



## Technical Definitions

Technical definitions applicable to our Master Services Agreement

“Application Calls” is a Usage Limit metric applicable only to the Lithium Community Application which measures use of the Application via calls to the Application's REST API and ActiveCast components.

“Expert Users” is a Usage Limit metric applicable only to the Khoros Social Response Application, which means the individuals who may view and internally comment while using the Application but cannot respond to, publish to, or communicate with external End Users.

“Named Users” is a Usage Limit metric applicable only to the Khoros Social Media Management Applications, which means the individuals who have access to the Application for the purposes of communicating with both internal Customer Users and external End Users. Examples of Named User roles would include: Agent, Supervisor, Account Admin, Publisher, and/or Publisher Admin. Each Named User is permitted access to and use of the Khoros Social Response and Social Publishing Applications (that are included in the Khoros Social Media Management Subscription Services) (including the “Publishing” and “Listening and Responding” user profiles).

“Total Visits” means the maximum number of Visits specified in the applicable Service Order.

“Usage Limit” means the maximum number of relevant units of service volume, as specified in the applicable Service Order.

“Visit(s)” means an interaction, by a User, consisting of one or more requests for a unit of content (such as a page view). If a User has not taken another action (such as, for example, additional page views) on the site within 30 minutes, the visit session will terminate, and the next action on the site by the individual, if any, will constitute a new Visit. The parties agree that the Lithium Applications shall be used to measure number of Visits for purposes of assessing Customer’s compliance with applicable Usage Limits, if Visits are specified as a Usage Limit in the applicable Service Order.