

## PURCHASE ORDER GUIDELINES

Dear Customer/Partner,

Your cooperation in ensuring these guidelines are followed when issuing a Purchase Order will help Cloud Software Group and its affiliated companies process your order smoothly, provide your licenses/services in the quickest time frame and ensure invoices are issued to you in an accurate and timely manner.

Please address your dated Purchase Order to the applicable Cloud Software Group Affiliate, as per table below and email to [contracts@tibco.com](mailto:contracts@tibco.com).

Customer or Partner signing entity is located in:	Cloud Software Group Affiliate:	Address:
United States of America and its Territories, Central America, and South America (except Brazil)	Cloud Software Group, Inc.	851 Cypress Creek Road - Fort Lauderdale - Florida 33309
U.S. Federal Government (or any U.S. entity selling or procuring on behalf of)	Cloud Software Group Federal, Inc.	2300 Clarendon Blvd - Ste 1200 -Arlington - VA 22201
Australia	TIBCO Software Australia Pty Ltd	Level 11 – 100 Pacific Highway – North Sydney – NSW 2060 - Australia
Brazil	TIBCO Software Brasil LTDA	Avenida Presidente Juscelino Kubitschek, 2041 Complexo JK, Torre B, 5º andar - Vila Olímpia, São Paulo - SP, 04543-011 - <u>Brasil</u>
Mexico	TIBCO Software S.A de C.V	Av. Presidente Masaryk #111 – Piso 1 – Col. Chapultepec Morales – Mexico D.F. 11560 - Mexico
All other countries	Cloud Software Operations (Ireland) Limited	140 Thomas Street – Dublin 8 – D08 XN61 - Ireland

1. Please state the ship-to and bill-to contacts including names, email and/or physical address and your company's Taxpayer ID or VAT number. In the United States, if you are claiming sales tax exemption in connection with your order, please include a copy of the tax exemption certificate with your Purchase Order.
2. Please include the following reference language in your Purchase Order:  
  
"This Order Form is issued exclusively pursuant to the Terms located at <http://terms.tibco.com/#end-user-license-agreement> . Alternatively and if applicable, this Order Form is issued exclusively pursuant to the terms and conditions of the most recent contract, as amended, entered into by Customer and Cloud Software Group, Inc. or its Affiliate as designated in the relevant contract. No other terms shall apply."
3. When purchasing a license, please ensure that the exact product name, Unit, Number of Units, License Type, fees (unless the purchase is an evaluation at no charge), are accurately stated on your Purchase Order.
4. When purchasing Maintenance, please ensure that the level of Maintenance (i.e. Updates Only, Bronze or Silver) and duration is stated on your Purchase Order.
5. If you are a Partner, the Order Form shall (a) be issued on Partner's letterhead, (b) contain the following statement: "License, maintenance and/or services set forth herein are purchased solely under the terms and conditions of the [enter applicable Partner agreement by title and effective date]. No other terms shall apply", (c) list by line item each item of Licensor Software, the quantity being ordered, and the first year Maintenance fee (d) include, at a minimum the End User's company name and city/country location, and (e) a stated renewal Maintenance fee or rate (if different than the first year Maintenance fee).
6. When purchasing Consulting Services, please ensure that the role (type of consultant), quantity, unit of measure (hourly or daily), the unit rate and the estimated start date and end date along with a brief description of the services are stated on your Purchase Order.

If you are purchasing a Pre-Paid Training Account or Education Passport, please specify the quantity and total fee for which you are prepaying.

If your purchase order is for a specific education/training course, please ensure that the course, course number or code, number of attendees, location of the course (your facility, web-based or at a TIBCO Learning Center), rate per attendee and fee or quantity of pre-paid or passport units utilized is stated on your Purchase Order.

***Thank you for your interest in, and doing business with, Cloud Software Group***