii) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; and (iii) any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.
- c. All claims you bring against PROSTEP must be resolved in accordance with this section. All claims filed or brought contrary to this section shall be considered improperly filed. Should you file a claim contrary to this section, PROSTEP may recover attorneys' fees and costs up to U.S. \$1,000, provided that PROSTEP has notified you in writing

- of the improperly filed claim and you have failed to properly withdraw the claim.
- d. Notwithstanding the foregoing, in the event of your or others' unauthorized access to or use of the Services or Materials in violation of the Terms you agree that PROSTEP shall be entitled to apply for injunctive relief (or an equivalent type of urgent legal relief) in any jurisdiction.

20. General.

- a. Notices. Any notice provided to PROSTEP pursuant to the Terms should be sent to 2211 Elliott Avenue, Ste. 145, Seattle, WA 98121; Attention: General Counsel. PROSTEP may provide you with notices, including those regarding changes to the Terms, by email, regular mail, text message, postings on or within the Services, or other reasonable means now known or hereafter developed.
- b. English Language. It is the express wish of the parties that the Terms, any Additional Terms and all related documents have been drawn up in English. C'est la volonté expresse des parties que la présente convention ainsi que les documents qui s'y rattachent soient rédigés en anglais.
- c. <u>Entire Agreement.</u> The Terms constitute the entire agreement between PROSTEP and you with respect to your access to or use of the Services and Materials and supersede any prior agreements between you and PROSTEP on such subject matter.
- d. <u>No Assignment.</u> You may not assign or otherwise transfer the Terms, or any right granted hereunder, without PROSTEP's written consent. PROSTEP's rights under the Terms are freely transferable by PROSTEP.
- e. <u>Severability.</u> If for any reason a court of competent jurisdiction finds any provision of the Terms, or portion thereof, to be unenforceable, that



provision shall be enforced to the maximum extent permissible so as to affect the intent of the parties as reflected by that provision, and the remainder of the Terms shall continue in full force and effect.

- f. <u>No Waiver.</u> Any failure by PROSTEP to enforce or exercise any provision of the Terms, or any related right, shall not constitute a waiver of that provision or right.
- g. Report. Please report any violations of the Terms via the report abuse mechanism offered in conjunction with the specific Service in which the alleged violation occurs. Please send an email to infocenter@prostep.com to report any violations.

