

Exodus Terms of Service

These Exodus Terms of Service apply to Exodus Services unless otherwise agreed in writing by Unisys. Unisys' obligations and Client's rights relating to the Exodus Services shall be governed solely by these Terms of Service, including documents referenced therein, and the order agreed by Unisys and the Client, unless otherwise expressly agreed in writing by Unisys and Client for that order.

BY CLICKING "ACCEPT" OR BY ACCESSING OR USING THE SERVICES, YOU, THE "CLIENT", AGREE TO THESE TERMS OF SERVICE. IF YOU ARE AN INDIVIDUAL ACCEPTING THESE TERMS OF SERVICE ON BEHALF OF AN ENTITY, THE ENTITY IS THE "CLIENT" AND YOU REPRESENT THAT YOU HAVE THE LEGAL CAPACITY AND AUTHORITY TO ENTER, AND YOU ARE ENTERING, INTO THESE TERMS OF SERVICE ON THE CLIENT'S BEHALF. IF YOU DO NOT AGREE, DO NOT ACCESS OR USE THE SERVICES OR CLICK "ACCEPT".

Unisys supplies a software as a service (SaaS) solution called Exodus which helps companies to facilitate the migration of their mobile devices from a Unified Endpoint Management (UEM) to another UEM.

Prior to the acceptance of these Terms of Service, Client acknowledges having consulted and agreed to the Exodus Solution's Documentation online (<https://docs.exodus.tools/>), and/or having received all useful information and other elements necessary about the Exodus Solution from the Reseller to give its informed consent.

In particular, Client acknowledges that:

- it remains responsible of making backups of its information system before the UEM migration;
- the Exodus Solution does not make any backup of Client's information system;
- the Exodus Solution only executes automatically the instructions given by its Administrator through the Exodus Dashboard (as defined below);
- Client's Administrator (as defined below) must have advanced UEM skills to use the Exodus Solution.

By using the Exodus Solution, Client acknowledges that it has read these Terms of Service, understands them, and agrees to be bound by these terms, and that the person who accepts on its behalf has been authorized to do so.

1. DEFINITIONS

Unless expressly provided otherwise herein, the terms and expressions beginning with a capital letter and used in the body of these Terms of Service shall refer to the definitions given below.

"Administrator" means an Exodus Solution user with administrator rights and privileges, who is therefore allowed by Client to sign-in and manage the Exodus Dashboard. Administrator may be an in-house IT staff or a Third-Consultant.

"Business Day" refers to any day which is not a Saturday, Sunday or public holiday in France.

"Client Data" means data in electronic form, notably personal information, input or collected through the Exodus Solution or through the Exodus Application, by or from Client, its Administrator and/or its End-User.

"Data Processing Addendum" means the data processing clauses referenced thereto in appendix 1, which form part of these Terms of Service and are binding upon the parties to these Terms of Service.

"Documentation" means the online documentation of the Exodus Solution, accessible at the following URL: <https://docs.exodus.tools>, which form part of these Terms of Service and is binding upon the Client.

"Effective Date" means the date of the online acceptance of the Terms of Service made by the Client.

"End-User" means an individual who belongs to Client's Organization and who is authorized by the Client to use the Exodus Application.

"Enrollment" enrolling a device means linking via a Profile File an UEM services to a designated device. Unenrollment means suppressing the link between a device and an UEM solution.

"EULA" means the End-User Licence Agreement of the Exodus Application, which form part of these Terms of Service and is binding upon the Client.

"Exodus Application" means the Exodus mobile application called "Exodus Companion" and used by Client End-Users to migrate their device.

"Exodus Dashboard" means the Exodus Solution administrative console which allows the Administrator to control and manage an UEM migration.

"Exodus Solution" means the software as a service solution supplied by Unisys and accessible at the following URL: <https://www.exodus.tools>

"Normal Business Hours" refer 9.00 AM to 6.00 PM UTC+01:00 (CET) time, each Business Day.

"Profile File" a profile file is a standard XML file sent from an UEM instance to a device to offer management capacities on this same device via the UEM instance.

"Reseller" means an independent contractor authorized by Unisys to distribute the Exodus Solution to Client.

"Service(s)" means any service in relation with the Exodus Solution ordered by Client and provided by Unisys.

"SLA" means Unisys' standard service level agreement as described in section 6.

"Source UEM" means the current Client's environment and all the elements about its configuration.

"Target UEM" means the target Client's environment and all the elements about its configuration.

"Terms of Service" means all the terms and conditions contained therein, referenced therein and in each appendix.

"Third-Consultant" means a third-party IT consultant, independent of each party to these Terms of Service, and who is designated by Client to advise it during the UEM Migration and, in particular, to access to the Exodus Dashboard as Client's Administrator.

"Third-Country" means any country which is not a European Union member state nor a European Economic Area member state (EU member state plus Iceland, Liechtenstein, Norway).

"Token" means a single right to use the Exodus Solution to migrate a single mobile device.

"UEM" means Unified Endpoint Management.

"UEM Migration" means a project of migration created by Client on the Exodus Solution.

2. PURPOSE

The Terms of Service shall apply to each and every Service provided by Unisys.

Exodus Solution purpose is to facilitate the configuration of Client's mobile devices after an UEM Migration performed by Client, by automating the unenrollment to the Source UEM and the re-enrollment to the Target UEM on each mobile device selected by Client and in accordance with the specific instructions given by the Administrator on the Exodus Dashboard.

Exodus Application helps each End-User to configure automatically and step-by-step their own mobile device from the Source UEM to the Target UEM.

Client is able to track the progress of its UEM migration through the Exodus Dashboard for each End-User, allowing Client to assist only End-Users who are experiencing difficulties.

3. PROCEDURE FOR ORDERING

Unless otherwise agreed with Unisys, Client must order Services from a Reseller.

The Reseller is and remains Client's commercial contact for the duration of the Terms of Service.

Any price and fees must be paid to the Reseller.

Client acknowledges that Unisys may delay the provision of the Services ordered as long as Unisys has not received payment of all amounts due to use the desired number of Tokens.

4. DURATION

These Terms of Service shall come into force on the Effective Date and remain in force until the completion or termination of the UEM Migration.

An UEM Migration will be deemed as completed when all End-Users status have been marked as "Re-enrolled" or when the Administrator has consumed all available Tokens.

5. SERVICES

5.1 Description of the Services

Unisys provides with reasonable care and skills to Client:

- a right to access and use the Exodus Solution, in accordance notably with the conditions laid down in section 5.4;
- an Administrator account to access and use the Exodus Dashboard;
- a right to use the Exodus Application for each End-User, in accordance with the conditions notably laid down in section 5.5; and
- the level of quality of the services mentioned in section 6.

5.2 Exodus Solution's features

The Parties acknowledges that the main features of the Exodus Solution are solely the following:

- to execute the UEM configuration instructions given by Client's Administrator on the Exodus Dashboard in order to migrate from a Source UEM to a Target UEM;
- to invite each End-User to install and use the Exodus Application on their mobile device;
- to update via the Exodus Application the configuration of each End-User mobile device by uninstalling the former Source UEM configuration and installing the new Target UEM configuration;
- to track the progress of Client's UEM migration through indicators on the Exodus Dashboard (i.e: 'User not informed', 'User Informed', 'Unenrolling', 'Unenrolled', 'Re-enrolling', 'Re-Enrolled').

The features mentioned above are the main reasons for which Client has accepted these Terms of Service. Considering the above, Unisys undertakes not to remove any of the hereabove mentioned features during an upgrade of the Exodus Solution.

Any other Exodus functionalities not listed therein must be considered by Client as a non-essential feature that Unisys may delete in whole or in part during an upgrade of the Exodus Solution.

5.3 Features not included

Client acknowledges that the Services do NOT make any backup of any type of Client's information systems and data, and notably of Client's UEM or End-User's mobile devices.

Client acknowledges that the unenrollment from the Source UEM on each mobile device to migrate will causes a deletion of all the data contained on it. Therefore, it is the sole responsibility of Client to make a backup of all data contained on each of its mobile devices prior to the UEM Migration.

5.4 Right to Use and Access the Exodus Solution

During the Terms of Service, and subject to the compliance with its obligations contained in this agreement, Client is hereby granted a non-exclusive, limited, non-transferable, revocable right to access and use the Exodus Solution for its sole internal purposes.

These rights are granted to Client and to any affiliate thereof (i.e. all Client's subsidiaries and any company, owner or entity entitled to use Client's trademarks and represented by Client for the purpose of entering into these Terms of Service), and to any third party for whom access to and use of the Exodus Solution is required for Client's business and/or affiliated companies (in particular Third-Consultant).

Resale and distribution of the Exodus Solution are and remain strictly prohibited.

5.5 Exodus Application EULA

During the Terms of Service, subject to the compliance of its obligations contained in these Terms of Service and within the limits of the number of Tokens purchased, Client is hereby granted a non-exclusive right to allow its End-User to install, download, perform, use and execute the Exodus Application on End-User mobile devices.

End-Users must comply with the Client's obligations when applicable, in particular those set out in sections 8.3, 8.4 and 8.5.

5.6 Token

Prior to its UEM Migration, Client must purchase from the Reseller as many Tokens as mobile devices it wishes to migrate.

A Token can only be used once and for a single mobile device migration from a Source UEM to a Target UEM.

6. SLA

Unisys shall use commercially reasonable endeavors to make the Services available 24 hours a day, seven days a week, except for planned maintenance carried out outside Normal Business Hours, provided that Unisys has used a reasonable endeavor to give Client at least a 12 hours notification in advance.

Notwithstanding the above, Unisys is allowed to perform unscheduled maintenance inside Normal Business Hours, and without prior notification, in case of vital maintenance or serious security issue for the Exodus Solution or for the information system hosting it.

7. TECHNICAL SUPPORT

Unisys will only provide for Client a standard Client support service by email (support@exodus.tools), during the Normal Business Hours and undertakes to answer to Client's requests within 24 Normal Business Hours delay after reception. Client support is solely provided for the solving of Exodus Solution's use issues.

Considering the above, Unisys will not give any advice as to Client UEM Migration operations nor Client information system configuration. Client shall have the necessary skills to perform its UEM Migration alone or to be assisted by a Third-Consultant.

Unisys will only provide technical support to Client Administrator. Therefore, End-Users are not eligible to the benefit of the technical support.

Prior to contact the technical support, Client undertakes to consult the Exodus Documentation, which contains Frequently Asked Questions and Troubleshooting and Resolve common issues.

8. CLIENT'S OBLIGATIONS

8.1 Pre-requisite of UEM Migration

Before the performance of any UEM Migration, Client must ensure the following pre-requisite:

- to make a backup of its Current UEM and all information contained;
- to make a backup of all its information system;
- to duplicate all its information and data from its Source UEM to its Target UEM, in order to allow its End-Users to retrieve their data after the UEM Migration;
- to recommend to and warn its End-Users to make a backup of all the information contained in their mobile device prior to execute the Exodus Application;
- to provide all the necessary UEM configuration information and necessary instructions on the Exodus Dashboard and to check their accuracy prior to start the UEM Migration.

8.2 Documentation

Client undertakes to consult and read the Exodus Documentation and to use the Services in accordance with this Documentation.

8.3 Credentials and accounts

Client is solely responsible for maintaining the confidentiality of the credentials (login and password information) of any of its accounts.

Client shall take reasonable steps to prevent unauthorized access to the Services, including without limitation by protecting its passwords and other log-in information. Client shall notify Unisys immediately of any known or suspected unauthorized use of the Services or breach of its security and shall use best efforts to stop said breach.

Client is and remains fully responsible and liable for:

(a) Client's and other End-Users' use of the Services, including without limitation unauthorized End-User conduct and any End-User conduct that would violate the EULA or the requirements of these Terms of Service applicable to Client; and

(b) any use of the Services through any Client's account, whether authorized or unauthorized.

Therefore, Unisys shall not be liable for any acts or omissions by Client, including any damages of any kind incurred as a result of such acts or omissions.

8.4 Prohibitions

Any granting of a right to use under these Terms of Service shall not give rise to a transfer of ownership to the benefit of Client who shall in consequence refrain from directly or indirectly damaging Unisys' ownership rights, and in particular Client shall refrain from:

- reproducing all or part of the Exodus Solution or Exodus Application other than in the cases stipulated in these Terms of Service;
- modifying or adapting the Exodus Solution or Exodus Application for troubleshooting purposes or for repairing errors without the prior consent of Unisys;
- unless otherwise provided in these Terms of Service, renting, sharing or sub-licensing the Exodus Solution and Exodus Application or granting any sort of right whatsoever either in connection with the Exodus Solution, the Exodus Application or a part thereof to a third party, including any subsidiary, without the prior consent of Unisys;
- translating, performing reverse engineering, decompiling, disassembling in whole or in part the Exodus Solution, the Exodus Application, unless this complies with the conditions set forth in section L. 112-6-1 of the French Intellectual Property Code. More generally, Client shall refrain from making

any reproductions on any medium whatsoever and by any means whatsoever;

Should any interoperability problems arise between the Exodus Solution and the Exodus Application, Client undertakes to inform Unisys thereof without delay and seek possible solutions thereto with the help of the Unisys;

and

- withdrawing or altering any identification items relative to the Exodus Solution or the Exodus Application, the ownership manual, or labels or markings on these.

8.5 Restrictions

THESE TERMS OF SERVICE MAY NOT BE SOLD OR TRANSFERRED TO A THIRD PARTY WITHOUT THE PRIOR AUTHORISATION OF UNISYS.

Consequently, any other form of transfer free of charge or for cash is strictly prohibited.

Unless stipulated to the contrary in these Terms of Service, Client undertakes:

1. never to allow a third party (except for Third-Consultant) to these Terms of Service to use the Exodus Solution in any form whatsoever and to take all reasonable and appropriate action to ensure that no unauthorized use of the Exodus Solution or Exodus Application is undertaken;
2. never to allow a third party to these Terms of Service to avail of the use or functionalities of the Exodus Solution by way of a « time sharing » agreement or any other arrangement.

9. INTELLECTUAL PROPERTY

9.1 Ownership of Unisys

Without prejudice to the rights granted to Client in sections 5.4 and 5.5, Unisys is and shall remain the owner of the intellectual property rights on the Exodus Solution and the Exodus Application.

Client may reproduce and use the Exodus related documentation solely as necessary to complete its UEM Migration and support its End-User.

9.2 Ownership of Client

Client shall remain the owner of the full set of Client Data and information transmitted, as well as any data and information handled by Unisys for the performance of the Terms of Service.

10. DATA PRIVACY

10.1 Processing of Client Data

In order to supply its Service, Unisys needs to process some Client Data. Client remains the data controller of its Client Data. Unisys will only act as data processor.

In accordance with the European Data Protection Regulation, namely the regulation 2016/679 of 27 April 2016 "General Data Protection Regulation", a Data Processor Addendum is agreed by and between Client and Unisys. Such Data Processor Addendum is in appendix 1.

11. CONFIDENTIALITY OF CLIENT DATA

The Parties hereby agree that Client Data shall in particular and in a non-exhaustive manner be deemed to be confidential information.

Unisys commits to keeping secret any Client Data it may become privy to before, during and after the provision of the Service for a period of 2 (two) years from the time of expiry of these Terms of Service. Unisys shall refrain in particular from making any use thereof which does not come within the scope of the contractual obligations set forth in these Terms of Service or from circulating said Client Data, unless Client specifically consents thereto.

Client Data shall be destroyed further to Client written express request or Client action on the Exodus Dashboard.

Notwithstanding the foregoing, Unisys reserves the right to transfer certain parts of Client Data to sub-contractors or affiliates within the strict limit of the above mentioned needs which are conducive to performance of the Service and its end purpose, and it undertakes in particular to ensure that said sub-contractor or affiliate is bound by the same confidentiality obligations as those set forth in these provisions.

12. ELECTRONIC EVIDENCE

The parties to these Terms of Service undertake to recognize a probative value equivalent to that of a paper document to any electronic document exchanged between them as well as any action carried out online via the Exodus Solution, the Exodus Dashboard or the Exodus Application and stored in Unisys 's information system (particularly online acceptance of the Terms of Service or related contractual documents, date of acceptance, connection logs, date and hour of any actions or connection, IP addresses). Since Unisys' computerized records are kept in reasonable conditions of security, the Parties waive, except proven computer fraud, to invoke any unenforceability, inadmissibility, nullity of evidence that would be reported by means of these computerized records.

13. DISCLAIMERS, EXCLUSIONS AND LIMITATIONS OF LIABILITY

13.1 Internet Delays

Client acknowledges that the Services may be subject to limitations, delays, and other problems inherent in the use of the internet and electronic communications. Unisys is not responsible for any delays, delivery failures or other damage resulting from such problems.

13.2 Disclaimer

EXCEPT AS EXPRESSLY REPRESENTED OR WARRANTED IN SECTION 6, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE EXODUS SOLUTION, AND ALL SERVICES PERFORMED BY UNISYS ARE PROVIDED "AS IS," AND UNISYS DISCLAIMS ANY AND ALL OTHER PROMISES, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND/OR DATA ACCURACY. UNISYS DOES NOT WARRANT THAT THE APPLICATION SERVICE OR ANY OTHER SERVICES PROVIDED BY UNISYS WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION OF THE APPLICATION SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL ERRORS WILL BE CORRECTED.

13.3 Exclusions of Remedies; Limitation of Liability.

IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, REGARDLESS OF THE NATURE OF THE CLAIM, INCLUDING, WITHOUT

LIMITATION, LOST PROFITS, COSTS OF DELAY, ANY FAILURE OF DELIVERY, BUSINESS INTERRUPTION, COSTS OF LOST OR DAMAGED DATA OR DOCUMENTATION, OR LIABILITIES TO THIRD PARTIES ARISING FROM ANY SOURCE, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE CUMULATIVE LIABILITY OF UNISYS TO CLIENT FOR ALL CLAIMS ARISING FROM OR RELATING TO THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, ANY CLAIM FOR INDEMNIFICATION OR ANY CAUSE OF ACTION SOUNDING IN CONTRACT, TORT, OR STRICT LIABILITY, WILL NOT EXCEED THE AMOUNT OF € 25 000. THIS LIMITATION OF LIABILITY IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE PROVEN INEFFECTIVE.

13.4 Essential basis of the agreement

Client acknowledges and understands that the disclaimers, exclusions and limitations of liability set forth in this Section 13 form an essential basis of the agreement between the parties, that the parties have relied upon such disclaimers, exclusions and limitations of liability in negotiating the terms and conditions in these Terms of Service, and that absent such disclaimers, exclusions and limitations of liability, the terms and conditions of these Terms of Service would be substantially different.

13.4 Insurance

Either party represents that it has taken out insurance with a reputedly solvent insurance company for coverage of civil liability, professional operations, fire and criminal liability for bodily, material or immaterial injury caused to the other party or a third party by its employees during performance of the Terms of Service.

In this respect, either party undertakes to pay all insurance premiums to enable the beneficiary to assert its rights.

The above insurance coverage shall be taken out for the full duration of the Terms of Service.

14. RESCISSION

In the event of failure by one or other party to perform its obligations in respect of these Terms of Service, and if such breach is not repaired within thirty (30) days from the time of receipt of a registered letter with acknowledgement of receipt outlining said breach, the other party shall be free to rescind the Contract *ipso jure* without any further formality and without prejudice to any damages it may be awarded by way of such breach.

Failing payment of all or part of the price or in the event of non-performance by Client of any one of its obligations towards Unisys, the relevant order and any and all orders in process shall be rescinded *ipso jure* by Unisys, subject to dispatch of a registered letter with acknowledgement of receipt requesting repair of the alleged breach which had not been repaired by Client within a fifteen-day period following receipt of said letter.

15. FORCE MAJEURE

Other than the events usually taken into account by Case Law in the event of force majeure, the obligations binding on the parties shall be automatically suspended should any event beyond their control arise preventing normal performance of this contract, e.g.: earthquakes; fire; storms; floods; blocking of transport or delivery services for whatever reason; total or partial strikes inside or outside the company; lock-outs; blocking of telecommunications or internet services and networks; electricity outages lasting more than 30 minutes; statutory or regulatory changes to commercialization modes; any other event beyond the parties' control preventing normal performance of these Terms of Service.

The party which becomes aware of the event shall immediately inform the other party that performance of its service is impossible and provide justification thereof. Any suspension of obligations shall not induce liability in any form for non-performance of the obligation in question, nor shall it give rise to the payment of damages or late charges.

However, once the supervening event causing suspension of their respective obligations has ceased, the parties shall endeavor to resume performance of said contractual obligations under normal conditions and as quickly as possible. To this effect, the party so prevented shall inform the other party of the resumption of its obligation by registered letter with acknowledgement of receipt or by service of a legal process.

16. GENERAL PROVISIONS

16.1 Entire obligations

The clauses set forth in these Terms of Service constitute the entire obligations binding on the parties in regard to the Services.

No other general or specific condition provided in the documents sent or remitted by the parties may be added to these Terms of Service, except by way of an addendum to be drawn up and signed by either party.

16.2 Non-waiver

Should one of the parties fail to assert its rights in regard to a breach by the other party of any one of its obligations set forth herein, such failure to assert shall not in any manner be construed to be a waiver of said obligation in the future.

16.3 Nullity

Should any difficulty arise with the interpretation of any of the headings of the clauses herein, or the clause itself, the heading shall be declared null.

Should one or several provisions herein be declared null or by way of application of a law, a regulation or following the final ruling of a court with relevant jurisdiction, the other provisions shall remain in full force and effect.

16.4 Residence

The parties choose their residence at the addresses provided in the Technical and Financial Proposal, except in the case of specific derogation by way of an addendum.

Should either Party change its address, it shall notify the other Party thereof by way of registered letter with acknowledgement of receipt.

16.5 Applicable law

These Terms of Service shall be governed by the laws of France and without regard to international law rules of conflict of laws.

This condition shall apply to the rules on form and substance.

16.6 Forum of jurisdiction

IN THE EVENT OF A DISPUTE ARISING IN CONNECTION WITH THE PERFORMANCE OF THE SERVICE, THE PARTIES UNDERTAKE TO COOPERATE TO THE FULLEST EXTENT AND IN GOOD FAITH TO FIND AN AMICABLE SOLUTION THERETO.

SHOULD THE PARTIES FAIL TO REACH A SETTLEMENT, FORUM OF JURISDICTION SHALL BE GIVEN TO THE COURTS OF PARIS (FRANCE), EVEN IN THE CASE OF THIRD-PARTY PROCEEDINGS, URGENT PROCEEDINGS OR OPPOSITION TO AN ORDER TO PAY.

APPENDIX 1. Data Processing Addendum

Client acknowledges and agrees that the Data Processor Addendum set out here: <https://www.unisys.com/client-contract-terms/> (under Client Data Privacy Resources) shall apply. Acting in its role as Data Processor, Unisys is authorized to process on behalf of the Client the Personal Data set out below in order to provide the Services as described in the hereabove Terms of Service.

The purposes of the processing are:

- to facilitate the Client's UEM Migration;
- to send notifications to End-Users in connection with the Client's UEM Migration;
- to identify the End-User's mobile device in order to proceed on the unenrollment from the Source UEM and the re-enrollment on the Target UEM;
- to monitor the Client's UEM Migration by getting status update on the progression of End-User's migration.

The categories of Personal Data processed are:

- End-User's and Client company name;
- End-User's email*, Group Name*, Device Serial Number*, Device Model, Device Enrollment Type*;
- End-User's device status (i.e. "User not informed", "User informed", "Unenrolling", "Unenrolled", "Re-enrolling", "Re-enrolled".);
- Client's Source UEM credentials * (email, password, API KEY) Host source URL * ;
- Client's Target UEM credentials * (email, password, API KEY), Target source URL *.

The categories of data subjects are:

- Client's End-Users
- Client's Administrator