

ForgeRock University Terms Sheet

This ForgeRock University Terms Sheet (“University Terms Sheet”) is hereby incorporated in the agreement between ForgeRock and the entity that has licensed from ForgeRock products and services (“Customer”), either directly or from an authorized reseller of ForgeRock products (the “Agreement”). This University Terms Sheet shall become effective upon the execution of an Order Form. Capitalized terms not otherwise defined in this University Terms Sheet shall have the meaning set forth in the Agreement.

In consideration of the mutual covenants and promises contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1.1 Training Credits. Customer may purchase training credits (“**Training Credits**”) that may be used towards the purchase of ForgeRock University public or private courses. Each Training Credit may be used for one student to attend one class of any duration. Private event prices are dependent upon the course duration and the number of students attending each event as selected by Customer and Training Credits can be applied to this price at a rate equal to their purchase price. All Training Credits will be valid for twelve (12) months from the Training Credit start date. Any Training Credit not used during the 12-month term will expire and have no further value. Travel and expenses for private events will be invoiced separately to Customer at cost, and Training Credits cannot be applied to offset these costs.

1.2 Training Subscriptions. Customer may purchase training subscriptions (“**Training Subscriptions**”) to access ForgeRock University training materials and university courses. Training Subscriptions shall be valid throughout the subscription length per the applicable Order Form (“**Subscription Term**”). Customer shall not provide access or share Customer’s username and password to any unauthorized party during the Subscription Term. Customer is responsible for keeping Customer’s account password secure to ensure there is no unauthorized third-party access. A purchased Training Subscription can only be transferred to another user upon written request to ForgeRock and any transfer is entirely at ForgeRock’s discretion.

1.3 Restrictions. Customer will not, in whole or in part, modify, copy or otherwise reproduce the University training materials provided in the provisioning of any University training services.

2.1 Reschedule and Cancellation by Customer. Customer may reschedule a university course no later than ten (10) business days from the course start date by contacting the authorized training delivery partner directly or emailing the cancellation request to training@forgerock.com. Courses must be rescheduled within an existing Subscription Term or with a valid Training Credit. In the event Customer cancels a course less than ten (10) business days before the start date, a cancellation fee equivalent to one training credit shall apply. ForgeRock reserves the right to withdraw access to the course material related to the applicable purchased University course in the event the Customer does not cancel or reschedule a class in accordance with this Section 2.1.

2.2 Reschedule and Cancellation by ForgeRock. If ForgeRock or its authorised training partners deem it necessary to cancel or reschedule a university course, ForgeRock shall endeavour to provide Customer at least five (5) business days’ notice. In the event of cancellation or reschedule by ForgeRock or its authorized training partners, Customer must reschedule for the same course within the same Subscription Term or with a valid Training Credit; provided, however if Customer is not able to do so, Customer shall be eligible for a seat for the same course free of charge up to three (3) months after the expiration of the Subscription Term or applicable Training Credits.

2.3 Support. Any support requests related to ForgeRock University services will be managed by the ForgeRock University team and shall be sent to training@forgerock.com. For the sake of clarity, support for ForgeRock University services shall not be governed by the Support Level Agreement.