

SUPPLIER SERVICE DEFINITIONS

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FORRESTER DECISIONS TEAM LICENSE: Each Forrester Decisions Team License purchased hereunder is a User License that during the term of this Order entitles its holder to: (a) access to the Forrester Decisions Content associated with this license in accordance with the Framework Agreement, Call-Off Contract and the Service Definition terms herein; (b) Share with Colleague; (c) twenty (20) Courtesy Views; and (d) attend Forrester Decisions Guidance Sessions scheduled and attended by, and for the benefit of, a Forrester Decisions Leader or Forrester Decisions VIP Leader license holder.

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SHARE WITH COLLEAGUE: Share with Colleague allows the licensed user to share ten (10) separate documents from the content related to the functional discipline associated with the User License with twenty-five (25) non-licensed individuals using the Share with Colleague function on Forrester's website. Share with Colleague is in addition to any other rights granted to Buyer under this Order or the Framework Agreement, Call-Off Contract and the Service Definition terms herein.

COURTESY VIEWS: Courtesy Views allow the licensed user access to the number of separate documents identified in the license description published outside the content related to the functional discipline associated with the User License.

COURTESY GUIDANCE SESSIONS: Courtesy Guidance Sessions allow the licensed user to schedule and attend five (5) separate guidance sessions at mutually agreed upon times not to exceed fifty (50) minutes per session with a Forrester analyst subject matter expert to answer questions based on content outside the functional discipline associated with the User License. All sessions and responses are for Buyer's internal business use only.

ADVISORY CALL (2 HR.): An interactive telephone session with a Forrester analyst ("Advisory Call"). During an Advisory Call Buyer may (a) ask specific questions about up to three (3) topics based on Forrester's existing research; (b) request qualitative feedback for market-facing messaging; or (c) request insights into the competitive landscape. Advisory Calls do not include custom data collection, comprehensive or strategic messaging review, detailed competitive analysis, or background research on a market or product line.

IN-PERSON STRATEGY DAY: Forrester's in-person strategy day session will highlight how the Buyer fits into the current market and compares to its competitors ("In-Person Strategy Day"). Forrester will share current market trends, challenges, and provide insight about the direction the market is heading. In-Person Strategy Days provide qualitative feedback on the Buyer's current roadmaps, go-to-market strategy and message, and insights into future opportunities. Forrester will travel in support of an In-Person Strategy Day up to 5 hours one-way with no additional cost to Buyer.

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HALF-DAY VIRTUAL STRATEGY DAY: Forrester's half-day virtual strategy session will highlight how the Buyer fits into the current market and compares to its competitors ("Half-Day Virtual Strategy Day"). Forrester will share current market trends, challenges and provide insight about the direction the market is heading. Half-Day Virtual Strategy Days provide qualitative feedback on the Buyer's current roadmaps, inform go-to-market strategy and messaging, and insights into future opportunities.

SPEECH: Forrester shall deliver the number of advisory speeches (each a "Speech") set forth above on behalf of Buyer. A Forrester analyst shall conduct a Speech the content of which shall be based on Forrester's research. Forrester will travel in support of a Speech up to 5 hours one-way with no additional cost to Buyer.

WEBINAR: A one-hour live, or pre-recorded presentation ("Webinar") delivered by Forrester analysts. Each Webinar is targeted to the Buyer's customers or prospects. Topics may include past and current Forrester research, industry trends, and best practices

CERTIFICATION ONLINE COURSE - Each Forrester Training and Certification User License purchased hereunder entitles the licensed users to access Forrester's Training and Certification eLearning portal during the term of this Order for the length of time specified in the course terms and conditions ("Access Period"). During the Access Period each User License holder has access to (a) pre-course materials; and (b) the selected Training and Certification course. A Forrester certification in the selected Training and Certification course will be issued to each licensed user that completes the course content, as determined by Forrester in its sole discretion. The level of certification may be subject to eligibility requirements. Buyer is specifically prohibited from displaying, disseminating, or otherwise providing access to the Forrester Training and Certification e-Learning Portal and any Training and Certification program content to any non-licensed employee or any third party. Any Buyer requests for customization of a Forrester Training and Certification program are subject to separate scoping and additional fees. Buyer may select a course from any Forrester Certification course that is available during the term of this Order.

CERTIFICATION - PRIVATE COHORT: Each Certification Private Cohort purchased hereunder entitles Buyer to one course launch in a private course environment, one private Forrester hosted learner orientation call, and periodic learner progress reporting. Buyer may select a Monday course start date of their choosing with a minimum of four-weeks' notice to Forrester. Buyer access to private course environment is provided for the course access period, a maximum of ninety (90) days, commencing on the course start date.

CERTIFICATION - COURSE WRAPPER: Each Certification Course Wrapper entitles Buyer to include up to eight (8) Buyer branded graphics and Buyer-provided introduction and conclusion messages in one (1) Certification Private Cohort course provided that the introduction and description must fit into the space and file format allotted in Forrester's template. Graphics will be created by Forrester using Buyer-provided logo in the file format allotted. The Forrester template is subject to change at Forrester's sole discretion.

CERTIFICATION - ESSENTIALS – ONLINE COURSE – Each Forrester Certification Essentials license purchased hereunder is a User License that entitles its holder to the following during a consecutive twelve (12) month period beginning during the term of this Order: (a) access to Forrester's Training and Certification eLearning portal; (b) pre-course materials; and (c) the selected Training course. Materials and content accessed shall be versions existing as of the start date of this Order. Buyer is specifically prohibited from displaying, disseminating, or otherwise providing access to the Forrester Training and Certification eLearning Portal and any Essentials Online content to any non-licensed employee or any third party. Customization of a Essentials online course is subject to separate fees.

ESSENTIALS PROGRAM - BASIC SUPPORT: Each Essentials Program – Basic Support entitles Buyer to Basic support for the Essentials Online Course program during the term of this Order. Basic support includes a) a program planning and orientation session; b) an enterprise learning best practice coaching session; c) once per month learner enrollments; d) bi-weekly course progress reporting; e) end of program survey data summary; f) monthly program meetings with Forrester engagement manager. Essentials Program – Basic Support does not include per user Essentials Online Course licenses or course customization. Course delivery via client learning management system (LMS) may limit some of Forrester's reporting capabilities.

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ESSENTIALS PROGRAM - ENHANCED SUPPORT: Each Essentials Program – Enhanced Support entitles Buyer to enhanced support for the Essentials Online Course program during the term of this Order. Enhanced support includes a) a program planning and orientation session; b) an enterprise learning best practice coaching session; c) once per month learner enrollments or up to three (3) cohort launches per year; d) bi-weekly course progress reporting; e) end of program learner survey data summary; f) monthly program meetings with Forrester engagement manager; g) up to eight (8) Buyer branded graphics, which will be created by Forrester using Buyer-provided logo in the file format allotted; h) Buyer-provided introduction and conclusion messages provided that the introduction and description must fit into the space and file format allotted in Forrester’s template. The Forrester template is subject to change at Forrester’s sole discretion. Essentials Program – Enhanced Support does not include per user Essentials Online Course licenses or additional course customization. Course delivery via client learning management system (LMS) may limit some of Forrester’s reporting capabilities.

ESSENTIALS PROGRAM - PREMIUM SUPPORT: Each Essentials Program – Premium support entitles Buyer to annual Premium support for the Essentials Online Course program during the term of this Order. Enhanced support includes a) a program planning and orientation session; b) an enterprise learning best practice coaching session; c) once per month learner enrollments or up to five (5) cohort launches per year; d) bi-weekly course progress reporting; e) end of program learner survey data summary; f) monthly program meetings with Forrester engagement manager; g) up to eight (8) Buyer branded graphics, which will be created by Forrester using Buyer-provided logo in the file format allotted; h) Buyer provided introduction and conclusion messages; i) Addition of Buyer-specific lesson including up to five (5) course pages of Buyer-provided content; j) ability to modify existing in-course discussion and reflection prompts. All Buyer-provided materials must fit into the space and file format allotted in Forrester’s template, which is subject to change at Forrester’s sole discretion. Essentials Program – Premium Support does not include per user Essentials Online Course licenses or additional course customization. Course delivery via client learning management system (LMS) may limit some of Forrester’s reporting capabilities.

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