

No Shows and Cancellations: I understand I cannot reschedule or cancel my scheduled test session with less than seventy-two (72) hours notice and rescheduling or cancelling will require contacting my test sponsor.

I understand that if I do reschedule or cancel my registration with less than 72 hours notice, I may be required to pay an additional fee.

Special Accommodations: I understand it is my responsibility to request any special accommodations I may require through my test sponsor for test sponsor approval and test center arrangement prior to scheduling my test session. If you require a special accommodation and have not already made arrangements with your test sponsor, please click the Cancel button below and contact your test sponsor.

I understand that some special accommodations, such as a translator or professional reader, may require an additional fee.

The following Agreement describes the terms and conditions under which SERVICE-NOW.COM offers you the opportunity to become ServiceNow Certified. By clicking on the "I Agree" button below or by participating, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND UNDERSTAND IT, YOU AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

SERVICENOW CERTIFICATION PROGRAM AGREEMENT

This ServiceNow Certification Program Agreement (the "Agreement") sets forth the terms and conditions agreed upon between Service-now.com and you ("Applicant" or "you"), the individual applying for participation in the ServiceNow Certification Program ("Program"). The parties to the Agreement are Service-now.com (as defined below) and Applicant.

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND SERVICE-NOW.COM. PLEASE CAREFULLY REVIEW THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY INDICATING YOUR ACCEPTANCE BELOW, YOU CERTIFY THAT YOU HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT, THAT YOU ARE BECOMING A PARTY TO THIS AGREEMENT, AND THAT YOU CONSENT TO BE BOUND BY ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT, DECLINE WHERE INSTRUCTED, AND YOU WILL NOT BE ABLE TO TAKE THE SERVICENOW EXAM AS APPLICABLE, OR PARTICIPATE IN THE PROGRAM. THIS AGREEMENT IS NOT EFFECTIVE UNLESS AND UNTIL APPLICANT HAS SUCCESSFULLY PASSED THE APPLICABLE SERVICENOW EXAM AND RECEIVED NOTICE OF ACCEPTANCE INTO THE PROGRAM FROM SERVICE-NOW.COM.

In consideration of the mutual promises and covenants contained in this Agreement, Service-now.com and Applicant hereby agree to the following:

1. Definitions.

1.1. "Certification Requirements" means the requirements listed in Exhibit A, which may be changed by Service-now.com from time to time in Service-now.com's sole discretion.

1.2 "Effective Date" means the date on which Applicant receives notice from Service-now.com confirming Applicant's acceptance in the Program.

1.3 "Materials" means the Welcome Kit provided by Service-now.com and such other related items, if any, provided by Service-now.com to Applicant under this Agreement.

1.4 "Registration Fee" means the registration fees set forth in Exhibit A, as amended from time to time by Service-now.com in its sole discretion.

1.5 "Trademarks" means the Service-now.com Certification Program logo and all Service-now.com trademarks in word form, or in any style or translated form, which designates the product(s) for which Applicant has qualified pursuant to a ServiceNow Certification Exam, as applicable.

1.6 "Use Guidelines" means the Program Trademarks Use Restrictions set forth in Exhibit B, as amended from time to time by Service-now.com in its sole discretion.

2. Acceptance into Program; License Grant.

2.1 Acceptance into Program. As of the Effective Date of this Agreement and subject to the terms and conditions of this Agreement, Service-now.com accepts Applicant as a participant in the Program.

2.2 License Grant. Upon Service-now.com's receipt of satisfactory evidence of Applicant's successful completion of the Certification Requirements and subject to the terms and conditions of this Agreement, Service-now.com grants to Applicant a personal, nonexclusive, nonassignable, nonsublicensable, nontransferable, revocable license to use the Trademarks and Materials (i) strictly in accordance with the Use Guidelines and (ii) solely in reference to Applicant's approved services related to the particular versions of a Service-now.com product for which certification has been granted and for no other products or product versions. Service-now.com reserves the right to modify the Use Guidelines from time to time upon thirty (30) days' notice to Applicant, and Applicant must promptly and strictly adhere to such modified Use Guidelines. Applicant may not alter, modify or change the Trademarks or Materials in any way. This license shall immediately terminate if Applicant fails to successfully complete and pass any of the available ServiceNow

Recertification Exam, as applicable, within ninety (90) days after it is first published by Service-now.com.

3. Term and Termination.

3.1 Term. This Agreement shall become effective on the Effective Date and shall continue until terminated by either party as provided below.

3.2 Termination. Service-now.com may terminate this Agreement with cause upon ten (10) days' prior notice to Applicant. Applicant expressly acknowledges that the Trademarks are and the Materials contain valuable intellectual property rights of Service-now.com, and Service-now.com may terminate for cause for many reasons including, without limitation, Service-now.com's disapproval at any time during the term of this Agreement of the nature or quality of Applicant's products or services rendered in connection with use of the Trademarks.

3.3 Effect of Termination; Survival. Upon termination of this Agreement, Applicant's participation in the Program and the license to the Trademarks and Materials shall terminate immediately. Applicant shall discontinue any and all uses of the Trademarks and Materials and either destroy or return all Trademarks and Materials to Service-now.com within thirty (30) days of the termination date. If Applicant chooses to destroy the Trademarks and Materials, then Applicant shall provide Service-now.com with written verification of such destruction. Each party understands that the rights of termination hereunder are absolute. Neither party shall incur any liability whatsoever for any damage, loss or expense of any kind suffered or incurred by the other arising from or incident to any termination of this Agreement by such party, whether or not such terminating party is aware of any such damage, loss or expense. In particular, without in any way limiting the foregoing, neither party shall be entitled to any damages in connection with loss of business profits or revenues. Sections 3.3, 5-9 shall survive termination of this Agreement for any reason.

4. Modification by Service-now.com. Upon ten (10) days' notice to Applicant including notice by posting on its website at www.service-now.com/certpolicies, Service-now.com, in its sole discretion, reserves the right to modify the terms and conditions of this Agreement in its sole discretion. These modifications shall become effective immediately at the end of such notice period and shall be deemed to modify and supplement the terms and conditions of this Agreement.

APPLICANT'S CONTINUED PARTICIPATION IN THE PROGRAM FOLLOWING SUCH NOTICE WILL CONSTITUTE BINDING ACCEPTANCE OF THE MODIFICATIONS. IF ANY MODIFICATION IS UNACCEPTABLE TO APPLICANT, APPLICANT'S ONLY RECOURSE IS TO TERMINATE THIS AGREEMENT WITHIN TEN (10) DAYS OF SUCH NOTICE.

5. Disclaimer of Warranties

5.1 Disclaimer of Warranties. TO THE MAXIMUM EXTENT PERMITTED BY LAW, SERVICE-NOW.COM MAKES, AND APPLICANT RECEIVES, NO REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, UNDER THE LAWS OF ANY COUNTRY OR JURISDICTION RELATED TO OR ARISING IN ANY WAY OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE PROVISION OF MATERIALS OR SERVICES UNDER THIS AGREEMENT. SERVICE-NOW.COM SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT, EXCEPT INsofar AS CANNOT BE EXCLUDED OR LIMITED BY COMPULSORY LAW. IN NO EVENT SHALL SERVICE-NOW.COM BE LIABLE FOR ANY INDIRECT, EXEMPLARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE USE OR THE INABILITY TO USE ANY OF THE MATERIALS OR SERVICES PROVIDED IN CONNECTION WITH THIS AGREEMENT, EVEN IF SERVICE-NOW.COM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

6. Disclaimer of Warranties; Limitation of Liability.

6.1 Limitation of Liability. SERVICE-NOW.COM'S LIABILITY (i) WITH RESPECT TO ANY PROVISION OF THIS AGREEMENT OR ANY TRANSACTION CONTEMPLATED BY THIS AGREEMENT, (ii) FOR ANY DAMAGES CAUSED BY A PRODUCT OR DEFECT OR FAILURE IN ANY PRODUCT, OR (iii) IN THE EVENT THAT A COURT OF COMPETENT JURISDICTION HOLDS ANY OF THE ABOVE DISCLAIMERS OF WARRANTIES INVALID, SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY APPLICANT UNDER THIS AGREEMENT. SERVICE-NOW.COM'S LIABILITY IS CUMULATIVE, WITH ALL OF APPLICANT'S LOSSES BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT. APPLICANT HEREBY RELEASES AND FOREVER DISCHARGES SERVICE-NOW.COM FROM ANY AND ALL OBLIGATIONS, LIABILITY, CLAIMS OR DEMANDS IN EXCESS OF THE FOREGOING LIMITATION. THE PARTIES ACKNOWLEDGE THAT OTHER PROVISIONS OF THIS AGREEMENT RELY UPON THE INCLUSION OF THIS SECTION.

Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential, special, or incidental damages or the exclusion of implied warranties, some of the above limitations and disclaimers may not apply to Applicant. This Agreement does not exclude, restrict or modify any liability imposed under law that cannot, by such law, be excluded, restricted or modified when applied to Applicant.

7. Indemnity. Applicant hereby agrees that it will be solely responsible for and that it will indemnify, defend and hold Service-now.com and Service-now.com's officers, directors, agents, employees and representatives harmless from and against any and all claims, suits, damages, actions, proceedings, losses, obligations, penalties and expenses, including attorneys' fees, arising out of, related to, or caused directly or

indirectly by (i) Applicant's use of the Trademarks and Materials, (ii) Applicant's provision of services or goods in connection with this Agreement, (iii) Applicant's negligent or illegal acts or omissions, or (iv) Applicant's breach of its obligations under this Agreement.

8. No Other Product Warranties by Applicant. Neither Applicant nor any of its employees or agents shall have any right to make any representation, warranty, or promise to any third party on behalf of Service-now.com that is not explicitly stated in an applicable end user license for a Service-now.com product or as authorized in writing by Service-now.com.

9. Miscellaneous.

9.1 Notice. Any notices required or permitted to be given pursuant to this Agreement shall be in writing, sent via email, certified mail, return receipt requested, postage pre-paid, or delivered by hand, to the business or email addresses of the parties set forth in the examination registration form or to such other address as may be furnished in writing to the other party. Notices shall be deemed effective on the earlier of the date of receipt or the fourth day after deposited in the mail. If notice is sent to Service-now.com, it shall be sent to the attention of the General Counsel. In addition, Applicant will refer to the web sites specified herein from time to time during the term of this Agreement to ensure Applicant's continued compliance with the terms of this Agreement, including without limitation, the web sites specified in Section 3 of Exhibit A and Section 5 of Exhibit B. Service-now.com may provide notice to Applicant by posting such notice on its website at www.service-now.com/certpolicies.

9.2 Relationship of the Parties. Nothing contained herein shall be construed as creating any agency, partnership, or other form of joint enterprise between the parties. Applicant is solely responsible for payment of, and will pay when due, all applicable business license fees, value added tax (VAT) and similar taxes, withholding taxes, and business and income taxes related to its activities in connection with this Agreement.

9.3 Governing Law; Forum. This Agreement shall be governed by and interpreted in all respects by the laws of the State of California, without reference to conflict of laws principles, as such laws are applied to agreements entered into and to be performed entirely within California between California residents. In any event, this Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded. All disputes arising under this Agreement may be brought in Superior Court of the State of California or the Federal District Court in San Diego, California, as permitted by law.

9.4 Attorneys' Fees. In the event an action is commenced to enforce either party's rights under this Agreement, the prevailing party in such action shall be entitled to recover its costs and attorneys' fees.

9.5 Assignment. Applicant may not assign its rights or obligations under this Agreement. Any attempted assignment by Applicant shall be null and void.

9.6 Remedies. The parties expressly agree that a violation of Section 2.2 of this Agreement will cause irreparable harm to Service-now.com and that a remedy at law would be inadequate. Therefore, in addition to any and all remedies available at law, Service-now.com will be entitled to an injunction or other equitable remedies in all legal proceedings in the event of any threatened or actual violation or any or all of the provisions hereof. Applicant hereby waives any requirement that Service-now.com post a bond or other security in conjunction with any application for injunctive or other equitable relief.

9.7 Waiver; Severability. The waiver by a party of a breach of any provisions contained herein shall be deemed effective only when in writing and shall in no way be construed as a waiver of any succeeding breach of such provision or the waiver of the provision itself. In the event that any provision of this Agreement is determined to be invalid or unenforceable under any law or by a court of competent jurisdiction, then the other provisions hereof shall continue unabated and in full force and effect. Such unenforceability or invalidity shall not render this Agreement unenforceable or invalid as a whole, and, in such event, such provision shall be changed and interpreted so as to best accomplish the objectives of such unenforceable invalid provision within the limits of applicable law of applicable court decisions.

9.8 Entire Agreement. Each Exhibit attached hereto and the Materials delivered separately is incorporated by reference and made a part of this Agreement as if its terms were fully set forth in the body of this Agreement. This Agreement, including all such Exhibits and such Materials, constitutes the entire agreement between Service-now.com and Applicant, and supersedes and terminates any and all prior agreements or contracts, written or oral, entered into between the parties relating to the subject matter hereof.

9.9 Independent Investigation. APPLICANT ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT, HAS HAD AN OPPORTUNITY TO CONSULT WITH ITS OWN LEGAL ADVISERS IF IT SO DESIRED, AND AGREES TO ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT. APPLICANT AGREES THAT, IN INTERPRETING THIS AGREEMENT, NO WEIGHT SHALL BE PLACED UPON THE FACT THAT THIS AGREEMENT HAS BEEN DRAFTED BY SERVICE-NOW.COM.

EXHIBIT A
TO SERVICENOW CERTIFICATION PROGRAM AGREEMENT

Certification Requirements and Registration Fee

All of the following requirements must be met for each Service-now.com product and version for which Applicant seeks certification under the terms and conditions of this Agreement:

1. Applicant must accept the terms and conditions of the Agreement for each Service-now.com product and version for which Applicant seeks certification.
2. Applicant must successfully complete and pass the ServiceNow Certification Exam or the ServiceNow Recertification Exam, as applicable, for each product and version for which certification is sought. Successful completion of the ServiceNow Certification Exam or the ServiceNow Recertification Exam, as applicable, is good only for the particular product and version that is the subject of the examination. The ServiceNow Certification Exam or the ServiceNow Recertification Exam, as applicable, must be successfully completed and passed within ninety (90) days after it is made available to avoid termination of the license granted to Applicant under Section 2.2 of the Agreement in connection with certification previously obtained for the applicable version of the product. Upon the termination of such license pursuant to the preceding sentence, Applicant shall immediately cease any and all uses of the Trademarks and Materials; provided, however, that Applicant may continue to use only text references to Applicant's certification under the Program if and provided that Applicant clearly states the version of the Service-now.com product for which he/she was certified pursuant to this Agreement and otherwise adheres to the terms of the Agreement.

EXHIBIT B
TO SERVICENOW CERTIFICATION PROGRAM AGREEMENT
PROGRAM TRADEMARKS
USE RESTRICTIONS

The following guidelines are restrictions on use of the Trademarks and are mandatory. Applicant's failure to abide by these provisions may result in termination of this Agreement by Service-now.com.

1. Under no circumstances may the Trademarks be used by Applicant in any manner until Applicant has successfully completed, to Service-now.com's satisfaction, all Certification Requirements for at least one Service-now.com product.

2. If Applicant has not obtained certification from Service-now.com with respect to a product within ninety (90) days following the date that a ServiceNow Recertification Exam is first published by Service-now.com for such product, Applicant must discontinue any and all use of the Trademarks in relation to such product. If Applicant does not obtain certification within such ninety (90) day period, Applicant must discontinue any and all use of the Trademarks; provided, however, that Applicant may continue to use only text references to Applicant's certification under the Program if and provided that Applicant clearly states the version of the Service-now.com product for which he/she was certified pursuant to this Agreement and otherwise adheres to the terms of the Agreement. To "discontinue all use" includes, but is not necessarily limited to, destroying or revising all stationery, business cards, advertisements, brochures, and training manuals showing the Trademarks used in reference to Service-now.com.

3. Applicant agrees to use the Trademarks only in connection with services that: (a) meet or exceed all applicable U.S. and foreign laws and regulations; (b) are advertised in compliance with all applicable U.S. and foreign fair advertising laws and regulations; (c) comply with all other applicable U.S. and foreign laws and regulations; (d) are of a quality and reputation consistent with the high quality of Service-now.com products and services; and (e) are advertised in a manner consistent with industry standards.

4. Upon reasonable request from Service-now.com, Applicant shall notify Service-now.com of the locations of Applicant's use of the Trademarks and furnish Service-now.com with suitable specimens of Applicant's use of the Trademarks. If Service-now.com so requests, Applicant agrees to submit to Service-now.com any uses of the Trademarks for Service-now.com's approval prior to the dissemination of these materials, such approval not to be unreasonably withheld. Applicant agrees to undertake such steps as Service-now.com may reasonably request to assist in monitoring and maintaining the quality and form of use of the Trademarks. Service-now.com may review Applicant's use of the Trademarks at any time to evaluate Applicant's compliance with the quality standards described in this Agreement. If at any time Service-now.com determines that Applicant is not maintaining adequate quality standards, Applicant shall be considered in breach of this Agreement and

subject to the termination provisions of Section 3 of the Agreement. Applicant shall remedy any material deficiencies in its use of the Trademarks, as determined by Service-now.com in its sole discretion and upon reasonable notice from Service-now.com, as soon as reasonably possible but in any event not later than thirty (30) days following notice from Service-now.com.

5. Applicant's use of the Trademarks, including without limitation marking requirements, shall comply at all times with this Agreement, as modified from time to time in Service-now.com's sole discretion.

6. Applicant acknowledges Service-now.com's ownership of the Trademarks. Applicant shall employ best efforts to use the Trademarks in a manner that does not derogate from Service-now.com's rights and will take no action that will interfere with or diminish Service-now.com's right in the Trademarks. Further, Applicant shall not use the Trademarks in a manner that is likely to mislead any third party regarding Applicant's relationship to Service-now.com, or in connection with any obscene, pornographic, libelous, or defamatory material, product or services.