

SITETRACKER

Product Terms

This document sets out the product-specific terms and conditions that apply to each Sitetracker product or module as listed below. These terms form part of and supplement the Master Subscription Agreement, Order Form and/or Statement of Work, (together the “Agreement”) between the parties. In the event of any conflict between these product-specific terms and the Agreement, these terms shall take precedence only in relation to the relevant product. All capitalized terms not defined in this document will have the meaning given to them in other parts of the Master Subscription Agreement between Sitetracker and Customer.

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Agreement Central (1–50 Users)	Customer acknowledges that the Agreement Central Standard/Plus (1–50 Users) subscription as listed on the applicable Order Form for such subscription (the “Agreement Central Order Form”) entitles up to fifty (50) Internal Users to access Agreement Central Standard/Plus functionality during the subscription term stated in the Agreement Central Order Form. 'Internal Users' means the total number of Customer's Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Agreement Central Order Form is Customer's initial purchase of Subscription Services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Agreement Central Order Form, or, (ii) If the Agreement Central Order Form is not Customer's initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Agreement Central Order Form. If Customer's Internal Users exceed fifty (50) at any time during such subscription term, Customer must purchase and upgrade to the applicable subscription tier(s) based on the total number of Internal Users and pay the applicable additional fees for such applicable tier(s), pro-rated for the remainder of such subscription term.
Agreement Central (51–200 Users)	Customer acknowledges that the Agreement Central Standard/Plus (51–200 Users) subscription as listed on the applicable Order Form for such subscription (the “Agreement Central Order Form”) entitles between fifty-one (51) and two hundred (200) Internal Users to access Agreement Central Standard/Plus functionality during the subscription term stated in the Agreement Central Order Form. 'Internal Users' means the total number of Customer's Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Agreement Central Order Form is Customer's initial purchase of

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	Subscription Services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Agreement Central Order Form, or, (ii) If the Agreement Central Order Form is not Customer's initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Agreement Central Order Form. If Customer's Internal Users exceed two hundred (200) at any time during such subscription term, Customer must purchase and upgrade to the applicable subscription tier(s) based on the total number of Internal Users and pay the applicable additional fees for such applicable tier(s), pro-rated for the remainder of such subscription term.
Agreement Central Add-On Pack (200 Users)	Customer acknowledges that the Agreement Central Add-On Pack (200 Users) subscription as listed on the applicable Order Form for such subscription (the "Agreement Central Order Form") entitles an additional quantity of up to two hundred (200) Internal Users beyond the initial two hundred (200) Internal Users permitted under the Agreement Central (51–200 Users) subscription to access Agreement Central Standard/Plus functionality during the subscription term stated in the Agreement Central Order Form. 'Internal Users' means the total number of Customer's Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Agreement Central Order Form is Customer's initial purchase of Subscription Services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Agreement Central Order Form, or, (ii) If the Agreement Central Order Form is not Customer's initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Agreement Central Order Form. The Add-On Pack may only be purchased and used in conjunction with an active Agreement Central (51–200 Users) subscription.
Annual Enhancement and Training Subscription ('ETS') - Quarterly Basis	This subscription includes a number of subscription hours as set forth in the applicable Order Form for each quarterly (three-month) period, commencing on the Order Start Date specified in the applicable Order Form. Sitetracker does not guarantee that it will be able to accommodate Customer's request to use subscription hours during a quarterly period if Sitetracker is required to provide services accounting for more than thirty percent (30%) of the quarterly subscription hours during the last two (2) weeks of that quarterly period. The following schedule applies to Customer's use of subscription hours each quarter: February 1st to April 30th, May 1st to July 31st, August 1st to October 31st, and November 1st to January 31st ('Quarterly Schedule'). If the Order

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	Start Date and/or Order End Date for the subscription hours do not align with the Quarterly Schedule, Customer may use only the prorated amount of subscription hours for that partial quarterly period. For instance, if the Order Start Date is March 1st, Customer may use up to two-thirds of the quarterly subscription hours for the partial quarterly period of March 1st to April 30th. Any subscription hours not used during a quarterly period shall not roll over to any subsequent quarterly periods and shall be forfeited.
Connect Portal Login - Shared Logins	Sitetracker Connect Portal: Shared Logins: Logins may not be used by Customer's employees. Each subscription will allow one User to sign into an Org multiple times with a maximum of 10 API requests per day (i.e. 24-hour period). One User's access to an Org per day shall mean one (1) login. The maximum number of logins permitted per month per Org shall be the total number of active Sitetracker Contractor Portal: Shared Logins subscriptions permitted to log into that specific Org. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. Sitetracker may periodically review Customer's Connect Portal Login: Shared Logins usage during the Term. If Sitetracker reasonably determines that Customer's use is not in compliance with the foregoing, Sitetracker will notify Customer, and Customer will promptly bring such use into compliance. If Customer is unable or unwilling to bring such use into compliance within fourteen (14) business days after Sitetracker's notice, Customer agrees to pay to Sitetracker, within thirty (30) days of the notice, the difference between the price charged by Sitetracker to Customer for the Connect Portal Login subscription and Sitetracker's then-current price for the Platform Enterprise User subscription for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then-current subscription term (the "True-Up Fees"). Upon payment of the True-Up Fees, all subscriptions showing unauthorized use will be converted into the Platform Enterprise User subscriptions at Sitetracker's then-current list pricing for such Platform Enterprise User subscriptions for the remainder of the then-current subscription term.
Connect Portal Named User	Sitetracker Connect Portal: Named User: These may not be used by Customer's employees. Sitetracker may periodically review Customer's Connect Portal Named User usage during the Term. If Sitetracker reasonably determines that Customer's use is not in compliance with the foregoing, Sitetracker will notify Customer, and Customer will promptly bring such use into compliance. If Customer is unable or unwilling to bring such use into compliance within fourteen (14) business days after Sitetracker's notice, Customer agrees to pay to Sitetracker,

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	within thirty (30) days of the notice, the difference between the price charged by Sitetracker to Customer for the Connect Portal Named User subscription and Sitetracker's then-current price for the Platform Enterprise User subscription for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then-current subscription term (the "True-Up Fees") . Upon payment of the True-Up Fees, all subscriptions showing unauthorized use will be converted into the Platform Enterprise User subscriptions at Sitetracker's then-current list pricing for such Platform Enterprise User subscriptions for the remainder of the then-current subscription term.
CRM User/Admin	Customer agrees that all CRM User/Admin subscriptions are subject to the applicable terms for the product(s) titled 'Force.com Platform Embedded Edition and [Sales & Service Object]' that are available at https://sfdc.co/ptd and Salesforce TOUs. Customer may use such CRM User/Admin subscriptions to (i) access the features and functionalities available through the Force.com Platform Embedded license described at: http://sfdc.co/V7zle; and (ii) access and use the following CRM standard object(s): Leads, Opportunities, Quotes, Partners and Campaigns "CRM Object(s)", provided that such CRM Object(s) are within the scope of Subscription Services and for use solely with the Subscription Services. For the purpose of this section, 'Salesforce TOUs' or 'TOUs' means the pass-through terms found in the 'SFDC Terms of Use (*Applies to OEM Partners)' link located at https://www.salesforce.com/company/legal/agreements, or such successor URL as may be published by Salesforce from time to time. Any reference to 'Reseller' in the Salesforce TOUs is deemed to be a reference to Sitetracker and any reference to 'SFDC' is deemed to be a reference to Salesforce.
Development Partner	The "Development Partner" subscription grants access to the Subscription Services solely in the Sitetracker TSO environment and solely for one (1) Administrative User and one (1) Enterprise User, and includes applicable add-on modules generally made available by Sitetracker. Certificates are excluded and must be purchased separately. Customer may use the Subscription Services and the TSO environment solely for internal development and testing of integrations with Subscription Services and not for any other purposes.
FDE Service Subscription	Customer acknowledges that it has purchased the Forward Deployment Engineering ("FDE") service subscription tier as specified in the applicable Order Form. Customer agrees that its access to support, upgrades, and other service package benefits, as applicable, for that purchased tier is limited to, and will be governed by, the applicable tier details set forth in Sitetracker's FDE Service Guide made available in Sitetracker Community.
Finance Central	Customer acknowledges that the Finance Central (1–50 Users) subscription as

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(1–50 Users)	listed on the applicable Order Form for such subscription (the “Finance Central Order Form”) entitles up to fifty (50) Internal Users to access Finance Central functionality during the subscription term stated in the Finance Central Order Form. 'Internal Users' means the total number of Customer’s Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Finance Central Order Form is Customer’s initial purchase of Subscription Services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Finance Central Order Form, or, (ii) If the Finance Central Order Form is not Customer’s initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Finance Central Order Form. If Customer’s Internal Users exceed fifty (50) at any time during such subscription term, Customer must purchase and upgrade to the applicable subscription tier(s) based on the total number of Internal Users and pay the applicable additional fees for such applicable tier(s), pro-rated for the remainder of such subscription term.
Finance Central (51–200 Users)	Customer acknowledges that the Finance Central (51–200 Users) subscription as listed on the applicable Order Form for such subscription (the “Finance Central Order Form”) entitles between fifty-one (51) and two hundred (200) Internal Users to access Finance Central functionality during the subscription term stated in the Finance Central Order Form. 'Internal Users' means the total number of Customer’s Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Finance Central Order Form is Customer’s initial purchase of Subscription Services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Finance Central Order Form, or, (ii) If the Finance Central Order Form is not Customer’s initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Finance Central Order Form. If Customer’s Internal Users exceed two hundred (200) at any time during such subscription term, Customer must purchase and upgrade to the applicable subscription tier(s) based on the total number of Internal Users and pay the applicable additional fees for such applicable tier(s), pro-rated for the remainder of such subscription term.
Finance Central	Customer acknowledges that the Finance Central Add-On Pack (200 Users)

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Add-On Pack (200 Users)	subscription as listed on the applicable Order Form for such subscription (the "Finance Central Order Form") entitles an additional quantity of up to two hundred (200) Internal Users beyond the initial two hundred (200) Internal Users permitted under the Finance Central (51–200 Users) subscription to access Finance Central functionality during the subscription term stated in the Finance Central Order Form. 'Internal Users' means the total number of Customer's Enterprise, Professional, Administrative, and Mobile User subscriptions, calculated as follows: (i) If the Finance Central Order Form is Customer's initial purchase of subscription services from Sitetracker, the total number of Internal Users as reflected in the pricing table of the Finance Central Order Form, or, (ii) If the Finance Central Order Form is not Customer's initial subscription purchase, the total number of Internal Users reflected across all executed and active Order Forms between Sitetracker and Customer, together with all invoice(s) issued by Sitetracker and paid by Customer, in each case as of the effective date of the Finance Central Order Form. The Add-On Pack may only be purchased and used in conjunction with an active Finance Central (51–200 Users) subscription.
General Certification Course	Sitracker requires written e-mail notice of a reschedule request no less than ten (10) business days prior to the start date of training and(or) certification classes/programs as mutually agreed in writing (both live and on demand); otherwise, Customer will forfeit 100% of the pre-paid training fees for such classes/programs. Customer must send such a notice in writing directly to certification@sitetracker.com. Customer further agrees that any training and(or) certification classes/programs must be used within ninety (90) days after the signature date on the applicable order form; provided that if Sitracker is unable to make the applicable training and(or) certification class/program available to Customer within such ninety (90)-day period, Customer must use such class/program within ninety (90) days following the next date made available by Sitracker for such class/program. After the applicable ninety (90)-day window, Customer may not reschedule the class/program start date as described in the foregoing. Except for the foregoing, all training and certification classes and programs are non-cancellable, non-transferable, non-refundable, cannot be used for services or activities other than for those purchased or registered, and are not subject to acceptance.
GIS Link	Sitracker GIS Link: Customer acknowledges that Sitracker GIS Link subscription permits processing of only site, area, and segment records.
Mobile User	Sitracker Mobile Field User: Users for this subscription shall only be used by Customer's internal field users and/or external contractors, and Sitracker will configure the Subscription Services during the implementation to limit their

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	usage as such. These Users shall follow the following additional restrictions: (1) Mobile Restriction: User may have “Create”, “Read”, “Update”, and “Delete” access only to the standard Sitetracker mobile application functionality. Users will have “Read Only” access to all other features and functions. (2) Desktop Restriction: User may have “Create”, “Read”, “Update”, and “Delete” access to the Time Entry feature. Sitracker may periodically review Customer's Mobile User usage during the Term. If Sitracker reasonably determines that Customer's use is not in compliance with the foregoing, Sitracker will notify Customer, and Customer will promptly bring such use into compliance. If Customer is unable or unwilling to bring such use into compliance within fourteen (14) business days after Sitracker's notice, Customer agrees to pay to Sitracker, within thirty (30) days of the review, the difference between the price charged by Sitracker to Customer for the Mobile User subscription and Sitracker's then-current price for the Platform Enterprise User subscriptions for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then-current subscription term (the “True-Up Fees”). Upon payment of the True-Up Fees all subscriptions showing unauthorized use will be converted into Platform Enterprise User subscriptions at Sitracker's then-current list pricing for such Platform Enterprise User subscriptions for the remainder of the then-current subscription term.

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Read Only User	Sitetracker Read Only User: Users for this subscription shall only have Read Only access to all functionality of the Sitetracker. These Users shall not have ability to edit, create, or modify any Sitetracker records or objects. Sitetracker may periodically review Customer's Read Only User usage during the Term. If Sitetracker reasonably determines that Customer's use is not in compliance with the foregoing, Sitetracker will notify Customer, and Customer will promptly bring such use into compliance. If Customer is unable or unwilling to bring such use into compliance within fourteen (14) business days after Sitetracker's notice, Customer agrees to pay to Sitetracker, within thirty (30) days of the notice, the difference between the price charged by Sitetracker to Customer for the Read Only User subscription and Sitetracker's then-current list price for the Platform Enterprise User subscription for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then-current subscription term (the "True-Up Fees"). Upon payment of the True-Up Fees, all subscriptions showing unauthorized use will be converted into the Platform Enterprise User subscriptions at Sitetracker's then-current list pricing for such Platform Enterprise User subscriptions for the remainder of the then-current subscription term.
Sitetracker Event Monitoring	The fee for Sitetracker Event Monitoring is calculated as ten percent (10%) of the total annual contract value of all Sitetracker Sitetracker Administrative, Enterprise, Professional, and Mobile User subscriptions licensed by the Customer ('ACV') at the time of purchase. If purchased partway through the current contract term, the fee will be pro-rated by dividing the annual fee by twelve (12) months and multiplying it by the number of months remaining in the term. At renewal, the fee will be recalculated based on the full 12-month renewal term at the then-current ACV at the time of such renewal, inclusive of any contractual uplifts. If the Customer adds additional Sitetracker user subscriptions during the term, the Event Monitoring fee will increase proportionally to reflect the updated ACV.
Sitetracker Full Sandbox	The fee for Sitetracker Full Sandbox is calculated as thirty percent (30%) of the total annual contract value of all Sitetracker Administrative, Enterprise, Professional, and Mobile User subscriptions licensed by the Customer ('ACV') at the time of purchase. If purchased partway through the current contract term, the fee will be pro-rated by dividing the annual fee by twelve (12) months and multiplying it by the number of months remaining in the term. At renewal, the fee will be recalculated based on the full 12-month renewal term at the then-current ACV at the time of such renewal, inclusive of any contractual uplifts. If the Customer adds additional Sitetracker user subscriptions during the term, the Full Sandbox fee will increase proportionally to reflect the updated ACV.

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Sitetracker Platform Encryption	The fee for Sitetracker Platform Encryption is calculated as twenty percent (20%) of the total annual contract value of all Sitetracker Administrative, Enterprise, Professional, and Mobile User subscriptions licensed by the Customer ('ACV') at the time of purchase. If purchased partway through the current contract term, the fee will be pro-rated by dividing the annual fee by twelve (12) months and multiplying it by the number of months remaining in the term. At renewal, the fee will be recalculated based on the full 12-month renewal term at the then-current ACV at the time of such renewal, inclusive of any contractual uplifts. If the Customer adds additional Sitetracker user subscriptions during the term, the Platform Encryption fee will increase proportionally to reflect the updated ACV. IN NO EVENT SHALL SITETRACKER OR SALESFORCE HAVE ANY LIABILITY HEREUNDER TO CUSTOMER ARISING FROM CUSTOMER'S DELETION, DESTRUCTION, OR MISPLACEMENT OF CUSTOMER'S TENANT SECRET(S).
Sitetracker Secure	The fee for Sitetracker Secure is calculated as thirty percent (30%) of the total annual contract value for all Sitetracker Administrative, Enterprise, Professional, and Mobile User subscriptions licensed by the Customer ('ACV') at the time of purchase. If purchased partway through the current contract term, the fee will be pro-rated by dividing the annual fee by twelve (12) months and multiplying it by the number of months remaining in the term. At renewal, the fee will be recalculated based on the full 12-month renewal term at the then-current ACV at the time of such renewal, inclusive of any contractual uplifts. If the Customer adds additional Sitetracker user subscriptions during the term, the Sitetracker Secure fee will increase proportionally to reflect the updated ACV. IN NO EVENT SHALL SITETRACKER OR SALESFORCE HAVE ANY LIABILITY HEREUNDER TO CUSTOMER ARISING FROM CUSTOMER'S DELETION, DESTRUCTION, OR MISPLACEMENT OF CUSTOMER'S TENANT SECRET(S).