

Blackbaud Website Package

Blackbaud Website Package is a combination of web site design, cloud operations, support, and related ongoing services. We will setup the new website on our cloud platform and ensure that the site is up and performing optimally. You will administer the web site and content for the duration of the term, leveraging our ongoing services and supporting teams to ensure the site operates as expected. Your solution level and deliverables are determined by the items on Your Order Form and applicable Statements of Work. The Blackbaud Website Package is built on WordPress, a third-party Content Management System (CMS).

Although built on WordPress, the Blackbaud Website Package may not employ all the features or functionality available in full WordPress solution. Moreover, Blackbaud is not responsible for or able to modify the design or user interface of the WordPress CMS system.

Blackbaud's standard Scope of Customer Support terms can be found at www.blackbaud.com/terms. Please note that Blackbaud only supports the Wordpress components used to deliver your Blackbaud Website Package. Blackbaud does not support native functionality that may be created by the Wordpress community. Although Your affiliates ("Affiliates") may pay for and access Your Blackbaud Website Package Subscription, You are responsible for Your Affiliates' compliance with this agreement. Blackbaud will not provide technical support directly to Affiliates. Affiliates requiring technical support should request that You open support tickets with Blackbaud.

Your Responsibilities

To use Blackbaud Website Package, You must:

- a. Purchase a Blackbaud Website Package Subscription.
- b. Identify to Blackbaud (by providing name and contact information including email address) the "Primary Contact" for Blackbaud Website Solution (i) who has the authority to make website-related requests and (ii) with whom Blackbaud will communicate on website-related matters. If a Primary Contact is not properly identified, We shall have the right to deem Your contact for this agreement as Your "Primary Contact".
- c. Administer security within the Solution (e.g., granting of rights to a user for a specific form in the applications). You are also responsible for maintaining Your users' desktops and providing users with network access to Blackbaud Website Package.
- d. Provide connectivity and secure access to the Internet for Your locations to provide adequate access from the Solution(s) or to Blackbaud Website Package secure platform.
- e. Use reasonable precautions to ensure security for integration between applications at the Your site and Blackbaud Website Package.
- f. Promptly advise Blackbaud in advance of any changes to Your operations, Primary Contact, or other information that would require a change in the support, operation, or configuration of the cloud applications.
- g. (i) Use Blackbaud Website Package only for Your legitimate internal business purposes, (ii) not use Blackbaud Website Package for load testing, and (iii) not sell or provide, directly or indirectly, any portion of Blackbaud Website Package to any third party.
- h. Maintain and observe all reasonable security measures to protect Your systems, including the Solution(s) and the data contained therein, from unauthorized control, tampering, or other unauthorized access.

Terms Subject to Change

These Blackbaud Website Package Terms are subject to change in Blackbaud's sole discretion. In the event of any such change, Blackbaud shall post a revision of these Terms at www.blackbaud.com/terms and Your continued use of Blackbaud Website Package shall be subject to such revised terms.

