

**AMENDMENT NO. 17
FOR THE SOCIAL ENTERPRISE SUBSCRIPTION**

This is Amendment #17, effective September 19, 2018, to the Application Hosting Agreement effective July 1, 2004, and all previous amendments thereto (the “AHA”), between, on one hand, Cisco Systems, Inc., a California corporation, and its Affiliates (“Cisco”), and salesforce.com, inc., a Delaware corporation. Each of the other SFDC entities named in the definition of “SFDC” below is also a party to this Amendment 17. In the event of a conflict between the AHA and this Amendment 17, this Amendment 17 shall prevail. Customer must execute Q-02073342 contemporaneously with this Amendment 17 for this Amendment 17 to take effect.

Now therefore, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

- 1. Amendment to Schedule A.** Schedule A, Social Enterprise Subscription Products, shall be amended to add the following new products:

PRODUCT	USAGE LIMITS	QUANTITY TO BE PROVISIONED ON THE ORDER FORM START DATE
<u>CAPPED SUBSCRIPTION PRODUCTS</u>		
Partner Community - Unlimited Edition (1,000 Logins/month)	1	1,000 Logins/month
Field Audit Trail	1	1

- 2. Amendment to Schedule B.** Schedule B shall be amended to add the following:

PRODUCT	QUANTITY TO BE PROVISIONED ON THE ORDER FORM START DATE	ORG ID TO WHICH USERS/PRODUCTS WILL BE PROVISIONED
Partner Community - Unlimited Edition (1,000 Logins/month)	1	00D300000000QUu
Field Audit Trail	1	00D300000000QUu

3. **Amendment to Schedule C.** Schedule C shall be amended to add the following new Product Specific Terms as follows:

Partner Community/Customer Community (Logins/month)

Subscriptions to Customer Community (Logins/month) or Partner Community (Logins/month) may not be purchased for use by Customer employees or other personnel of Customer. Each Customer Community (Logins/month) or Partner Community (Logins/month) subscription entitles the Permitted Users access to 1 community up to the number of log-ins per month ordered. Customer shall assign each Permitted User a User profile or permission set that permits access to no more than 10 custom objects in the applicable community. Salesforce.com will provision 20 User subscriptions for each of the Permitted Number of Monthly Logins; subject, however, to the limitations on the aggregate number of User subscriptions per Org set forth in the User Guide ("Permitted Users"). Customer understands that the above functionality limitations are contractual in nature (e.g., the number of custom objects are not limited as a technical matter in the Service) and therefore agrees to strictly review its Users' use of such subscriptions and enforce the limit on the number of custom objects. SFDC may review Customer's use of Customer Community (Logins/month) or Partner Community (Logins/month) subscriptions at any time through the Service. The pricing above for such products includes the number of User logins per calendar month specified under "Product" above times the corresponding number specified under "Quantity" above (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of User logins in the applicable Org exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-Login price (based on the "Monthly/Unit Price" specified above) for each User login in excess of three times the Permitted Number of Monthly Logins. If the aggregate number of User logins in the applicable Org exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-Login price (based on the "Monthly/Unit Price" specified above) for each excess User login in such fourth month and in each consecutive month thereafter in which the aggregate number of User logins in the Org exceeds the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears in accordance with the billing and payment methods specified above. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform with U.S. Pacific Time.

4. **Effect of Amendment.** Subject to the above modifications, the AHA remains in full force and effect.

SALESFORCE.COM, INC.

DocuSigned by:
Signature: Joslyn Lacy
1C29D6B48D434D3
Print Name: Joslyn Lacy
Title: Manager, Order Management
Date: September 18, 2018 | 19:21:12 PDT

CISCO SYSTEMS, INC.

7CE8FA0879AB421
By: Nick Herman
DocuSigned By: Nick Herman
Print Name: Nick Herman
Title: Contract Negotiator
Date: September 21, 2018