



COHESITY GENERAL TERMS AND CONDITIONS

1. OFFERINGS AND ORDERS

- 1.1 Scope of Agreement. These General Terms and Conditions ("General Terms") apply to all products and services supplied by Cohesity ("Offerings"). Additional terms apply to specific Offerings (available at <https://www.cohesity.com/agreements>) and such additional terms are hereby incorporated into these General Terms. The General Terms, together with terms applicable to specific Offerings, documents incorporated by reference, and any amendment/addendum to any of the foregoing, are collectively the "Agreement." In the event of a conflict between or among any of the foregoing, the General Terms control unless expressly agreed otherwise in writing. Any subsequent modifications to the Agreement shall be made in writing and signed by both parties.
- 1.2 Orders. Unless otherwise agreed in writing, Cohesity transacts sales through Cohesity Partners; Customers receive quotes from, and place Orders with, such a Cohesity Partner. Accordingly, the Agreement does not contain direct purchasing terms (e.g. payment, taxation, shipment/delivery) as such terms (if any) are between Customer and the applicable Cohesity Partner. Customer's contractual arrangements with any Cohesity Partner are not part of the Agreement. If Customer accepts an offer via a third-party marketplace or similar (e.g., by clicking "create contract" or similar in AWS, Azure, or Google CloudPlatform) or otherwise places a binding Order, Customer agrees to meet its obligations thereunder (including timely payment of applicable fees, charges, and taxes). Each Order automatically incorporates and is subject to the Agreement.

2. RESTRICTIONS

- 2.1 Customer will not (and will not knowingly allow a third party to): (a) alter or remove any copyright, patent, or other proprietary rights notices from Offerings; (b) modify, reverse engineer, decompile, disassemble, or otherwise attempt to discover any source code or underlying ideas or algorithms of any Offerings (except to the extent that Law prohibits such restrictions); (c) use or attempt to use portions of Offerings without Entitlement; (d) at any time create or use more copies, instances, capacity, or users than Entitled (or otherwise exceed Customer's Entitlements); (e) use Offerings with any hardware, firmware, virtual/cloud environment or other configuration not certified by Cohesity; (f) use Offerings to develop, promote, distribute, sell, or support any product or service competitive with Cohesity; (g) use of Offerings by any party other than Customer except as otherwise provided in this Agreement; (h) provide, lease, or lend Offerings to—or otherwise use, host, support, or deploy Offerings as a service on behalf or for the benefit of—any unaffiliated third party, except as specifically authorized by Cohesity in writing; or (i) make representations, warranties, or guarantees to any third party with respect to any Offerings that purport to be by or on behalf of Cohesity or its suppliers. Entitlements may not be sold or otherwise transferred without Cohesity's written consent.
- 2.2 Customer shall promptly remediate any non-compliance with its Entitlements or other terms (e.g., excess usage, non-compliance with capacity limitations, etc.), including by, as applicable, paying for any applicable overages or similar fees and submitting an Order for such subscriptions, licenses, or expansions to its Entitlements as necessary to restore compliance.
- 2.3 Customer may permit its Representatives to use Offerings provided such use is for Customer's sole benefit.

3. EVALUATIONS

Cohesity may, from time to time, provide Customer with Offerings pursuant to a free or discounted evaluation/testing arrangement (which may include beta, pre-release and/or early-release features or Offerings that Cohesity makes available to select customers before they are made generally available) ("**Evaluation**"). Customers are advised to use test data during Evaluations. Absent a written arrangement to the contrary, Evaluations shall be subject to the Evaluation Terms & Conditions at <https://www.cohesity.com/agreements> and shall not exceed thirty (30) days.

4. OWNERSHIP

Cohesity retains all rights, title, and interest (including all patent, copyright, trademark, trade secret, and other intellectual property rights) in and to the Offerings and all software, products, works, or other intellectual property created, used, provided, supplied, or otherwise made available by Cohesity. Except for the limited rights expressly set forth herein, no rights in or to any intellectual property are transferred, assigned, or licensed under the Agreement. Customer grants Cohesity a perpetual and irrevocable right to use, in any way and for any purpose and without compensation to Customer, suggestions, enhancement requests, ideas, corrections, or other feedback provided by or on behalf of Customer relating to Offerings.

5. CONFIDENTIALITY

- 5.1 Ownership of Confidential Information. The Confidential Information of the Discloser is and will remain the property and asset of the Discloser.
- 5.2 Confidentiality Obligations. Except as required by Law, the Recipient shall in respect of the Discloser's Confidential Information for the Term and three (3) years thereafter (but for trade secrets for so long as it is a trade secret): (a) hold it in confidence using the care and discretion it uses with its own Confidential Information (but no less than reasonable care and discretion); (b) not intentionally disclose it or information derived from it to any third party other than its Representatives with a business need to know; (c) not use it, except solely for the purpose contemplated by this Agreement; (d) not export or reexport it or any product of it except in compliance with Law; and (e) not copy, reverse engineer, or attempt to derive its underlying composition, information, structure or ideas.
- 5.3 Compelled Disclosures. The Recipient may disclose Confidential Information to the extent required by Law, provided it uses reasonable efforts to: (a) promptly notify the Discloser of such requirement, (b) limit disclosure, and (c) obtain confidential treatment or a protective order.
- 5.4 Return of Confidential Information. The Recipient shall, upon termination or expiration of this Agreement (or promptly upon earlier request by the Discloser), return or destroy Discloser's Confidential Information in the Recipient's possession, provided however that the Recipient: (a) may retain such Confidential Information as it reasonably requires in order to perform its obligations under, and otherwise comply with, this Agreement; (b) may retain one (1) copy of Confidential Information to the extent required for legal or regulatory purposes; and (c) shall not be required to delete electronic copies of Confidential Information stored in disaster recovery or archival storage. The Recipient's obligations of confidentiality survive and continue to apply to any Confidential Information retained.
- 5.5 Independent Product Development. This Agreement shall not (provided its terms are complied with) limit a Party's right to: (a) independently develop or acquire products or services similar to those included in any Confidential Information; (b) enter any transaction with a third party which owns or has rights to such similar products or services; or (c) disclose or use general learning, skills, or know-how developed by its employees if to do so would not be regarded by a person of ordinary skill in the relevant area as a disclosure or use of Confidential Information.
- 5.6 Unauthorized Use. The Recipient shall notify the Discloser promptly upon discovery of unauthorized disclosure of Confidential Information and cooperate with the Discloser to regain its possession and prevent further unauthorized use or disclosure. The Recipient agrees that, due to the unique nature of the Discloser's Confidential Information, there can be no adequate remedy at law for breach of its confidentiality obligations, and that such breach may result in irreparable harm.

6. TERM AND TERMINATION

- 6.1 Term. The term of the Agreement shall commence when executed by the Parties, when Customer accepts it, or when Customer first uses Offerings (whichever is earlier) and will remain in effect until terminated by a Party in accordance with its terms (the "**Term**").
- 6.2 Decrease or Suspension of Service. Cohesity may decrease or suspend Customer's access to or use of Offerings: (a) if Customer has become insolvent, ceased to operate in the ordinary course, made an assignment for the benefit of creditors, or become the subject of any proceeding in any jurisdiction related thereto; (b) if Cohesity reasonably and in good faith believes Customer's use of the Offerings poses an immediate security risk; (c) in the event of a material breach by Customer; or (d) as required by Law.

- 6.3 Termination for Cause: Insolvency. A Party may terminate this Agreement on written notice: (a) in the event of a material breach of this Agreement by the other Party which remains uncured following expiration of a thirty (30) day written notice specifying the breach, or effective immediately if the breach is incapable of cure; or (b) if the other Party becomes subject to appointment of a trustee or receiver for all or any part of its assets, becomes insolvent or bankrupt, or makes any assignment for the benefit of creditors.
- 6.4 Termination for Convenience. Customer may terminate the Agreement for convenience on sixty (60) days' prior written notice. If there is no Entitlement in effect, either Party may terminate the Agreement on written notice. Termination for convenience will not affect payment obligations associated with any Order, including installment payment obligations, all of which are non-cancelable and non-refundable.

7. SUPPORT SERVICES

Support services are provided for the Subscription Period in accordance with the Support Terms.

8. GENERAL WARRANTIES

- 8.1 Cohesity Warranties. Cohesity represents and warrants that:
- (a) all Support services are performed in a professional and workmanlike manner using Cohesity personnel familiar with the applicable technology, processes, and procedures;
 - (b) its employees who perform Support services have (to the extent permitted by Law) at the time of hiring undergone a background check compliant with the Fair Credit Reporting Acts and other Laws, including: (i) seven-year criminal background check of relevant available records; (ii) verification of identity through Social Security numbers or other such identification authentication; (iii) verification that such person's name does not appear on the U.S. Department of the Treasury's Office of Foreign Assets Control ("OFAC") Specially Designated Nationals and Blocked Persons List, U.S. State Department's Debarred Parties List, and Bureau of Industry and Security's Denied Persons List; (iv) verification of employment and educational history; and (v) reference checks including work-related references; and
 - (c) it will not cause Customer to be in violation of any regulation administered by OFAC, and neither any individual, entity, or organization holding any material ownership interest (at least 25% of voting shares) in Cohesity, nor any officer or director of Cohesity, appears on the OFAC Specially Designated Nationals and Blocked Persons List or has otherwise been determined to be an individual, entity, or organization with whom Law prohibits a U.S. company or individual from dealing.
- 8.2 Mutual Warranties. Each Party represents and warrants that:
- (a) it has all requisite legal and corporate power, and has taken all corporate action necessary, to authorize, execute, and deliver this Agreement; and
 - (b) it shall obey all Laws, and none of its activities under this Agreement is restricted by or contrary to any Law, including that: (i) it is aware of, understands, and shall comply with, the provisions of the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act, as applicable (collectively the "Acts"); (ii) it shall not take any action that might be a violation of the Acts or other anti-corruption Laws that prohibit the same type of conduct (including without limitation the making of corrupt payments); (iii) it has, and shall have, policies in place sufficient to ensure compliance with the provisions of the Acts, as applicable; and (iv) any amounts paid or deemed paid to Customer by Cohesity hereunder, including without limitation any discounts or credits furnished by Cohesity shall not be paid or given to any other person, firm, corporation or other entity, except in payment for a bona fide business purpose authorized by this Agreement and incurred in connection with performance hereunder in accordance with Law.
- 8.3 Remedy for Breach of Warranty. Cohesity's sole obligation under the warranty in Section 8.1(a) shall be to correct or re-perform the Support services in accordance with the Support Terms. If Customer believes Cohesity is in breach of this Section, Customer shall notify Cohesity in writing specifying the breach, following which Cohesity shall have not less than thirty (30) days to remedy same.

9. DISCLAIMER

EXCEPT AS EXPRESSLY PROVIDED IN THE AGREEMENT AND TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, COHESITY AND ITS SUPPLIERS MAKE NO WARRANTIES OF ANY KIND AND DISCLAIM ALL IMPLIED AND STATUTORY WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, SECURITY, ACCURACY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE/RESULTS, ERROR-FREE OR UNINTERRUPTED USE, OR FREEDOM FROM BUGS.

10. SHARED RESPONSIBILITY

No technology (including Offerings) is a substitute for an organization maintaining a robust information security program and data protection plan, adapted to its unique requirements, policies, and IT topography. Cohesity advises all customers to have a comprehensive data management plan which includes—at minimum—encryption, password management, and diversified data protection and disaster recovery strategies for critical data (e.g., multiple copies in multiple locations). In addition, while using Offerings may help Customer obtain insurance or lower premiums, they are not a substitute for such insurance. The Offerings are not designed or intended for use in applications where failure could reasonably be expected to result in personal injury, loss of life, or catastrophic property damage.

11. INDEMNIFICATION

11.1 Intellectual Property Infringement.

11.1.1 Cohesity shall (a) defend Customer and its Affiliates, suppliers, and Representatives against Claims against Customer alleging that any Offering (in the form provided by Cohesity) infringes any third-party intellectual property rights and (b) indemnify Customer for Losses to the extent resulting therefrom.

11.1.2 If an Offering becomes, or in Cohesity's opinion is likely to become, the subject of an infringement claim, Cohesity may, at its sole expense, either: (a) procure for Customer the right to continue exercising the rights licensed to it in this Agreement; (b) replace or modify the affected Offering so that it becomes non-infringing; or (c) accept return of the affected Offering (and Customer shall be entitled to receive a prorated refund of any applicable unused, prepaid fees received by Cohesity for such returned Offering).

11.1.3 This indemnification obligation shall not apply to Claims to the extent based on: (a) modifications to the Offering not made or approved by Cohesity; (b) combination of the Offering with products, processes, or materials not supplied or approved by Cohesity; (c) activities with respect to the Offering by or on behalf of Customer not authorized by this Agreement or the Documentation; or (d) any Offering (or portions or components thereof) not created by Cohesity.

11.2 Breach of Applicable Laws. Each Party shall (a) defend the other Party and its Affiliates, suppliers, and Representatives against Claims against such other Party alleging violation of Laws by the indemnifying Party and (b) indemnify such other Party for Losses to the extent resulting therefrom.

11.3 Indemnity Procedure. The indemnified Party shall as a condition of its right to indemnification:

(a) notify the indemnifying Party in writing as soon as practicable, but in no event later than thirty (30) days after receipt of a Claim for which indemnity is sought. Any delay in giving such notice shall not preclude or limit the indemnified Party from seeking indemnification or reimbursement hereunder except to the extent such delay materially (i) prejudices the Indemnifying Party's ability to defend the Claim or (ii) affects the amount of damages awarded for, or paid in settlement of, the Claim;

(b) provide such information as is reasonably available and necessary for the indemnifying Party to evaluate the Claim, and reasonably cooperate with the indemnifying Party in the defense of the Claim; and

(c) allow the indemnifying Party to assume full control of the defense and settlement of the Claim.

11.4 Notwithstanding anything else, an indemnifying Party shall have no liability with respect to any Losses paid or settlement entered by an indemnified Party without the indemnifying Party's prior written consent.

The indemnifying Party shall not be liable for the fees or expenses of counsel retained by any indemnified Party.

12. LIMITATION OF LIABILITY

- 12.1 NEITHER CUSTOMER NOR COHESITY (NOR ITS SUPPLIERS OR LICENSORS) SHALL BE LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THE AGREEMENT UNDER ANY LEGAL OR EQUITABLE THEORY FOR ANY (A) AMOUNTS IN EXCESS OF THE TOTAL PAID OR PAYABLE BY CUSTOMER DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE DATE THE CAUSE OF ACTION FIRST AROSE OR TWO HUNDRED FIFTY THOUSAND U.S. DOLLARS (\$250,000), WHICHEVER IS GREATER; OR (B) INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL OR CONSEQUENTIAL DAMAGES. THE LIMITATIONS HEREUNDER APPLY TO ALL CLAIMS UNDER OR RELATING TO THE AGREEMENT HOWEVER CAUSED, REGARDLESS OF THEORY OF LIABILITY, AND EVEN IF THE PARTY HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE OR IF A LIMITED REMEDY SPECIFIED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.
- 12.2 THE LIMITATIONS OF LIABILITY HEREUNDER SHALL NOT APPLY TO THE FOLLOWING:
- (A) LIABILITY WHICH BY LAW CANNOT BE PRECLUDED BY CONTRACT;
 - (B) BODILY INJURY OR DEATH RESULTING FROM NEGLIGENCE;
 - (C) GROSS NEGLIGENCE OR WILLFUL MISCONDUCT;
 - (D) DISCLOSURE OF CONFIDENTIAL INFORMATION IN BREACH OF THE AGREEMENT; AND
 - (E) INDEMNIFICATION OBLIGATIONS.

13. GOVERNING LAW

- 13.1 The Agreement and all disputes hereunder shall be governed (a) by the laws of the State of California as applied to contracts made (and to be performed) in California and the Parties consent to jurisdiction and venue in the U.S. Federal Courts located in the Northern District of California, or (b) if Customer is incorporated in the European Economic Area or United Kingdom, by the laws of Ireland as applied to contracts made (and to be performed) in Ireland and the Parties consent to jurisdiction and venue in the courts of Dublin, Ireland. Conflict of laws rules shall not apply. Such application of law excludes any provisions of the United Nations Convention on Contracts for the International Sale of Goods, including any amendments thereto, and without regard to principles of conflicts of law.
- 13.2 Notwithstanding anything else: (a) each Party shall have the right to seek in a court of proper jurisdiction injunctive or other equitable relief at any time without the requirement of posting a bond or other security; (b) the language to be used in all matters and proceedings related to the Agreement shall be English; and (c) each Party's remedies under this Agreement are cumulative, not exclusive.

14. COMPLIANCE WITH EXPORT/IMPORT LAWS

Customer acknowledges that Cohesity Offerings may contain technical data or elements, the export or re-export of which may be restricted as a result of license restrictions or Laws. Customer agrees not to engage in (and not to cause) export or re-export of Cohesity Offerings or any part thereof without first satisfying all legal requirements, including without limitation all necessary U.S. and foreign government import/export licenses, approvals, or registrations. Upon request, Cohesity shall make available its documentation related to obtained export licenses and/or license exceptions. Software and Cohesity Platforms may not be distributed, or otherwise exported or re-exported (a) into, or to a national or resident of, any country to which the U.S. has embargoed goods or trade restrictions or (b) to anyone on the OFAC Specially Designated Nationals and Blocked Persons List or the U.S. Commerce Department's Denied Persons, Denied Entities, and Unverified List.

15. PERSONAL DATA

Personal Data shall be handled in accordance with the Data Processing Addendum, as applicable, including the details regarding sub-processors in the Data Processing Addendum.

16. RECORDS; AUDIT RIGHTS

Customer agrees that, without additional consideration, it shall provide information reasonably requested hereunder, including providing to Cohesity (or its auditors) reasonable access during normal business hours to Customer personnel, records, use and deployment of Offerings, and other information to the extent reasonably necessary to validate compliance with the Agreement and/or to enable Cohesity to meet applicable accounting, legal, or contractual requirements. Such access is subject to Customer receiving at least fifteen (15) days' advance written notice. If any such information reveals non-compliance with the Agreement, Customer shall promptly place such Order, pay such additional fees, and/or take such additional actions as are reasonably necessary to restore compliance. If such non-compliance in aggregate, exceeds five percent (5%) in Cohesity's favor, Customer shall promptly reimburse Cohesity for the actual cost of the audit.

17. MISCELLANEOUS

- 17.1 Entire Agreement. The Agreement constitutes the exclusive and entire agreement between the parties and supersedes all previous written and oral agreements and communications relating to its subject matter. Only the terms expressly stated on a Cohesity quote, or in an amendment, addendum, or other writing signed by duly authorized representatives of both Parties may modify or supplement the terms hereof. THE TERMS OF ANY PURCHASE ORDER, CONFIRMATION OR SIMILAR DOCUMENT SHALL HAVE NO EFFECT AND SHALL NOT BE DEEMED AGREED TO BY COHESITY.
- 17.2 Data Collection. Depending on the applicable Offering, collection and use of Service Analytics Data may be optional (subject to configuration by Customer) or necessary to provide the Offering. Where so configured or necessary, Customer consents to such collection and processing of Service Analytics Data to provide, automate, and improve Offerings, provided that Service Analytics Data (a) may be used to improve Offerings only if it has been anonymized and/or deidentified and (b) shall be maintained as confidential and may not be resold, commercialized, or used for any other purpose.
- 17.3 Affiliates and Representatives. Each Party is responsible for its Affiliates' and Representatives' compliance with the Agreement.
- 17.4 No Waiver. A waiver of any default hereunder, or of any provision of this Agreement, shall not be deemed to be a continuing waiver or a waiver of any other default or of any other provision, but shall apply solely to the instance to which such waiver is directed.
- 17.5 Severability. In the event any provision of this Agreement is found to be invalid, illegal or unenforceable, a modified provision shall be substituted which carries out as nearly as possible the original intent of the Parties, and the validity, legality, and enforceability of any of the remaining provisions shall not be affected or impaired thereby.
- 17.6 Force Majeure. Neither Party shall be liable under this Agreement by reason of any failure or delay in the performance of its obligations hereunder (except for the payment of money) on account of strikes, shortages, riots, insurrection, internet failure, fires, floods, storms, explosions, acts of God, war, governmental action, cyberterrorism, labor conditions, earthquakes, material shortages, or any other cause which is beyond the reasonable control of such Party.
- 17.7 Survival. All terms of the Agreement which must survive in order to fulfill their essential purpose shall survive termination or expiration of this Agreement, excluding, for clarity, Entitlements, rights, or licenses to use Offerings.
- 17.8 Notices. Except as otherwise expressly set forth in this Agreement, all notices required under this Agreement shall be in writing and shall be delivered by personal delivery, certified overnight delivery such as Federal Express, or registered mail (return receipt requested), and shall be deemed given upon personal delivery or confirmation of receipt. Notices may be sent to the Parties at their primary business address(es) or such address as either Party may designate for itself in writing.
- 17.9 Assignment. Customer may not delegate, assign, or transfer this Agreement or any of Customer's rights or duties hereunder without Cohesity's express prior written consent, and any attempt to do so shall be

null and void. Cohesity may freely assign this Agreement, and its rights and/or obligations hereunder, in whole or part.

- 17.10 Independent Contractors. Each Party hereto is an independent contractor and nothing contained herein shall be construed as creating any agency, employment, partnership, principal-agent, or other form of joint enterprise relationship between the Parties. Neither Party shall make any commitment, by contract or otherwise, binding upon the other or represent that it has authority to do so. The Parties' relationship is non-exclusive.
- 17.11 Construction. Section headings in the Agreement are solely for convenience and are not to be used to interpret, construe, define, or describe the scope of any aspect of the Agreement. As used in the Agreement, "including" means "including but not limited to." Capitalized terms shall have their meanings set forth in the Agreement.

18. DEFINITIONS

- 18.1 **"Affiliate"** means, with respect to a Party, any individual, company, or other entity directly or indirectly controlling, controlled by, or under common control with, such Party; each for so long as it operates, with such Party, within a corporate group that functions collectively as a single economic entity.
- 18.2 **"Claim"** means a claim, action, or other proceeding brought by a third party.
- 18.3 **"Cohesity Partner"** means a Cohesity channel distribution, alliance, and/or resale partner that has the right to transact sales of Offerings, including via a marketplace or similar (e.g. AWS Marketplace).
- 18.4 **"Confidential Information"** means all information that a reasonable person in the technology industry would understand to be confidential, in any form or medium and whether or not marked as confidential—including without limitation financial, business, strategic, technical and/or product information, the Agreement, and any benchmarking or comparative studies involving the Offerings—disclosed by a Party before or during the Term, but excluding: (a) information already known by the Recipient without obligation of confidentiality, (b) information that is or becomes publicly known other than through breach of the Agreement, (c) information received by the Recipient from a third party not known (in good faith) by the Recipient to be under an obligation of confidence to the Discloser, and (d) information independently developed by the Recipient without reference to or use of the Discloser's Confidential Information.
- 18.5 **"Data Processing Addendum"** means Cohesity's Data Processing Addendum at <https://www.cohesity.com/agreements>.
- 18.6 **"Discloser"** means a Party or its Affiliate that furnishes Confidential Information to the Recipient.
- 18.7 **"Documentation"** means the operating manuals, guides, product release notes and other documentation Cohesity makes generally available to its customers in connection with the Offerings.
- 18.8 **"Entitlement"** or **"Entitled"** means a Customer's right pursuant to a valid Order to use Offering(s) specified in such Order subject to applicable use, capacity, and other agreed limitations (e.g. Subscription Period).
- 18.9 **"Initial Period"** means the initial minimum Subscription Period for which Customer commits to subscribe to and pay for a Cohesity Offering, as set forth in an Order.
- 18.10 **"Law"** means, with respect to a Party, laws, orders, and other legal instruments or process applicable to such Party as a matter of law.
- 18.11 **"Losses"** means damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) awarded against the indemnified Party.
- 18.12 **"Order"** means a binding order (a) placed by Customer, including with or via a Cohesity Partner or (b) validly processed through a Cohesity Partner interface (e.g. a third-party Marketplace) or other process, in each case to the extent reflecting a valid Cohesity-issued sales quotation or similar document.
- 18.13 **"Party"** means Cohesity or Customer, as applicable, and collectively the "Parties."
- 18.14 **"Recipient"** means the Party or its Affiliate that receives Confidential Information from the Discloser.

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- 18.15 “**Renewal Period**” means each of the subsequent, sequential periods following the Initial Period.
- 18.16 “**Representatives**” means, in respect of a Party, (a) its and its Affiliates’ employees and (b) its representatives, contractors, and consultants, in each case whom a reasonable person in the technology industry would understand not to be Cohesity competitors.
- 18.17 “**Service Analytics Data**” means data about the operation, support, and/or use of Offerings (e.g. usage data and metadata) but excluding Customer’s data or software code backed up to (or stored on) Offerings.
- 18.18 “**Subscription Period**” means the period of time Customer is Entitled to use an Offering under an Order.
- 18.19 “**Support**” or “**Support or Maintenance**” or “**Maintenance/Support**” means the support and maintenance services as described in the Support Terms.
- 18.20 “**Support Terms**” means the then-current Support and Maintenance Terms and Conditions at <https://www.cohesity.com/agreements> (the “**Support Terms**”).
- 18.21 “**Territory**” means the geographic area in which Customer is authorized to install and/or use the relevant Cohesity Offering.