

Cloud Metrics Table

| | CY14 | CY15 | CY15 | CY15 | CY15 |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|
| | Q4 | Q1 | Q2 | Q3 | Q4 |
| Total Cloud Seats | 1,246,735 | 1,375,635 | 1,611,172 | 1,763,857 | 1,929,882 |
| Recurring Cloud Seats | 269,155 | 304,956 | 329,620 | 370,093 | 401,737 |
| Retail Cloud Monthly ARPU | \$ 50 | \$ 50 | \$ 49 | \$ 49 | \$ 49 |
| Retail Cloud Avg Seats per Customer | 37 | 39 | 38 | 39 | 39 |
| Retail Cloud Monthly Customer Churn | 0.4% | 0.8% | 0.7% | 0.9% | 0.7% |