

# Customer Letter with Updated Terms and Conditions

One Identity Legal Entity – Sent March 31

Dear valued One Identity customer,

As we communicated a few weeks ago, One Identity is in the process of transitioning into a separate legal entity (as part of the overall Quest family of business). We now expect this process to be slightly delayed until June of 2017.

In the interim, One Identity remains focused on helping you achieve your organizational IAM outcomes and get IAM right. We are pleased to announce several new resources, built to add immediate value and help you achieve your identity and access management objectives.

New, as of today, as we move towards the legal entity objective:

- The [oneidentity.com](http://oneidentity.com) website is now live—please visit us to see ways we're helping you enable your organization. The site includes product information, countless valuable documents, customer case studies, and videos all designed to help you get IAM right.
- Visit our new dedicated and focused support portal at <http://support.oneidentity.com>. It offers the same great searchable information and access to our skilled support engineers, just at a new address and targeted to IAM with a new look and feel.

You can expect ongoing communication as we get closer to establishing One Identity as a separate legal entity. We look forward to continuing to partner with you on this exciting journey to help you get identity and access management right.

Sincerely

John Milburn,

General Manager, One Identity

## Update to Terms and Conditions (US):

When One Identity LLC ("One Identity") becomes a separate company from Quest Software Inc. ("Quest") on or around June 1, 2017 (the "Effective Date"), your licenses and support services for the One Identity products and services ("One Identity Products") will automatically be governed by a separate agreement between your organization and One Identity. This separate agreement (the "One Identity Agreement") will be an exact duplicate of the terms and conditions of the agreement under which you purchased the One Identity Products (the "Existing Terms"), except that One Identity will be the provider/licensor instead of Quest. This means that One Identity will have all of the obligations and rights with respect to the One Identity Products that Quest had under the Existing Terms. To avoid any doubt, the terms and conditions governing your other Quest products and services will remain in effect with Quest and without change but Quest shall not have any rights, duties, liabilities or obligations with respect to the One Identity Products or under the One Identity Agreement.

If you have any objection to the creation and validity of the One Identity Agreement, please contact us at [contractsdepartment@quest.com](mailto:contractsdepartment@quest.com) within ten days after the date of this letter. If we don't receive a your objection within ten days after the date of this letter or if you purchase any products under the One Identity Agreement, then we will consider your consent is granted to the creation and validity of the One Identity Agreement as well as your agreement with the other terms of this letter.