Order Form Supplement for Desk.com for Android

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- agree to the following terms on behalf of the salesforce.com customer with which you are employed, affiliated or associated (the "Customer"),
- represent that you have the authority to bind the Customer to these terms, and
- represent that you are an authorized User under a click-through terms of service or a master subscription agreement between salesforce.com and the Customer (in whichever form, the "Master Subscription Agreement").

If you do not have such authority, are not an authorized User, or do not agree to these terms, you may not install or use the Software.

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1. THIS ORDER FORM SUPPLEMENT

This Order Form Supplement is a part of each order form or other ordering document by which the Customer ordered the Desk.com service, or a salesforce.com service incorporating the Desk.com service (an "Order Form"). The Order Form and this Order Form Supplement are governed by the Master Subscription Agreement. This Order Form Supplement adjusts certain terms of the Master Subscription Agreement, solely with respect to the Software. Capitalized terms used but not defined in this Order Form Supplement have the meanings given to them in the Master Subscription Agreement. For clarity, “Documentation” means the applicable Desk.com service’s Trust and Compliance documentation, and its usage guides and policies, as
updated from time to time, accessible via help.salesforce.com or login to the applicable
Desk.com.

2. THE SOFTWARE

The Software allows Desk.com customers to use the Desk.com service from Supported Devices.
A "Supported Device" is a combination of a mobile device running Android software and an
Android software version(s) that is supported by the Software. The Software is provided by
salesforce.com as a component of the Desk.com service.

3. WHO YOU ARE CONTRACTING WITH

This Order Form Supplement is being entered into between the salesforce.com entity named on
the Order Form (either salesforce.com, inc., salesforce.com Canada Corporation, Salesforce UK
Limited (f/k/a salesforce.com EMEA Limited), salesforce.com France S.A.S., salesforce.com
Germany GmbH, Salesforce Systems Spain, S.L.U., Salesforce.com Italy S.r.l., SFDC Ireland
Limited, Salesforce Tecnologia Ltda., salesforce.com Singapore Pte Ltd, or Salesforce.com
Kabushiki Kaisha) ("salesforce.com") and the Customer. In this Order Form Supplement, the
term "salesforce.com" means that entity.

4. SOFTWARE LICENSE

The Software, including software embedded in the Software, is licensed, not sold, to the
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Order Form and this Order Form Supplement, and salesforce.com reserves all rights not
expressly granted to the Customer. This Software may include some third-party software; please
see the Documentation for additional notices required by our licensors. The Customer or you
own the media or device on which the Software is recorded or stored but salesforce.com retains
ownership of the Software itself.

5. PERMITTED LICENSE USES AND RESTRICTIONS

(a) This Order Form Supplement allows you, as an authorized User under the Master
Subscription Agreement, to use the Software on any Supported Device and on no other devices.

(b) You may not distribute or make the Software available over a network where it could be
used by multiple devices at the same time.

(c) With respect to updates to the Software that salesforce.com may make available for
download, this Order Form Supplement allows you to download such Software updates to
update or restore the Software on any Supported Device.

(d) Except as and only to the extent permitted by applicable law, or by licensing terms
governing use of open-sourced components included with the Software, neither you nor any
other Customer personnel may copy, decompile, reverse engineer, disassemble, attempt to derive
the source code of, decrypt, modify, or create derivative works of the Software or Software
updates, or any part thereof. Any attempt to do so is a violation of the rights of salesforce.com
and its licensors. If you or any other Customer personnel violate this restriction, you or they, and
the Customer, may be subject to prosecution and damages.
(e) Neither you nor the Customer may rent, lease, lend, redistribute or sublicense the
Software. The Customer may, however, allow other authorized Users under the Master
Subscription Agreement to use the Software in connection with a re-assignment of the
Supported Device to another authorized User under the Master Subscription Agreement.

(f) The Software is available only for Supported Devices, and is not available for all
devices. Please check www.salesforce.com or contact your salesforce.com representative to
determine whether a specific device-Android software combination is supported by the
Software.

(g) In addition to mobile applications offered by salesforce.com (and for purposes of this
section (g), “salesforce.com” shall include any Affiliates of salesforce.com), salesforce.com may
offer platforms for the creation of third-party mobile applications, including but not limited to
the Salesforce1 platform. Third parties may obtain information from, or access data stored on,
Users’ mobile devices to provide services associated with any third-party mobile applications
that Users download, install, use, or otherwise interact with over a salesforce.com platform.
Salesforce.com’s mobile applications may also contain links or integrations to other mobile
applications provided by third parties. Salesforce.com is not responsible for the security and
privacy of data collected through third-party mobile applications or the privacy and security
practices of the foregoing third parties.

(h) Without limiting the generality of anything herein, you acknowledge and agree that the
Software may collect user or device data for the purposes of providing services or functions that
are relevant to use of the Software.

6. TERM AND TERMINATION

Salesforce.com may terminate this Order Form Supplement at any time upon 30 days' notice to
Customer without cause, or immediately upon notice to the Customer if any third party
(including, but not limited to, Google Inc., or your network connectivity provider) restricts,
prevents or ceases to authorize the installation or use of the Software on your Supported Device
or over your network. In addition, this Order Form Supplement shall terminate immediately and
automatically upon any termination or expiration of the Customer's subscription to the Desk.com
service. Upon any such termination or expiration, the Customer (including you) shall no longer
be permitted to use the Software, and shall delete or destroy all copies of the Software in its
(including your) possession.

Termination or expiration of this Order Form Supplement shall not entitle the Customer to any
refund, credit, or other compensation from salesforce.com under the Master Subscription
Agreement or any other agreement or from any third party.

7. SERVICE LEVEL AGREEMENT
Any service level agreement in effect between the Customer and saleforce.com shall not apply to the Software.

8. ADDITIONAL TERMS RELEVANT TO GOOGLE INC.

(a) This Order Form Supplement constitutes an end user license agreement (EULA) in lieu of any license grant provided by Google to use the Software on a Supported Device. This Order Form Supplement is between the Customer and salesforce.com only, and not with Google. Salesforce.com is solely responsible for the Software.

(b) The Google Play marketplace is owned and operated by Google Inc. Your use of Google Play is governed by a legal agreement between you and Google consisting of the Google Terms of Service (found at http://www.google.com/accounts/TOS) and the Google Play Terms of Service (found at https://play.google.com/intl/en-US_us/about/play-terms.html and together with the Google Terms of Service called the "Terms"). In addition, your use of Google Play is subject to the Google Play Business and Program Policies (http://play.google.com/about/android-developer-policies.html). The Google Play Market Terms of Service, Google Play Business and Program Policies, and Google Terms of Service shall take precedence in that order in the event of a conflict between them, to the extent of such conflict.

(c) Salesforce.com is solely responsible for providing and Google has no obligation to provide maintenance and support for the Software. Support requests, as well as questions, complaints or claims regarding the Software, may be directed to salesforce.com Customer Support at http://support.desk.com or, to inquire via email, at support@desk.com.

(d) To the maximum extent permitted by applicable law, Google will have no warranty obligation whatsoever with respect to the Software, and will not be liable for any claims, losses, liabilities, damages, costs or expenses attributable to any failure to conform to any warranty. Salesforce.com shall not be required to provide a refund to you or to the Customer under any circumstances.

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(f) Google shall not be responsible for the investigation, defense, settlement or discharge of any claim that the Software or your or the Customer's possession and use of the Software infringes a third party's intellectual property rights.

(g) The Customer or you represent and warrant that (i) the Software will not be downloaded or used in, or transported to, a country that is subject to a U.S. Government embargo or has been designated by the U.S. Government as a "terrorist-supporting" country, and (ii) neither you, the Customer nor any User is listed on any U.S. Government list of prohibited or restricted parties.
(h) Salesforce.com's address is The Landmark @ One Market, Suite 300, San Francisco, California 94105, U.S.A.

(i) Notwithstanding anything to the contrary in the Master Subscription Agreement, Google Inc. and its subsidiaries are third-party beneficiaries of this Order Form Supplement, and have the right (and shall be deemed to have accepted the right) to enforce this Order Form Supplement against you and the Customer.

(j) In order to continually innovate and improve Google Play, Google may collect certain usage statistics from Google Play and Supported Devices, including but not limited to, information on how Google Play and Supported Devices are being used. The data collected is examined in the aggregate to improve Google Play for users and developers and is maintained in accordance with Google's Privacy Policy. To ensure the improvement of the Software, limited aggregate data may be available to salesforce.com upon its written request.

9. MISCELLANEOUS

(a) You acknowledge and agree to salesforce.com’s privacy statement available at https://www.desk.com/privacy, as may be amended from time to time.

(b) To the extent you use the Software to send SMS messages or make cellular voice calls, you may be subject to standard text messaging rates or other carrier charges.

Please indicate whether you agree to the terms of this Order Form Supplement.