**SOLO Litmos Services**

**Order Form Supplement**

This Supplement is part of an Agreement for SOLO Services between SOLO and Customer and applies only to the SOLO Litmos product(s) to which Customer is subscribed (the "Service").

**1.     SOLO LITMOS SERVICES**

The Services include a cloud-based learning management solutions ("LMS") that support customers to unify virtual, classrooms, mobile, social and eCommerce capabilities in a single, secure, and scalable platform. The Services also include content library solutions which can be utilized within either a SOLO LMS or a third-party LMS, depending on the applicable Service as indicated in the Order Form and further described in Sections 3.2 and 3.3 herein.

**2.     USAGE METRICS**

2.1.     Except as indicated below, the Usage Metric for the Service is either Users, Active Users, or Tenants as set forth in the Order Form.

"Users" are individuals authorized to access the Service.

"Active Users" are the number of unique individuals that access the Service in a calendar month.

"Tenant" is a customer-specific instance of the Service.

2.2     Customer may use test tenants for non-productive purposes only. No personal data may be uploaded to or processed in a test tenant.

**3.     ADDITIONAL TERMS**

3.1.     **External Learner Access.** If indicated in the Order Form, the Services may include "external learner" access. For such Services, only individuals who are non-employees of Customer may access the Service under an external learner subscription. "Non-employees" means individuals without a formal employment relationship with Customer or its Affiliates, (e.g. contingent workers, independent contractors, and employees of partners and customers of Customer). Customer must identify each individual accessing under an external learner subscription by setting a flag in the Service.

3.2.     **SOLO Litmos Training Content, enterprise edition, SOLO Litmos Training Content, edition for ANZ compliance, and SOLO Litmos Training Content, edition for Salesforce solutions.** SOLO Litmos Training Content, enterprise edition is a content library which can be utilized only within the SOLO Litmos Training, customer experience edition or SOLO Litmos Training, professional edition platform. SOLO Litmos Training Content, edition for ANZ compliance is a content library which can be utilized only within the SOLO Litmos Training, customer experience edition or SOLO Litmos Training, professional edition platform. SOLO Litmos Training Content, edition for Salesforce solutions is a content library which can be utilized only within the SOLO Litmos Training, edition for Salesforce solutions or SOLO Litmos Training, professional edition for Salesforce solutions training platform.

3.3.     **SOLO Litmos Training Content, edition for ANZ compliance for third-party LMS, SOLO Litmos Training Content, enterprise edition for third-party LMS.** SOLO Litmos Training Content, edition for ANZ compliance for third-party LMS, and SOLO Litmos Training Content, enterprise edition for third-party LMS are each content libraries where course manifest files can be downloaded from the Service and uploaded by Customer into Customer's hosted LMS, provided such LMS is compatible with and supports SCORM standards.

3.4.     No Customer Data is uploaded to or processed by either the SOLO Litmos Training Content, enterprise edition, SOLO Litmos Training Content, edition for Salesforce solutions, or SOLO Litmos Training Content, edition for ANZ Compliance.

3.5.     **SOLO Litmos Training, edition for Salesforce solutions.** SOLO Litmos Training, edition for Salesforce solutions and SOLO Litmos Training, professional edition for Salesforce solutions include a managed package which Customer must install in Customer's instance of Salesforce.com to enable access to the Service through a connector.