



Salesforce.com Italy S.r.l., a limited liability company with single member
 Registered in Milan with company no. (REA): MI-1785731
 Tax Code and VAT no. 04959160963
 Piazza Meda 5
 20121 Milan
 Italy
 Paid up share capital: €10,000

ORDER FORM for AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
 Offer Valid Through: 28/02/2021
 Proposed by: Andrea Mastrangeli
 Quote Number: Q-04316786

ORDER FORM

Address Information

Bill To:
 Via Alcide De Gasperi 79
 Trento
 TR, 38123
 IT - Italy

Ship To:
 Via Alcide De Gasperi 79
 Trento
 TR, 38123
 IT - Italy

Billing Company Name: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
 Billing Contact Name: Ettore Turra
 Billing Email Address: etto.re.turra@apss.tn.it

Billing Phone: +39 0461 9041 44
 Billing Fax:
 Billing Language: English

Tax Registration Number: IT01429410226

Terms and Conditions

Contract Start Date*: 15/02/2021
 Contract End Date*: 14/02/2022
 Billing Frequency: Annual

Payment Method: Wire Transfer
 Payment Terms: Net 30
 Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
ExactTarget - Corporate Edition	15/02/2021	14/02/2022	12	EUR 862.50	1	EUR 10,350.00
Additional Contacts - Corporate Edition (1,000)	15/02/2021	14/02/2022	12	EUR 6.33	390	EUR 29,640.00
SMS Messages - excluding US & CA (1,000)	15/02/2021	14/02/2022		EUR 1.10	34,800	EUR 38,280.00
Premier Success Plan - ExactTarget	15/02/2021	14/02/2022	12	EUR 666.50	1	EUR 7,998.00
Email File Attachments (1,000)	15/02/2021	14/02/2022		EUR 5.00	1,000	EUR 5,000.00
Total:						EUR 91,268.00

*If this Order Form is executed and/or returned to salesforce.com by Customer after the Order Start Date above, salesforce.com may adjust the Order Start Date and Order End Date, without increasing the Total Price, based on the date salesforce.com activates the products and provided that the total term length does not change. Following activation, any adjustments to such Order Start Date and Order End Date may be confirmed by logging into Checkout, by reference to the order confirmation email sent by salesforce.com to the Billing Email Address above, and/or by contacting Customer Service.

**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on this Order Form.

Usage Details

By Account

Usage Type	Start Date	End Date	Quantity	Overage Rate
Corporate Edition Contacts	15/02/2021	14/02/2022	435,000	EUR 0.00949500
SMS Messages (excluding US & CA)	15/02/2021	14/02/2022	34,801,000	EUR 0.00137500
Super Messages (including US & CA SMS)	15/02/2021	14/02/2022	10,000,000	EUR 0.00400000
Email Attachments	15/02/2021	14/02/2022	1,000,000	EUR 0.04687500

Pricing Schedule

Product	Monthly/ Unit Price**	Quantity For
ExactTarget - Corporate Edition	EUR 862.50	1
Additional Contacts - Corporate Edition (1,000)	EUR 6.33	390
SMS Messages - excluding US & CA (1,000)	EUR 1.10	34800
Email File Attachments (1,000)	EUR 5.00	1000

The pricing in the Pricing Schedule above is stated in terms of monthly per-subscription pricing. In case the above Pricing Schedule provides for tiered pricing, the volume pricing levels are monthly and are based upon the aggregate total number of full-use subscriptions of the applicable Services purchased by the customer entity executing this Order Form ("Customer") which are in effect as of this Order Form's Order Start Date. Any price decreases shall have no effect on previously purchased subscriptions. Only add-on Orders by Customer that are associated with this Order Form, for the same Service and edition, during the order term herein, are eligible for the applicable volume pricing levels under this Pricing Schedule. If a single additional add-on Order raises the aggregate number of subscriptions for any product listed in the table above the threshold limits specified above, only those subscriptions exceeding the new threshold are entitled to the reduced pricing. Volume discounts do not accumulate across different Services or editions. Any renewals of the subscriptions purchased under this Order Form are not eligible for this Pricing Schedule unless expressly agreed to in writing between the parties in an applicable renewal Order Form.

Quote Special Terms

The following paragraph shall supplement the provisions of the applicable Master Subscription Agreement, to the extent not already provided therein.

General Terms and Conditions - Acceptance. Customer acknowledges and expressly agrees to the following provisions of the applicable Master Subscription Agreement, as referenced hereunder, pursuant to section 1341 of the Italian Civil Code: (USE OF SERVICES AND CONTENT), (NON-SFDC PRODUCTS AND SERVICES), (FEES AND PAYMENT), (REPRESENTATIONS, WARRANTIES, EXCLUSIVE REMEDIES AND DISCLAIMERS), (MUTUAL INDEMNIFICATION), (LIMITATION OF LIABILITY), (TERM AND TERMINATION), (GENERAL PROVISIONS).

The following provisions are supplementing the terms and conditions of the "Fees and Payment" section of the applicable Master Subscription Agreement, to the extent not already provided therein. In case of any conflict or discrepancy between the following provisions and the provisions of the applicable Master Subscription Agreement, the following provisions shall prevail.

Invoicing and Payment. The parties acknowledge that invoices are also be submitted electronically by SFDC, in accordance with section "Electronic Invoicing" below, through the Agenzia delle Entrate's Exchange System (SDI – Sistema di Interscambio) and any delay due to the SDI shall not affect the applicable payment term. Customer shall be responsible for providing complete and accurate billing and contact information to SFDC and shall notify SFDC of any changes to such information.

Electronic Invoicing. The invoice will be issued in electronic format as defined in article 1, paragraph 916, of Law no. 205 of December 27, 2017, which introduced the obligation of electronic invoicing, starting from January 1, 2019, for the sale of goods and services performed between residents, established or identified in the territory of the Italian State. To facilitate such electronic invoicing, Customer shall provide to SFDC at least the following information in writing: Customer full registered company name, registered office address, VAT number, tax/fiscal code and any additional code and/or relevant information and/or any related update required under applicable law (collectively, "Invoicing Data"). In any event, the parties shall cooperate diligently to enable such electronic invoicing process. In case the Customer has failed to promptly provide any portion of the then-current Invoicing Data, SFDC may, notwithstanding its rights and available remedies, suspend the Services until the Invoicing Data shall be made available in a correct and complete manner. Independently from the foregoing, any error due to the provision by Customer of incorrect or insufficient invoicing information preventing (a) SFDC to successfully submit the electronic invoice to the SDI or (b) the SDI to duly and effectively process such invoice or (c) which, in any event, requires SFDC to issue an invoice again, shall not result in an extension of the payment term set out above, and such term shall still be calculated from the date of the original invoice. SFDC reserves the right to provide any invoice copy in electronic form via email in addition to the electronic invoicing described herein.

Split Payment. If subject to the "split payment" regime, Customer shall be exclusively responsible for payment of any VAT amount due, provided that Customer shall confirm to SFDC the applicability of such regime and, if applicable, Customer shall provide proof of such VAT payment to SFDC.

Product Special Terms

NOTICE - Utilization

Utilization units must be used before the End Date set forth in the Usage Details Table herein – no rollover will be permitted. Usage fees do not include taxes or overage fees. Customer will be invoiced for any applicable taxes or overage fees as set forth in the Agreement and this Order Form. Usage will be calculated based on Central Standard Time. Additional units may be purchased at any time during the term of this Order Form; however, if Customer fails to order additional units prior to exhausting its then-current unit volume, the applicable overage rates for such units as set forth in this Order Form will apply. Overage fees will be billed monthly, in arrears. Contacts overage fees will be billed monthly for each month that Customer exceeds its then-current unit volume. Customer understands that usage limitations are contractual in nature (i.e., these limitations are not limited as a technical matter in the Services) and therefore agrees to strictly review its Users' usage and enforce the limits set forth herein.

ExactTarget - Corporate Edition

Includes the following ExactTarget Services: 10,000,000 Super Messages - including US & CA SMS and 1,000 SMS Messages - excluding US & CA per annum, 45,000 Contacts, and up to 45 Users. A detailed description of Super Messages - including US & CA SMS and SMS Messages - excluding US & CAN, and how they may be used, can be found at http://sfdc.co/Super_Messages_US_CA_SMS. Additional information on features included in ExactTarget - Corporate Edition can be found at: <http://sfdc.co/ETMCPricing>. The following "NOTICE" terms apply: Marketing Cloud Einstein, Mobile Messaging, Predictive Intelligence, Einstein Engagement, and Utilization. The purchase of Professional Services is recommended for optimal implementation of Einstein Email Recommendations and Journey Builder. Implementation of Einstein Email Recommendations and Journey Builder is not required for use of other features within ExactTarget - Corporate Edition.

SMS Messages - excluding US & CA (1,000)

A detailed description of SMS Messages - excluding US & CA, and how they may be used, can be found at http://sfdc.co/SMS_Messages_Non_US_CA. The following "NOTICE" term applies: Utilization.

NOTICE - Marketing Cloud Einstein

Customer acknowledges that SFDC may access Customer Data submitted to services and features branded as Einstein for the purpose of training and improving similar or related services and features, and Customer instructs SFDC to process its Customer Data for such purpose. SFDC retains all right, title, and interest in and to all system performance data, machine learning algorithms, and aggregated results of such machine learning. SFDC will not share Customer's Customer Data with any other customers.

NOTICE - Einstein Engagement

Einstein Engagement, Einstein Messaging Insights, and Einstein Copy Insights are provided using technology infrastructure used by the Einstein Platform and the Marketing Cloud ExactTarget and Predictive Intelligence Services. As a result, any representations, warranties and covenants regarding the service levels, privacy, security, or disaster recovery measures that are specific to Marketing Cloud Services are hereby disclaimed with respect to Einstein Engagement and otherwise replaced by the information described in the applicable Trust and Compliance Documentation. Einstein Engagement is subject to the Marketing Cloud Trust and Compliance Documentation as applicable to ExactTarget and Predictive Intelligence and the Einstein Platform Trust and Compliance Documentation. The following "NOTICES" terms apply: Marketing Cloud Einstein.

NOTICE – Mobile Messaging

Text Messaging – Applicable to SMS and MMS messaging (“Text Services”) Customer shall: (a) use the Text Services in accordance with the Marketing Cloud Notices and License Information at https://help.Salesforce.com/articleView?id=Marketing-Cloud-Trust-and-Compliance-Documents&language=en_US&type=1 as applicable to ExactTarget and (b) indemnify, defend, and hold SFDC, the Aggregators, and their respective affiliates harmless from and against any claim or loss arising from or relating to Customer’s use of the Text Services or Customer Data sent via the Text Service. ANY LIMITATION OF LIABILITY SET FORTH IN THE MSA SHALL NOT APPLY WITH RESPECT TO THE INDEMNIFICATION OBLIGATIONS IN (b) ABOVE. Note: Only first instance messages (e.g., STOP, QUIT, CANCEL, END, UNSUBSCRIBE as the first word), as described in the Documentation, will stop recipients from receiving messages.

NOTICE - Predictive Intelligence

Predictive Intelligence is provided using technology infrastructure different from that used by the ExactTarget Services. As a result, any representations, warranties and covenants regarding the service levels, support, privacy, security, or disaster recovery measures that are specific to the ExactTarget Services are hereby disclaimed with respect to Predictive Intelligence and otherwise replaced by the information described in the applicable Trust and Compliance Documentation.

NOTICE - Contacts

Contacts must be used before the End Date set forth in the Usage Details table herein – no rollover will be permitted. Usage fees do not include taxes or overage fees. Customer will be invoiced for any applicable taxes or overage fees as set forth in the Agreement and this Order Form. Usage will be calculated based on Central Standard Time. Additional units may be purchased at any time during the term of this Order Form; however, if Customer fails to order additional units prior to exhausting its then-current unit volume, the applicable overage rates for such units as set forth in this Order Form will apply. Overage fees will be billed monthly, in arrears, for each month that Customer exceeds its then-current volume.

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

[] No

[] Yes - Please complete below

PO Number:

2-A2021-9498

PO Amount:

€ 241,578,00 + IVA

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at <https://www.salesforce.com/company/msa.jsp>, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA
PROVINCIA AUTONOMA DI TRENTO

Signature ETTORE TURRA
Name ETTORE TURRA
Business Title CIO
Date 15/2/2021



Salesforce.com Italy S.r.l., a limited liability company with single member
Registered in Milan with company no. (REA): MI-1785731
Tax Code and VAT no. 04959160963
Piazza Meda 5
20121 Milan
Italy
Paid up share capital: €10,000

ORDER FORM for AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
Offer Valid Through: 28/02/2021
Proposed by: Lorenzo Montibeller
Quote Number: Q-04338422

ORDER FORM

Address Information

Bill To:
Via Alcide De Gasperi 79
Trento
TR, 38123
IT - Italy

Ship To:
Via Alcide De Gasperi 79
Trento
TR, 38123
IT - Italy

Billing Company Name: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA PROVINCIA AUTONOMA DI TRENTO
Billing Contact Name: Ettore Turra
Billing Email Address: ettore.turra@apss.tn.it

Billing Phone: +39 0461 9041 44
Billing Fax:
Billing Language: English

Tax Registration Number: IT01429410226

Terms and Conditions

Contract Start Date*: 15/02/2021
Contract End Date*: 14/02/2022
Billing Frequency: Annual

Payment Method: Wire Transfer
Payment Terms: Net 30
Billing Method: Email

Services

Services	Order Start Date*	Order End Date*	Order Term (months)*	Monthly/ Unit Price**	Quantity	Total Price
Employee Apps and Community (Add-On)	15/02/2021	14/02/2022	12	EUR 9.90	100	EUR 11,880.00
Lightning Force 100 - Unlimited Edition	15/02/2021	14/02/2022	12	EUR 32.03	100	EUR 38,430.00
						Total: EUR 50,310.00

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Quote Special Terms

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Split Payment. If subject to the "split payment" regime, Customer shall be exclusively responsible for payment of any VAT amount due, provided that Customer shall confirm to SFDC the applicability of such regime and, if applicable, Customer shall provide proof of such VAT payment to SFDC.

The following paragraph shall supplement the provisions of the applicable Master Subscription Agreement, to the extent not already provided therein.

General Terms and Conditions - Acceptance. Customer acknowledges and expressly agrees to the following provisions of the applicable Master Subscription Agreement, as referenced hereunder, pursuant to section 1341 of the Italian Civil Code: (USE OF SERVICES AND CONTENT), (NON-SFDC PRODUCTS AND SERVICES), (FEES AND PAYMENT), (REPRESENTATIONS, WARRANTIES, EXCLUSIVE REMEDIES AND DISCLAIMERS), (MUTUAL INDEMNIFICATION), (LIMITATION OF LIABILITY), (TERM AND TERMINATION), (GENERAL PROVISIONS).

Product Special Terms

Employee Apps and Community (Add-On)

Each Employee Apps and Community (Add-on) User and other Employee Apps and Community (Add-on) Users in such User's management chain, may access such User's Cases for purposes of creating, reading, updating and managing such User's cases. Additionally, Employee Apps and Community (Add-on) Users may access the Cases of other Employee Apps and Community (Add-on) Users, or Cases of other individuals for whom a case has been created in connection with the Customer's recruiting or onboarding process, solely for purposes of creating, reading and commenting on such Users', or such other individuals', cases. Each Employee Apps and Community (Add-on) User is entitled to access no more than 10 custom objects above their Force 100 entitlements through this subscription, not to exceed org limits. An Employee Apps and Community (Add-on) User cannot: (A) be an individual other than a Customer employee or contractor; (B) be an individual who supports external facing customer service cases or whose primary function is to respond to or resolve employee cases, or (C) use Employee Apps and Community (Add-on) to create, launch or run an external facing community or website. Customer shall ensure the use restrictions set forth herein are followed, through User profile or permission set, limiting the number of custom objects included in the Community to the restrictions herein, etc. Customer understands that the above use restrictions are contractual in nature (i.e., these restrictions are not enforced in the Service as a technical matter) and therefore agrees to strictly review its Users' use of such subscriptions and enforce such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Service.

Lightning Force 100

Each Lightning Force 100 User is entitled to access no more than 100 custom objects. Customer understands that the foregoing functionality restrictions are contractual in nature (i.e., these restrictions are not enforced in the Services as a technical matter) and therefore agrees it is responsible for monitoring its Users' use of such subscriptions and for enforcing such use restrictions. SFDC may review Customer's use of such subscriptions at any time through the Services.

Purchase Order Information

Is a Purchase Order (PO) required for the purchase or payment of the products on this Order Form? (Customer to complete)

No

Yes - Please complete below

PO Number: 2-A2021-9498

PO Amount: 141,578.00

Upon signature by Customer and submission to salesforce.com, this Order Form shall become legally binding unless this Order Form is rejected by salesforce.com for any of the following reasons: (1) the signatory below does not have the authority to bind Customer to this Order Form, (2) changes have been made to this Order Form (other than completion of the purchase order information and the signature block), or (3) the requested purchase order information or signature is incomplete or does not match our records or the rest of this Order Form. Subscriptions are non-cancelable before their Order End Date.

This Order Form is governed by the terms of the salesforce.com Master Subscription Agreement found at <https://www.salesforce.com/company/msa.jsp>, unless (i) Customer has a written master subscription agreement executed by salesforce.com for such Services as referenced in the Documentation, in which case such written salesforce.com master subscription agreement will govern or (ii) otherwise set forth herein.

Customer: AZIENDA PROVINCIALE PER I SERVIZI SANITARI DELLA
PROVINCIA AUTONOMA DI TRENTO

Signature	<u>ETIORE TURRA</u>
Name	<u>ETIORE TURRA</u>
Business Title	<u>CIO</u>
Date	<u>15/2/2021</u>

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