

F5 NETWORKS, LTD. CONSULTING SERVICES AGREEMENT

F5 Networks, Ltd. ("F5") agrees to provide professional services to customer ("Customer") under the following terms and conditions (the "Agreement"). By agreeing to have F5 perform professional services for Customer, Customer agrees to be bound by this Agreement:

1. Professional Services.

1.1 F5 will provide Customer with a specified number of hours of professional services ("Services") as set forth in a statement of work signed by Customer and F5 ("Statement of Work") or as otherwise agreed to by F5 and Customer. The parties may choose to define a set of deliverables as described in a Statement of Work. If deliverables are defined by the parties, F5 will use its commercially reasonable efforts to provide such deliverables (the "Deliverables"), but will not be obligated to provide Services beyond the hours set forth in the Statement of Work. In the event that a Statement of Work is not specified, F5 will use commercially reasonable efforts to provide such Services as requested by Customer up to the number of hours agreed to by the parties.

1.2 F5 will provide such resources and utilize such employees and/or consultants as it deems necessary to perform the Services. Customer agrees to furnish F5 with adequate technical assistance, network access, materials, and an environment suitable for F5 to be able to perform the Services. Customer further agrees to provide F5 with such technology owned or controlled by Customer (the "Licensed Technology") as F5 reasonably requires to perform the Services.

1.3 Customer and F5 agree to cooperate in good faith to achieve completion of the Services in a timely and professional manner. F5 shall bear no liability or otherwise be responsible for delays in the provision of Services or any portion thereof occasioned by Customer's failure timely to complete a Customer task or adhere to a Customer schedule.

1.4 Under this Agreement, F5 is not providing or licensing to Customer any existing or future F5 software programs or products. Customer may acquire licenses to such F5 products only under the terms of a separate software license agreement.

2. Term of Agreement.

This Agreement commences on the earlier of the date of the Statement of Work, Purchase Order, or date that F5 begins providing Services ("Effective Date") and, unless terminated earlier pursuant to the terms of this Agreement, shall continue in force until exhaustion of the number of consulting hours identified in the Statement of Work or as otherwise agreed to by F5 and Customer.

3. Right to Perform Consulting Services.

Customer acknowledges that F5 has extensive expertise, experience, and proprietary products and tools in the area of application traffic management and secure remote access, and that F5 intends to utilize such expertise, experience, products and tools in providing consulting services and other services in such field to other clients. Subject to F5's compliance with the confidentiality provisions stated herein, nothing in this Agreement shall restrict or limit F5 from performing such development, consulting or other services to any other entity in any industry.

4. Services Fees and Expenses.

4.1 For the Services provided by F5, Customer agrees to pay F5 the fees set forth in a quote issued by F5 to Customer or as otherwise agreed to by F5 and Customer (the "Payment Schedule") plus

any applicable sales or use taxes or other charges as discussed in Section 4.2. Customer also shall reimburse F5 for actual, reasonable travel and out-of-pocket expenses incurred in accordance with F5's business expense policy, available at <http://www.f5.com/about/guidelines-policies/>.

4.2 The amounts payable to F5 set forth in the Payment Schedule are exclusive of any sales or use or other taxes or governmental charges. Customer shall be responsible for payment of all such taxes or charges except for any taxes based solely on F5's net income. If Customer is required to pay any taxes based on this Section 4.2, Customer shall pay such taxes with no reduction or offset in the amounts payable to F5 hereunder.

5. Invoicing and Payment.

Unless otherwise set forth in a Statement of Work, F5 will invoice on a monthly basis for all Services fees and reimbursable expenses that have accrued. Each invoice shall be due and payable within thirty (30) days of date of a proper invoice, and shall be deemed overdue if they remain unpaid beyond that point. If past due amounts owing from Customer are not paid within thirty (30) days, the unpaid amount shall accrue interest at the rate of 1.0% per month, or at the highest legal interest rate, if less.

6. Intellectual Property Rights.

Except as described below, the Deliverables which are first produced or created for Customer by F5 under a Statement of Work incorporating this Agreement shall be the property of Customer and shall be considered works made for hire under this Agreement. Notwithstanding the foregoing, any developed technology, including patentable and unpatentable ideas, know-how, technical data, or techniques, and all intellectual property rights appurtenant thereto which may be developed by F5 under this Agreement or in the delivery of any services hereunder that derive from, improve, enhance or modify F5's product(s) or pre-existing intellectual property, including but not limited to product enhancements embodied in "iRules" and/or using the "iControl" open API, will be the property of F5 (collectively, "F5 Developments"). Customer will have a non-exclusive license to the F5 Developments to the extent necessary to enable Customer to use any F5 Deliverable(s). Subject to the limitations placed on F5 by the confidentiality provisions of this Agreement or by any existing non-disclosure agreement between F5 and Customer, F5 may in its sole discretion develop, use, market, license, or sell the F5 Developments and any software, application or product that is similar or related to that which was developed by F5 for Customer. F5 shall not be required to disclose information concerning any F5 Developments which F5 deems to be proprietary or confidential.

7. Limited Warranties and Exceptions.

7.1 F5 warrants that the Services provided hereunder will be performed in a professional manner consistent with the quality of F5's performance of services for similarly situated customers and in accordance with generally accepted industry standards. F5 makes no guarantees or assurances that the Services will achieve Customer's specific goals or provide additional functionality to Customer's F5 appliance.

7.2 F5 EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

7.3 In order to receive warranty remedies, deficiencies in the Services must be reported to F5 in writing within ninety (90) days of completion of the Services. After such time, any corrective Services requested by Customer shall be billed to Customer at F5's standard consulting rates then in effect and subject to scheduling availability of F5 personnel. Customer's sole remedy for a breach of the warranty described in Section 7.1 shall be re-performance of the non-conforming Services or to receive a refund of

the pro rata amount of the fees allocable to such non-conforming Services, at F5's option.

7.4 F5's maximum liability for any breach of warranty hereunder shall be a refund of the applicable Services fees paid under this Agreement. Customer shall, under no circumstances except as specifically set forth in a separate software license agreement, be entitled to a refund of the license fees paid to F5.

8. Termination.

8.1 This Agreement may be terminated by either party upon thirty (30) days' prior written notice if the other party materially breaches or fails to perform any material term hereof and the breaching party fails to cure such breach within the 30-day period.

8.2 Each party's obligations under Sections 3-14 of the Agreement shall survive termination or expiration of the Agreement. If F5 terminates the Agreement for failure of Customer to pay any amounts owing hereunder, the rights of Customer to use the Deliverables including any express or implied licenses which may have been granted herein shall immediately terminate.

9. Indemnification.

9.1 General. F5 and Customer each agrees to indemnify, defend and hold the other, its affiliates, and their respective officers, directors, employees, and agents ("Indemnitees") harmless from and against any and all liabilities, losses, damages, or costs asserted by third parties against the Indemnitees by unaffiliated third parties and bear all expenses incurred in the defense and settlement of the claim ("Losses"), including any reasonable lawyer's fees and expenses relating to its defense, resulting from any suit or action brought against the Indemnitees due to third party claims for death, bodily injury or the damage to or loss of any real or tangible personal property to the extent arising out of the indemnitor's negligence or willful misconduct in the performance of this Agreement. The indemnitor will pay costs and damages (including reasonable lawyers' fees) finally awarded against the Indemnitees or agreed in settlement by the indemnitor which are directly attributable to any such claim and will bear all reasonable costs of the investigation and defense of the claim

9.2 Intellectual Property Infringement. F5 agrees to indemnify and defend Customer Indemnitees against third party claims that a Service or Deliverable includes any trade secret that F5 has unlawfully misappropriated or infringes: (a) a patent duly issued by the United States, Canada, Japan, or a country that is a member of the European Economic Area; (b) a registered trademark enforceable in any country that has ratified or acceded to either the Madrid Agreement Concerning the International Registration of Marks or the Protocol Relating to the Madrid Agreement; or (c) a copyright valid in any country that has ratified or acceded to The Berne Convention on Literary and Artistic Works. F5 will pay costs and damages (including reasonable lawyers' fees) finally awarded against the Customer Indemnitees or agreed in settlement by F5 which are directly attributable to any such claim and will bear all reasonable costs of the investigation and defense of the claim. F5 will have the right, at its option and expense: (i) to obtain for Customer rights to use the Service or Deliverable, (ii) to replace or modify the Service or Deliverable so that they become non-infringing, or (iii) to accept return of the Deliverables for a refund not to exceed the purchase price paid by Customer for such Deliverables based upon a three year straight line depreciation. The foregoing, subject to the following restrictions, states the exclusive liability of F5 to Customer concerning infringement. F5 will have no liability for any claim of infringement based on: (i) use of a Service or Deliverable in combination with equipment or software not supplied by F5 where the Service or Deliverable would not itself be infringing, (ii) software or technology not developed by F5 or (iii) Services or Deliverables that have been altered or modified in any way by anyone other than F5 or according to F5's instructions.

9.3 Condition to Indemnification. If any claim or action is commenced against a party entitled to indemnification under this Section 9 for Losses resulting from such claim or action (a "Claim"), such

party shall give written notice to the other party within ten (10) days of notice of such Claim. If such party receiving notice is obligated under this Section 9 to defend the party against such Claim, then the indemnifying party shall take control of the defense and investigation of the Claim, using such lawyer's and other assistance as it selects in its discretion. The indemnified party shall cooperate in all reasonable respects in such investigation and defense, including trial and any appeals, provided that such party may also participate, at its own expense, in such defense. No settlement of a Claim that involves a remedy other than payment of money by indemnifying party shall be agreed to and entered without the consent of the indemnified party, which consent shall not be unreasonably withheld.

10. Limitations on Liability.

EXCEPT FOR DAMAGES FOR (I) DEATH OR BODILY INJURY CAUSED BY SUPPLIER'S NEGLIGENCE OR BREACH OF ITS DUTIES OR (II) FOR CLAIMS CAUSED BY SUPPLIER'S GROSSLY NEGLIGENT OR DELIBERATE BREACH OF ITS DUTIES, F5'S LIABILITY FOR LOSS UNDER THIS CONTRACT IS LIMITED TO THE TOTAL AMOUNT PAID TO F5 BY CUSTOMER UNDER THIS AGREEMENT. F5 WILL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE OR IMPUTED NEGLIGENCE, STRICT LIABILITY OR PRODUCT LIABILITY) OR OTHERWISE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION, LOSS OF REVENUE, LOSS OF BUSINESS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH ANY OF THE SERVICES FURNISHED BY F5 UNDER THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR THE DISCLAIMER OF CERTAIN WARRANTIES. IN THOSE JURISDICTIONS, SUCH INAPPLICABILITY WILL NOT AFFECT THE REMAINDER OF THE PROVISIONS IN THIS SECTION.

The foregoing limitations do not apply or limit any liability for:

- (a) personal injury (including sickness and death) to the extent that such injury results from the negligence or willful default of F5, its servants, agents or sub-contractors; or
- (b) fraudulent misrepresentation.

11. Confidentiality and Non-Use.

11.1 By virtue of this Agreement, each party hereto may disclose to the other party information that is confidential and otherwise proprietary. Unless governed by the terms of an existing or contemporaneously executed non-disclosure agreement ("NDA"), the following Sections 11.2 and 11.3 apply.

11.2 Subject to the exceptions listed below, a party's "Confidential Information" shall be defined as information disclosed by the party to the other party under this Agreement and clearly marked or otherwise clearly designated as "confidential" or information disclosed by one party that is reasonably understood by the other party to be confidential. The Licensed Technology, F5's proprietary software applications and hardware and the terms and pricing of this Agreement shall automatically be considered Confidential Information under this Agreement. However, a party's Confidential Information shall not include any information that: (a) is or becomes a part of the public domain through no act or omission of the other party; or (b) was in the other party's lawful possession prior to the disclosure while not under a duty of confidentiality and had not been obtained by the other party either directly or indirectly from the disclosing party; or (c) is lawfully disclosed to the other party by a third party without restriction on

disclosure; or (d) is independently developed by the other party by employees or agents without use of the party's Confidential Information.

11.3 Each party agrees, for the term of this Agreement and three (3) years after its expiration or termination, to hold the other party's Confidential Information in strict confidence, not to disclose such Confidential Information to third parties not authorized by the disclosing party to receive such Confidential Information, and not to use such Confidential Information for any purpose except as expressly permitted hereunder. Each party agrees to take reasonable steps to protect the other party's Confidential Information and to ensure that such Confidential Information is not disclosed, distributed or used in violation of the provisions of this Agreement. The foregoing prohibition on disclosure of Confidential Information shall not apply to the extent certain Confidential Information is required to be disclosed by the receiving party as a matter of law or by order of a court, provided that the receiving party uses reasonable efforts to provide the disclosing party with prior notice of such obligation to disclose and reasonably assists in obtaining a protective order therefore.

12. Independent Contractors.

F5 shall perform the Services as an independent contractor, and nothing contained in this Agreement shall be construed to create or imply a joint venture, partnership, principal-agent or employment relationship between the parties. Neither party shall take any action or permit any action to be taken on its behalf which purports to be done in the name of or on behalf of the other party and shall have no power or authority to bind the other party to assume or create any obligation or responsibility express or implied on the other party's behalf or in its name, nor shall such party represent to any one that it has such power or authority.

13. Governing Law.

This Agreement will be governed by and construed in accordance with the Laws of England excluding those laws that direct the application of the laws of another jurisdiction. The parties agree that the United Nations Convention on Contracts for the International Sale of Goods in any form that it may be adopted is specifically excluded from and will not apply to this Agreement.

14. Miscellaneous.

14.1 Notices. Notices to be given or submitted by either party to other pursuant to this Agreement shall be in writing and directed in the case of the Customer to the address in the Statement of Work or otherwise provided to F5, and in the case of F5, to:

F5 Networks, Ltd.
Attn: Professional Services Administration
Chertsey Gate West
43-47 London Street
Chertsey
Surrey
KT16 8AP
United Kingdom

with a copy to

F5 Networks, Inc.
Attn: Legal Department
401 Elliott Avenue West,
Seattle, WA 98119

14.2 Severability. If any term or provision of this Agreement is determined to be invalid or unenforceable for any reason, it shall be adjusted rather than voided, if possible, to achieve the intent of the parties to extent possible. In any event, all other terms and provisions shall be deemed valid and enforceable to the maximum extent possible.

14.3 Force Majeure. Neither party shall be liable for any loss, damage, or penalty arising from delay due to causes beyond its reasonable control.

14.4 Assignment. Neither party shall assign, delegate or subcontract any portion of its rights, duties or obligations under this Agreement without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed; provided, however, that consent shall not be required in the case of an assignment by either party to the surviving entity in a merger or consolidation in which it participates or to a purchaser of all or substantially all of its assets. Notwithstanding the foregoing, F5 may subcontract any portion of its obligations under this Agreement to a third party so long as F5 remains responsible for the performance of such obligations.

14.5 Export Administration. Customer agrees to comply fully with all relevant regulations of the U.S. Department of Commerce and with the U.S. Export Administration Act to assure that any Deliverables are not exported in violation of United States laws and regulations and to comply with any other regulations or laws relating to the export or import of the Deliverables into another country. Customer shall be responsible for any duties, customs charges or other taxes or fees relating to such export.

14.6 Complete Agreement. This Agreement, the Statement of Work, and the documents referenced herein are the complete and exclusive statement of the agreement between the parties regarding the subject matter hereof, which supersedes all proposals, oral or written, and all other communications between the parties relating to such subject matter.

14.7 Modification. Each party agrees that any terms and conditions of any purchase order or other instrument issued by Customer in connection with the Agreement that are in addition to or inconsistent with the terms and conditions of this Agreement shall be of no force or effect. This Agreement may be modified only by a written instrument duly executed by an authorized representative of F5 and Customer.

14.8 No Waiver. The failure of a party to enforce any provision of this Agreement shall not constitute a waiver of such provision or the right of such party to enforce such provision or any other provision.