# Section 1. GENERAL

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# Agreement Term. This Agreement shall be in effect from the Agreement Effective Date and shall remain in effect until the stated term(s) in all Orders have expired or have otherwise been terminated.

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# eGain Offerings Generally. Subject to the terms of this Agreement, eGain shall provide the applicable eGain Offering(s) to Customer as identified in an Order entered into by eGain with Customer, or with Business Partner purchasing on behalf of Customer. eGain reserves the right, in its discretion, to make changes to the eGain Offering(s), including issuing enhancements, modifications, new versions, and making changes to the format, medium or method of delivery, so long as such changes do not materially adversely affect the functionality of the purchased eGain Offering(s).