



CPA CUSTOMER AGREEMENT

THIS AGREEMENT GOVERNS YOUR RELATIONSHIP WITH US AND YOUR PURCHASE AND USE OF OUR SOFTWARE AND/OR SERVICES

THIS AGREEMENT COMPRISES:

1. Our General Terms Of Business attached at Schedule 1.
2. Our applicable Supply Specific Terms attached at Schedule 2.
3. Your Orders.

SCHEDULE 1

OUR GENERAL TERMS OF BUSINESS – SOFTWARE AND/OR SERVICES

'Customer', 'you' and 'your', as referred to in these General Terms, shall refer to the Customer entity set out on the Order and its Affiliates (as defined herein) contracting for the Supplies (as defined herein) as set out in the relevant Order (as defined herein), unless otherwise indicated.

'we', 'our' and 'us', as referred to in these General Terms, shall refer to Computer Patent Annuities Holdings Limited and the applicable Affiliate of Computer Patent Annuities Holdings Limited contracting for the Supplies (as defined herein) as set out in the relevant Order (as defined herein).

A signatory to the Agreement (as defined herein) shall be a **Party**.

These General Terms are the terms and conditions pursuant to which you may from time to time purchase one or more Supplies from Affiliates of Computer Patent Annuities Holdings Limited by agreeing an Order with us.

In addition to these General Terms and depending on what your Order is for, Supply Specific Terms may also apply to your relationship with us. The Supply Specific terms are set out in Schedule 2 of the Agreement and shall apply as explained in Schedule 2. All capitalised terms used in the Agreement shall have the meaning given in the Definitions clause of these General Terms or the Definitions clause of any applicable Supply Specific Terms, unless otherwise stated.

1. DEFINITIONS

Capitalised terms used in this agreement shall have the following meanings:

Additional Supplies means Supplies you may request not included under other categories in this Agreement;

Affiliate means, with respect to an entity, any person or entity that directly or indirectly owns, is owned by, or is under common ownership with that entity. For purposes of this definition, ownership means control of more than a 50% interest in an entity;

Agreement means these General Terms, the applicable Supply Specific Terms, your Order(s) and other incorporated documents;

Commencement Date means the commencement date of the Agreement as set out on the Order;

Confidential Information means information received from the other Party which is marked or stated to be confidential at the time of disclosure, or which by its nature ought reasonably to be regarded as confidential including, without limitation, any services, Software, pricing and discounts communicated pursuant to these General Terms;

Customer Data means all data, documents, email or other materials submitted by you, or by a third party on your behalf, in respect of the Supplies;

Customer Material means such materials and information including, where relevant, Third Party Software, documentation, reports and data, as we reasonably require for the provision of the Supplies;

Customer Representative means a person appointed by you to be a point of liaison with us in respect of the Agreement;

Deliverables means all products, works, materials, documentation and information (other than Software) that are developed specifically for delivery to you pursuant to any Supply Specific Terms and/or an Order;

Export Control Rules means all applicable import, export and re-export control law and regulation of any country, including the US International Traffic in Arms Regulations the United States Export Administration Regulations, Council Regulation (EC) No.428/2009 on the control of exports of dual use items and technology, and country specific economic sanctions programs or embargoes adopted against countries or individuals under any national or international legislation, including any measures implemented by the US Office of Foreign Assets Control, and/or any other applicable national or international export control laws or regulations;

Fees means the fees specified in the applicable Order and payable in accordance with the Fees Clause in these General Terms;

Force Majeure Event means an event or circumstance beyond either party's reasonable control including, without limitation, any acts of God, war, fire, flood, embargo, nuclear accident or explosion, civil unrest, failures by telecommunications carriers or internet service, denial of service attacks, any nationalization, confiscation, requisition, expropriation, seizure or destruction of property by or under any government, or any other act of government, any delay caused by your act or omission;

General Terms means these general terms of business;

Intellectual Property Rights means any and all trademarks, rights in designs, look and feel, trade names, copyrights, future copyrights, patents, rights in databases (whether registered or not and any applications to register or rights to apply for registration of any of the foregoing) rights in inventions, know how, trade secrets and other

confidential information and all other intellectual property rights of a similar or corresponding nature which may now or in the future subsist in any part of the world;

Order means a written order, in the form specified by us, for specific Supplies signed by duly authorized representatives of both Parties expressly incorporating these General Terms and any applicable Supply Specific Terms;

Order Effective Date means the effective date for an Order on which that Order comes into force in accordance with the Order Effective Period, Termination, Effect Of Termination Clause in these General Terms, as set out in that Order;

Order Effective Period means the period set forth in such Order commencing on the relevant Order Effective Date and renewed in accordance with the Order Effective Period, termination, and Effect of Termination Clause, unless earlier terminated in accordance with the Agreement;

Pre-Existing Property means data, information, materials, software, tools, processes or Intellectual Property Rights developed by a Party prior to initiation of the Supplies or independent of the Supplies provided or licensed hereunder as well as any improvements or enhancements to such data, information, materials, software, tools, processes or Intellectual Property Rights;

Software means any software that we licence pursuant to these General Terms and any Supply Specific Terms as set out in the relevant Order;

Supplies means the services and/or Software and/or Technology as purchased by you under an Order and as more fully described in the Order;

Supply Specific Terms means the terms and conditions specific to the Supplies purchased by you under an Order and located at the end of these General Terms;

Technology means in relation to Supplies comprising hosted software all software used in the operation, management or maintenance of the Supplies, and all other software, hardware, products, processes, algorithms, user interfaces, know how, techniques, designs and other tangible or intangible technical material or information made available to you;

Third Party Software means any software owned or licensed and provided by a third party (and not under the relevant Order) which you may be required to use in conjunction with the Software, as specified by us and set out in the relevant Order;

Working Day means a day (other than a Saturday or Sunday) on which the banks are ordinarily open for business in the jurisdiction in which the supplying entity is located; and

Your Responsibilities means the specific responsibilities to be undertaken by you in relation to the Supplies, as set out in the Your Responsibilities Clause of these General Terms, any applicable Supply Specific Terms and/or in any Order.

2. THE AGREEMENT

2.1 These General Terms and any applicable Supply Specific Terms are hereby incorporated into each Order (including any and all documents expressly incorporated by reference therein).

2.2 Each Order, together with these General Terms and any applicable Supply Specific Terms (including any and all attachments thereto) forms a single Agreement between the parties to the Order.

2.3 If there is any conflict between these General Terms, any applicable Supply Specific Terms and the applicable Order (together comprising the Agreement), the conflict shall be resolved with following order of precedence:

2.3.1 the applicable Order;

2.3.2 any applicable Supply Specific Terms;

2.3.3 these General Terms; and

2.3.4 any other document referred to in the Agreement.

2.4 Your Affiliates may by signing an Order, independently and in their own name enter into an Agreement with us. You agree that every entity entering into an Agreement with us shall be jointly and severally liable for the payment obligations of its Affiliates under any Agreement that they have entered into with us.

3. YOUR RESPONSIBILITIES

3.1 You shall comply with the obligations contained within these General Terms, and any Supply Specific Terms applicable to an Order and you shall perform Your Responsibilities.

3.2 In addition to any particular items specified in the relevant Order, you shall, at no charge, provide:

3.2.1 access to your Customer Representative, any other employees, and any relevant consultants and ensure that such personnel co-operate fully with us;

3.2.2 any Customer Materials that we reasonably require to provide the Supplies.

3.3 You acknowledge that our provision of the Supplies is dependent upon the timely and effective performance of Your Responsibilities. In the event that you fail to perform any of Your Responsibilities in a timely manner, this may result in us being unable to provide the Supplies or the Deliverables (or any part of them) in accordance with the Agreement. In such circumstances, we shall have no liability in respect of such failure and you shall grant to us such additional time as is necessary to provide the Supplies and/or the relevant Deliverable, as the case may be, and shall pay to us any additional fees necessary to compensate us for any necessary additional work or costs.

4. FEES, PAYMENT AND TAXES

- 4.1 You shall pay the Fees to us as consideration for the provision of the Supplies by us as set out in the relevant Order. We shall invoice you, and you shall pay to us, the Fees in the currency specified in the applicable Order.
- 4.2 Unless otherwise agreed in an Order, we shall be entitled from time to time to change all Fees payable by you upon one (1) month's prior written notice to you.
- 4.3 In addition to the Fees, we shall be entitled to charge, and you shall reimburse us, for any travel, subsistence or other reasonable expenses incurred by us in the course of providing any of the Supplies and any Deliverable.
- 4.4 You shall pay us in accordance with the Agreement within thirty (30) days of the date of our invoice. If any sum payable under these General Terms is not paid by the due date then (without prejudice to our other rights and remedies) we reserve the right to suspend any or all of the provision of the Supplies and charge interest on the overdue sum from the due date to the date of actual payment (both before and after any judgment) at the lesser rate of 1% per month, or (b) the maximum rate permitted by law. In addition, you shall be liable for any and all costs we incur in collection of any overdue amounts and accrued interest, including attorneys' fees and court costs, which you shall pay upon demand. Any dispute regarding invoices shall be dealt with under the Disputes Clause. Notwithstanding the above you agree to pay the undisputed portion of such invoices promptly to us.
- 4.5 All Fees and expenses are exclusive of value added, sales, use, excise, import and any other applicable tax, duties or other charges on the Supplies provided by us under these General Terms. You shall pay the Fees without any withholding or deduction of any withholding tax or other tax or mandatory payment to government agencies. If your country of residence requires you to withhold any taxes on payments made to us under the Agreement, the sum payable by you upon which such withholding or deduction is based shall be increased to the extent necessary to ensure that, after such withholding or deduction, we receive and retain, free from liability for such withholding or deduction, a net amount equal to the amount we would have received and retained in the absence of such required withholding or deduction. Each Party hereby agrees to cooperate in any contest, legal or administrative proceeding related to the validity, payment or amount of any withholding tax.
- 4.6 We shall be entitled to set-off any amount owed by you to us against any amount owing from us to you.
- 4.7 If in our reasonable opinion your creditworthiness deteriorates before completion of performance of the Supplies we reserve the right to require full or

partial payment of all Fees and expenses or the provision of appropriate security prior to performance.

5. WARRANTIES

- 5.1 You represent, warrant and undertake that:
- 5.1.1 you have the capacity and authority to enter into and to perform the Agreement and that the Agreement is executed by your duly authorised representative;
- 5.1.2 you have the legal right and authority to provide us with access and use of the Customer Materials and the Customer Data including, without limitation, any Third Party Software as you may be required to provide to us to perform the Supplies;
- 5.1.3 we are authorised to use the Customer Materials in the way contemplated by each Order;
- 5.1.4 the Customer Materials are complete, accurate and not misleading; and
- 5.1.5 you shall carry out standard checks for the presence of viruses in any software provided to us.
- 5.2 We represent, warrant and undertake that:
- 5.2.1 we have the capacity and authority to enter into and to perform the Agreement and that the Agreement is executed by our duly authorised representative;
- 5.2.2 the Supplies shall be provided in accordance with the Agreement and applicable law; and
- 5.2.3 we own or are correctly licensed for all Intellectual Property Rights used in the Supplies; and
- 5.2.4 to the extent that the Supplies comprise services, that those services will be carried out with reasonable skill and care.
- 5.3 TO THE FULLEST EXTENT ALLOWED BY LAW, THE WARRANTIES PROVIDED BY US IN THE AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, WE DISCLAIM ALL WARRANTIES AND CONDITIONS EXPRESSED OR IMPLIED WITH REGARD TO THE SUPPLIES PROVIDED UNDER THIS AGREEMENT, INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE DISCLAIMERS CONSTITUTE AN ESSENTIAL PART OF THIS AGREEMENT.
- #### **6. PROPRIETARY RIGHTS, NON EXCLUSIVITY**
- 6.1 Each Party shall retain all right, title and interest in and to its Pre-Existing Property. Each Party grants a limited licence to use, copy, store, transmit and display its Pre-Existing Property to the extent necessary to discharge such Party's

obligations pursuant to this Agreement. Where you have reported fixes or suggestions of improvements to the Supplies we shall own all rights therein without further liability or compensation to you and you hereby assign them to us.

6.2 Subject to each Party's retention of its rights in and to its Pre-Existing Property as set out above, and unless specified otherwise in any applicable Supply Specific Terms or the applicable Order, all Intellectual Property Rights in the Deliverables shall vest in you on creation and we hereby assign and shall assign to you all of our worldwide right, title and interest in and to all Intellectual Property Rights in the Deliverables. At your request and expense, we shall sign documents and take any other action reasonably necessary to evidence, perfect or protect your rights in the Deliverables. For the avoidance of doubt nothing in these General Terms shall prohibit us from using our Pre-Existing Property to provide services and deliverables to third parties, even if such services and/or deliverables are the same or substantially similar to those Supplies and/or Deliverables provided to you under the Agreement. We hereby waive any moral or author's rights we may have in the written material provided to you.

6.3 Nothing in these General Terms shall be construed as creating an exclusive relationship between the Parties. Subject to obligations of confidentiality, each Party may reuse knowledge or expertise gained by that Party during the course of provision or receipt of the Supplies.

7. INDEMNIFICATION

7.1 A Party (the **Indemnifying Party**) shall indemnify the other Party (the **Indemnified Party**) subject to compliance with the remainder of this Indemnification Clause, against all liabilities, costs, damages and expenses which are incurred by the Indemnified Party as a result of:

7.1.1 all third party claims, to the extent that such liability is based on claims of infringement of any third party's Intellectual Property Rights by the Indemnifying Party; and/or

7.1.2 the Indemnifying Party's tax obligations under the Agreement.

7.2 In connection with any claim under this Indemnification Clause: (a) each Party shall notify the other as soon as it becomes aware of in writing of a claim; (b) the Indemnified Party shall take all reasonable steps to mitigate any loss it may incur as a result of, or in connection with, any claim; (c) the Indemnifying Party and/or its insurers shall have control of the defence and all settlement negotiations relating to any such claim using counsel of its choice; (d) the Indemnified Party's counsel shall be entitled to be consulted (but not control) in the defence of the claim at such Party's cost and expense; (e) the Indemnified Party shall provide such information and assistance as the Indemnifying Party may

reasonably request to help defend such claims; and (f) the Indemnified Party shall not have any right to settle, admit or acknowledge any liability or wrongdoing of the Indemnifying Party or otherwise require the Indemnifying Party to take or refrain from taking any material action (such as the payment of fees) without such Party's consent. The Indemnifying Party shall not be liable for payment of any settlements negotiated by anyone other than itself, its insurers, or its respective counsel.

7.3 The provisions of this Indemnification Clause shall not apply to the extent such claim is based on: (i) use of the Supplies or Deliverables other than in accordance with these General Terms; (ii) any modification of the Supplies or Deliverables not authorized by us; (iii) the combination, operation or use of the Software with any equipment and/or computer programs not supplied or approved by us; (iv) use of a superseded or altered release of the Software.

7.4 If your use or possession of any Supplies or Deliverables in accordance with the Agreement is in our sole opinion, likely to constitute an infringement of a third party's Intellectual Property Rights, then we may promptly and at our own expense, use our reasonable endeavours to (a) procure for you the right to continue using and possessing the Supplies or Deliverables; or (b) modify or replace the Supplies or Deliverables (without materially detracting from the specification) so as to avoid the infringement; or (c) require you to return the Supplies or Deliverables to us and any licenses granted in, and our obligations with respect to, the Supplies or Deliverables shall terminate and we shall refund the fees paid by you to us for the Supplies or Deliverables based on a five (5) year straight-line depreciation from the Order Effective Date for the Order under which the relevant Supplies or Deliverables were purchased or licensed.

8. ORDER EFFECTIVE PERIOD, TERMINATION, AND EFFECT OF TERMINATION

8.1 Unless terminated earlier pursuant to the provisions of this Order Effective Period, Termination, and Effect Of Termination Clause:

8.1.1 these General Terms shall take effect on the Commencement Date and shall continue in force until all Orders under the Agreement have terminated or expired;

8.1.2 each Order shall take effect on its Order Effective Date and shall continue in force until the earlier of the discharge of all obligations of both Parties under that Order or the expiry of its Order Effective Period; and

8.1.3 any Supply Specific Terms shall take effect on the Order Effective Date for the Order to which they apply and shall continue in force until expiry of the Order Effective Period for the Order to which they apply.

- 8.2 Unless otherwise specified in an Order, on expiry of the Order Effective Period, the Order will renew automatically for successive twelve (12) month periods unless either Party provides written notice to the other Party of its intent to terminate ninety (90) days prior to the end of the then current Order Effective Period.
- 8.3 Either Party may, without prejudice to its other rights or remedies, terminate an Agreement with immediate effect by written notice to the other Party, in the event of:
- 8.3.1 any material breach of the Agreement (including, without limitation, non-payment of fees for one hundred and twenty (120) days from the date of which we have notified you that payment is outstanding) by the other Party which is not remedied within thirty (30) days after the service on the Party in default of a written notice specifying the nature of the breach and requiring that the same be remedied, unless the Agreement provides that a remedy for such breach as set out in this Agreement is sole and exclusive; or
- 8.3.2 the other Party becoming insolvent, entering into liquidation, whether voluntary or compulsory, passing a resolution for its winding up, having a receiver or administrator appointed over the whole or any part of its assets, making any composition or arrangement with its creditors or taking or suffering any similar action in consequence of its debt.
- 8.4 Either Party may terminate this Agreement for any reason upon one hundred and eighty (180) days' prior written notice to the other Party. Unless otherwise specified in the termination notice, if either Party terminates without cause pursuant to this Clause 8.4, all Orders entered into prior to the effective date of termination shall continue under these General Terms and any applicable Supply Specific Terms for the remainder of the relevant Order Effective Period.
- 8.5 Upon termination of an Agreement for any reason whatsoever:
- 8.5.1 you shall pay all outstanding Fees and any other expenses due to us under the Agreement;
- 8.5.2 you shall destroy our Confidential Information received under the Agreement and certify such destruction in writing to us; and
- 8.5.3 any accrued rights or liabilities of either Party or any provision of the Agreement which is expressly or by implication intended to come into or continue in force on or after such termination shall not be affected.
- 8.6 Upon termination of an Agreement all licenses granted under that Agreement shall terminate immediately and you shall cease using, and shall

procure that all permitted users shall cease using, any Software or hosted software, and shall (if applicable), at your own cost, return or destroy (at our sole option) any Technology in your and/or the permitted users possession or control. Upon termination or expiration, you may export your Customer Data stored in the Software or hosted software. To the extent such Customer Data cannot be exported and is accessible by us, we shall, at your cost and request, provide you with a copy of any Customer Data stored by us.

9. LIMITATION OF LIABILITY

- 9.1 Other than our liability arising under the Indemnification Clause and the Confidential Information Clause (which liability shall remain uncapped) and subject to the other provisions set out in this Limitation of Liability Clause, our liability under the Agreement for any and all claims, including claims of contract, tort (including negligence) and strict liability, and including where we are in repudiatory breach, shall not exceed the amounts paid and payable by you to us under the Agreement during the preceding twelve (12) months for the Supplies giving rise to the claim.
- 9.2 Nothing in the Agreement shall exclude or in any way limit a Party's liability for fraud, or for death or personal injury caused by its negligence, or any other liability including, if applicable in a relevant jurisdiction, gross negligence or wilful misconduct to the extent the same may not be excluded or limited as a matter of law.
- 9.3 Neither Party shall be liable to the other in contract, tort (including negligence or breach of statutory duty) or otherwise (including where we are in repudiatory breach) for any of the following losses or damages, whether direct, indirect or consequential arising out of, or in connection with, this Agreement and even if such losses and/or damages were foreseen, foreseeable or known, or the breaching party was advised of the possibility of them in advance:
- 9.3.1 economic loss;
- 9.3.2 loss of actual or anticipated profits;
- 9.3.3 loss of business revenue;
- 9.3.4 loss of anticipated savings;
- 9.3.5 loss of, damage to or corruption of data;
- 9.3.6 loss of opportunity;
- 9.3.7 loss of goodwill;
- 9.3.8 punitive damages;
- 9.3.9 losses suffered by third parties, regardless of whether such loss is direct, indirect, special or consequential; or
- 9.3.10 any indirect, special or consequential loss or damage howsoever caused.
- 9.4 We shall have no responsibility for defects in data, hardware, software or services supplied by persons other than us, for third party internet sites or for modifications to any hardware or

software manufactured by persons other than us, nor responsibility for problems with general telecommunications failures, domain name system (DNS) and domain name registration problems, general internet problems and other problems outside of our control and shall not be liable for downtime in respect of scheduled maintenance.

10. INSURANCE

We shall maintain sufficient insurance coverage to meet our obligations created by the Agreement and by applicable law. Upon request, we shall deliver to you proof of insurance coverage required by this Insurance Clause.

11. CONFIDENTIAL INFORMATION

11.1 A Party (the **Receiving Party**) undertakes to treat as confidential and keep secret and use all Confidential Information received from the other Party (the **Disclosing Party**) solely for the purpose of fulfilling its obligations or exercising its rights hereunder.

11.2 The Receiving Party shall not without the prior written consent of the Disclosing Party divulge any part of the Confidential Information to any person except to the Receiving Party's and its Affiliates' employees, and its agents (**Representatives**) and then only to those Representatives who need to know it to perform or receive the benefit of the Supplies. The Receiving Party shall ensure that such Representatives are bound by the material requirements of this Confidential Information Clause or a pre-existing confidentiality agreement with comparable terms. The Receiving Party shall use the same degree of care to protect the Disclosing Party's Confidential Information used to protect its own confidential information, but no less than a reasonable degree of care. The Receiving Party shall promptly notify the Disclosing Party if it becomes aware of any breach of confidence by any recipient of the Confidential Information and shall give the Disclosing Party all reasonable assistance at the Disclosing Party's own expense in connection with any proceedings which the Disclosing Party may institute against such recipient for breach of confidence.

11.3 Confidential Information shall not include any information which (a) is at the time of disclosure, or subsequently becomes, publicly known except by breach of these General Terms; (b) is obtained from a third party under no obligation of confidentiality to the Disclosing Party; or (c) is independently developed by the Receiving Party. In the event that the Receiving Party is compelled by law or is required to act in compliance with the legal requirement of a governmental agency to disclose the Confidential Information to any third party, the Receiving Party shall provide the Disclosing Party with reasonable notice of any disclosure and comply with any reasonable instructions of the Disclosing Party as to such disclosure. The foregoing obligations as to confidentiality shall remain in full force and effect

notwithstanding any termination of an Agreement.

12. DATA PROTECTION

12.1 If we process any personal data on your behalf when performing our obligations under the Agreement, you agree that the intention is that you shall be the data controller and we shall be a data processor for the purposes of the Data Protection Act 1998 and in any such case:

12.1.1 you acknowledge and agree that the personal data may be transferred or stored outside the EEA or the country where you and any other permitted users of the Supplies are located in order for us to carry provide the Supplies and carry out our other obligations under the Agreement;

12.1.2 you shall ensure that you are entitled to transfer the relevant personal data to us so that we may lawfully use, process and transfer the personal data in accordance with the Agreement on your behalf;

12.1.3 you shall ensure that the relevant third parties have been informed of, and have given their consent to, such use, processing, and transfer as required by all applicable data protection legislation; and

12.1.4 we shall both take appropriate technical and organisational measures against unauthorised or unlawful processing of the personal data or its accidental loss, destruction or damage.

12.2 You shall indemnify us against any claim made, or proceedings taken, against us claiming or alleging that our processing of any personal data as data processor for you infringes a data subject's rights under the data protection legislation in any jurisdiction.

13. FORCE MAJEURE

If either Party is prevented from, or delayed in, performing any of its obligations under the Agreement (other than an obligation to make payment of monies already outstanding) by a Force Majeure Event, then that Party shall be excused from performance of, and not be liable for any delay or failure to perform under the Agreement for so long as the Force Majeure Event continues and to the extent that Party is so delayed or prevented. If such non-performance or delay continues for longer than forty-five (45) consecutive days, either Party shall be able to terminate the Agreement with immediate effect.

14. NON-SOLICITATION

Neither Party shall, during an Order Effective Period and for a period of one (1) year following the termination or expiry of such Order Effective Period, solicit or recruit for employment either directly or indirectly (other than by general advertising), any person who was an employee of

the other Party during that Order Effective Period and who performed work under the relevant Order, without the other Party's written consent. Each Party agrees that if it employs or engages any person contrary to the provisions of this Non-Solicitation Clause, the breaching Party shall pay to the damaged Party on demand a sum in liquidated damages equal to fifty per cent (50%) of such person's annual salary immediately prior to the time of leaving the employment of the relevant Party. The parties confirm that this sum represents a genuine pre-estimate of the damaged Party's loss.

15. COMPLIANCE WITH LAWS

- 15.1 Unless specified otherwise in any Supply Specific Terms or any Order, each Party shall, at its own expense: (a) obtain and maintain any approvals, licenses, filings or registrations necessary to performance of its obligations hereunder; and (b) comply with all applicable laws (including export laws and regulations).
- 15.2 You shall, in connection with your use of the Supplies, comply with all Export Control Rules. It is a condition of the Agreement that you shall notify us in writing of any data provided to us pursuant to the Agreement (including, but not limited to, your sharing, via any electronic database, of your data with us) or created by us on your instruction which is controlled for export under any Export Control Rules or requires a security clearance. For the purposes of this Compliance with Laws Clause, data in whatever form is controlled if it is necessary for the design, development, production, operation, repair, testing, or modification of items controlled for export by law. You shall make such notification prior to any provision of the export-controlled data, and shall mark any export-controlled data as such in the manner specified by us. We warrant that any export-controlled data provided by you in accordance with this Compliance with Laws Clause shall be exported or re-exported in full compliance with applicable Export Control Laws if export and re-export is necessary to comply with this Agreement.
- 15.3 Each Party (including all of our directors, executive officers, agents, and employees) hereby agrees to, in connection with the transactions contemplated by the Agreement or in connection with any other business transaction involving the Parties, fully comply with: (a) the U.S. Foreign Corrupt Practices Act (FCPA), and (b) the provisions of any other applicable anti-corruption laws, including but not limited to the U.K. Bribery Act 2010. Each Party hereby also agrees that should either of them learn of or have reason to suspect that a transaction prohibited by such laws above has occurred, the knowledgeable or concerned Party shall immediately advise the other in writing of such knowledge or suspicion.
- 15.4 You shall indemnify us against all liabilities, costs, damages and expenses which are incurred by us as a result of any violation by you of any Export

Rules, and/or other applicable privacy or export law, rule or regulation through your use of your own data (or our use in accordance with our instructions) in connection with the Supplies.

16. CHANGE

If either Party wishes to modify a provision of the Agreement or request Additional Supplies such Party may propose a change by delivering such request to the other Party in writing. Each Party shall evaluate a proposed change in good faith and shall respond in writing within a reasonable time. We shall determine the impact of any requested or recommended change to the price or timetable (if any) and advise you in writing of such impact. Any proposed change shall only become effective upon the execution by both Parties of a written amendment. Unless otherwise agreed upon by the Parties, until such time as such amendment is effective, we shall continue to perform, and you shall continue to pay for, the Supplies in accordance with the unmodified Agreement.

17. DISPUTES

- 17.1 In the event of any dispute between us both parties shall immediately, (and where the dispute concerns invoices submitted by us, not later than the due date of the payment of invoice), notify the other of, and provide details about, such dispute. Each party agrees to meet with the other as soon as practicable either in person or by telephone to resolve the dispute. However in the event that the Parties do not reach resolution, then either Party shall be entitled to escalating it to senior level management to attempt to resolve the dispute within 15 Working Days.

18. MISCELLANEOUS

- 18.1 Neither Party may assign or transfer, or purport to assign or transfer, any of its rights or obligations under the Agreement without the prior written consent of the other Party, such consent not to be unreasonably withheld. Notwithstanding the foregoing, either Party may, without the need to obtain consent from the other Party, assign, transfer and/or subcontract the whole or any part of the Agreement to an Affiliate or successor to all or substantially all of the business to which these General Terms relate, whether by merger, sale of assets, sale of shares internal corporate restructuring or other similar transaction provided that such Affiliate or successor agrees to be bound by its terms.
- 18.2 These General Terms are intended to create an independent contractor relationship between the Parties. Our employees or subcontractors shall not be construed as your employees. We shall manage our personnel and be free to exercise independent judgment as to the manner and method of performance of the Supplies. If a local tax authority, a state, provincial, local or federal agency, or a court determines that we, or our employees or subcontractors, are your common law employees (whether arising during the term of this Agreement, as a result of the termination

- of this agreement, or otherwise), then we shall fully indemnify you for all costs or damages incurred as a result of that determination.
- 18.3 No term or provision of the Agreement shall be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the Party claimed to have waived or consented. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a Party at law or in equity.
- 18.4 Clause headings are for convenience only and do not form a part of the Agreement.
- 18.5 The invalidity or unenforceability of one or more provisions of the Agreement shall not affect the enforceability of any other provision, and the Agreement shall be construed in all respects as if such invalid or unenforceable provision were omitted.
- 18.6 The Parties agree that the United Nations Convention for the International Sale of Goods shall not apply to the Agreement.
- 18.7 A notice given to a Party under or in connection with this Agreement: a) shall be in writing; b) shall be sent via recorded delivery: i) For the attention of the CFO/General Counsel at CPA Global, Liberation House, Castle Street, St Helier, Jersey, JE1 1BL where notices are sent to CPA; ii) For the attention of the CFO/General Counsel at your registered address where notices are sent to you. A secondary notice may, in addition, be sent to a Party via email: i) for CPA: contracts@cpaglobal.com ii) for you an email address agreed in writing. A notice given under this Agreement is not valid if only sent by email.
- 18.8 You agree to negotiate in good faith to permit us and our Affiliates a right to reference you, including quotes, photos taken or illustrations from you, for advertising and marketing purposes, including but not limited to case studies, print advertisements, reference in our marketing materials, press releases, internet postings and other publications electronic or printed which are produced in the ordinary course of business.
- 18.9 All records and invoices shall be maintained in and all oral and written communications (including without limitation meetings, telephone calls, reports, notices and conferences) shall be conducted exclusively in the English language. In any conflict between communications in the English language and in the local language, the English language version shall prevail.
- 18.10 The Agreement constitutes the entire agreement between the parties, and supersedes all prior and contemporaneous agreements, proposals or representations (other than fraudulent ones), written or oral, concerning its subject matter.
- 18.11 The Agreement may be executed by in counterparts, which taken together shall form one legal instrument.
- 18.12 The Agreement and any dispute or non-contractual obligation arising out of or in connection with it shall be governed by and construed in accordance, and the parties submit to the exclusive jurisdiction of with the following law and courts:
- 18.12.1 where the entity supplying the Supplies is located in Europe: the law of England and Wales and the English courts;
- 18.12.2 where the entity supplying the Supplies is located in North America or South America: the law of Virginia and the courts of Virginia; or
- 18.12.3 where the entity supplying the Supplies is located in Asia and Australasia: the law of Singapore and the courts of Singapore.
- 18.13 Nothing in the Agreement shall restrict or limit us from seeking injunctive or similar relief in any jurisdiction.

SCHEDULE 2**SUPPLY SPECIFIC TERMS****Part A. SERVICES SUPPLY SPECIFIC TERMS**

THIS PART A SHALL APPLY IF YOUR ORDER IS FOR US TO SUPPLY SERVICES TO YOU WHICH DO NOT RELATE TO OUR SOFTWARE. IF YOUR ORDER COMPRISES ANY OTHER SERVICES, THIS PART SHALL NOT APPLY TO YOUR AGREEMENT WITH US.

1. YOUR RESPONSIBILITIES

- 1.1 You shall be responsible for expressly specifying fully and clearly the scope of the Supplies and the Deliverables in the relevant Order.
- 1.2 In the event that you do not fulfil an obligation under the Agreement, then (without prejudice to our rights and remedies), we will be relieved of our obligations to you to the extent that we are prevented from or hindered in performing the Supplies in accordance with the Agreement.

2. OUR RESPONSIBILITIES

- 2.1 Unless specified otherwise in the Agreement, we shall be entitled to perform some or all of the Supplies from any of our offices globally.
- 2.2 Certain Supplies performed by us on your behalf may require us to access the Private Pair System of the US Patent and Trademark Office (**USPTO**). To access the Private Pair System you must obtain from the USPTO a set of public key certificates (**PKI Certificates**). In consideration of being given access to such PKI Certificates, we agree to: (a) use such PKI Certificates solely for communicating with the USPTO on your behalf; (b) use the PKI Certificates to access only those matters specified by you solely to perform the Supplies, and not for any other purpose; and (c) hold such PKI Certificates in confidence in accordance with the Confidential Information Clause in the General Terms.

Part B. HOSTING SERVICES SUPPLY SPECIFIC TERMS

THIS PART B SHALL APPLY IF YOUR ORDER IS FOR SOFTWARE AS A SERVICE HOSTED BY US OR OUR SUPPLIERS. IF YOUR ORDER DOES NOT COMPRISE ANY OF THESE SUPPLIES, THIS PART B SHALL NOT APPLY TO YOUR AGREEMENT WITH US.

Users means individuals who are authorised by Customer to use the Service, for whom any relevant licence fees have been paid, and who have been supplied user identifications and passwords by you (or by us at your request). Users may include but are not limited to employees, consultants, contractors and agents of Customer or its Affiliates.

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|---|---------|--|
| 1. OUR RESPONSIBILITIES | | |
| 1.1 We shall in respect of Supplies comprising the hosting of software by us or our suppliers: | | all such matters of which you become aware; and |
| 1.1.1 perform the services set out in, and in accordance with, the Order; | 2.1.4 | not, and ensure that your Users shall not: |
| 1.1.2 make the Supplies available to you on a nonexclusive and non-transferable worldwide basis in accordance with the Order; | 2.1.5 | license, sublicense, sell, resell, transfer, assign, distribute or otherwise make the Supplies available to any third party; |
| 1.1.3 provide reasonable notice of scheduled maintenance; | 2.1.5.1 | copy, modify or make derivative works based upon the Supplies; |
| 1.1.4 not use or disclose Customer Data for any purpose other than to provide the relevant Supplies or where required by law; and | 2.1.5.2 | "frame" or "mirror" any content contained in, or accessible from, the Supplies on any other website, server, wireless or internet based device other than on your own intranet/web browser or otherwise for your own internal business purposes; |
| 1.1.5 use adequate security systems and procedures to safeguard and to prevent unauthorized access to Customer Data as notified to you from time to time as attached to the Order or subsequently set out at a URL communicated by us to you. | 2.1.5.3 | access any information other than Customer Data; |
| 1.1.6 We shall be entitled to monitor your usage of the Supplies to ensure that such usage is in accordance with the terms of the Agreement. | 2.1.5.4 | interfere or disrupt the operation of the Supplies nor attempt to do the same; |
| | 2.1.5.5 | use the Supplies to store, distribute or transmit any unlawful, harmful, threatening, defamatory, obscene or harassing material or information, including, but not limited to any computer virus or other harmful software; or |
| 2. YOUR RESPONSIBILITIES | | |
| 2.1 You shall in respect of Supplies comprising the hosting of software by us or our suppliers: | 2.1.5.6 | save where permitted by law modify, attempt to decompile, cross compile, disassemble, reverse engineer, or use any other means to decode the Supplies. |
| 2.1.1 use the Supplies solely for your internal business purposes, unless you are a law firm in which case you may use the Supplies in acting for the benefit of your clients; | 2.2 | You acknowledge that the Supplies are provided on an 'as is' basis, computer and telecommunications services are not fault free and occasional periods of downtime may occur. |
| 2.1.2 at our request, identify all Users to whom you have given access to the relevant Supplies; | 2.3 | Without prejudice to any other rights or remedies we may have, we may suspend and/or terminate any individual User's access |
| 2.1.3 cooperate with us in any, and remediation of, any security, unauthorized use or misuse of the Supplies and shall promptly report to us | | |

to the Supplies at any time and without any liability to you in the event that you or any User violates any provision of the Agreement.

3. SETUP SERVICES

3.1 Each Party shall work in good faith within one (1) month of the relevant Order Effective Date to agree appropriate project specifications and project schedule for the implementation of the Supplies. Following such agreement we shall provide the Setup Services (as described in the Clauses set out below).

3.2 The Setup Services shall comprise services to create your presence within our system to enable you to begin using the Supplies including: (i) establishing system administrator rights; creating our basic structure and functionality; (ii) inviting your organisation into the application. At your option, we shall provide initial branding services (your identification and logo) for your Supplies.

3.3 Any changes to the project specifications requested by you after agreement may result in additional costs to you and such changes shall be made in accordance with the Change Clause in the General Terms.

4. OPTIONAL SERVICES

4.1 **Data Import.** Where a data import price is specified in the relevant Order, we shall perform two test imports of Customer Data

and one final import for each of your databases. Following each of the first and second test imports we shall perform testing of the Supplies followed by a final import to go live with the Supplies. Additional imports are available at your request and will be provided at our then current rate for data import services. Data import does not include cleansing of pre-existing errors, discrepancies or omissions in data.

4.2 **Training.** Where a training price is specified in the relevant Order, we shall provide administrator training and end-user training. We shall offer web-based or onsite training at our then-current rate, plus out of pocket expenses such as transportation costs and personnel time.

4.3 **Configuration.** Where a configuration price is specified in the relevant Order, we shall perform the agreed configuration activities including, where available, creating reports, merging documents, and producing activity templates that are configured to your needs. We will provide an exact cost for such services after your requirements are collected.

5. SERVICE LEVELS AND MAINTENANCE

5.1 We shall provide support and maintenance for the Supplies in accordance with our Hosting Services Levels and Maintenance Plan as attached to the Order or subsequently set out at a URL communicated by us to you.

Part C. DEPLOYED SOFTWARE SUPPLY SPECIFIC TERMS

THIS PART C SHALL APPLY IF YOUR ORDER IS FOR A LICENCE OF OUR SOFTWARE TO RESIDE ON YOUR OR YOUR SUPPLIER'S SERVERS. IF YOUR ORDER DOES NOT COMPRISE ANY OF THESE SUPPLIES, THIS PART C SHALL NOT APPLY TO YOUR AGREEMENT WITH US.

1. DEFINITIONS

Capitalised terms in these Supply Specific Terms have the meanings set out in the General Terms or the following, unless otherwise specified:

Authorised Third Party means an entity notified by you and approved by us as entitled to a licence of the Software Materials;

Current Version means the latest version of the Software generally available to our customers;

Documentation means such user manuals in human readable form supplied by us to you with the Software;

Equipment means your computer equipment and any Third Party Software specified in the relevant Order;

Errors means a material failure of the Software to function in accordance with the general functionality set out in the Documentation;

Error Category are as set out in table located in the Support and Maintenance Services Appendix;

Error Report means a report identifying Errors in such format as may be prescribed by us from time to time;

Help Query means a request for help made by you to us, which is covered by the Support and Maintenance Services;

Implementation Planning Study means the written plan setting out the estimate of work by us required to provide the Implementation Services;

Implementation Services means the installation, training and data migration services to be provided to you by us as outlined in the Implementation Services Appendix and the Implementation Planning Study and as may be more particularly described in the relevant Order;

Installation Date means the date that the Software is installed on the Equipment so that the Software can operate on the Equipment using our standard demonstration data;

Licensed Volume means with respect to each Software Module, the number specified in the relevant Order of intellectual property registration cases or files that are open, pending grant, or have been granted and are being renewed but excluding filings that were not granted, have lapsed or have been abandoned;

Location means the location specified in the relevant Order;

Named User(s) means your employees and those of Authorised Third Parties registered to access the Software Module(s);

Number of Named Users means the number of Named Users set out in the relevant Order;

Release means an update, upgrade, enhancement, fix or patch to a version of the Software made generally available by us to our customers other than the release of a new version;

Software Materials means the version of the Software specified in the Order and any subsequent Releases and the Documentation;

Software Module(s) means (both individually and collectively, as the context requires) the software application(s) that comprise the Software, as set out in the relevant Order;

Support and Maintenance Services means the support and maintenance services supplied under the Support and Maintenance Services Appendix;

Supported Version the Current Version of the Software, together with all subsequent Releases thereof and all "support packages" issued in respect thereof from time to time by us;

Use means to: (a) run and access the Software as a complete product solely in accordance with the Documentation and the terms of the Agreement; and (b) to read and possess the Documentation; and

Working Hours means between 9AM and 5PM in the location from which the Supplies are provided.

2. LICENCE GRANT

2.1 **Licence Grant.** We hereby: (a) grant to you for the duration of the Order Effective Period of the Order to which these Supply Specific Terms apply, a non-exclusive, non-sub-licensable, non-transferable (except as permitted by the General Terms) limited licence to install and Use the Supported Version and the Documentation to manage and process the Licensed Volume by the Number of Users at the Location on and in conjunction with the Equipment and solely for your own data for your internal business purposes; and (b) agree to deliver one (1) copy of the Software Materials to you. If you are a law firm, your licence under this

paragraph shall include use of the Software in acting for the benefit of your clients.

2.2 **Authorized Third Party Access and Use.**

The licence granted under these Supply Specific Terms shall, on notice by you to us of the Authorised Third Party's name and address, extend to Authorised Third Parties to Use the Software Materials on your behalf for the sole purpose of providing legal or outsourced services to you only, provided that: (a) the Authorised Third Party shall sign a licence on terms at least as restrictive as that set out in these Supply Specific Terms; (b) the Software remains at the Location on the Equipment (including permitted remote access); and (c) you shall be primarily liable for compliance by such Authorised Third Party with this Order. Upon the termination or expiration of Authorised Third Party's services to you or the Order Effective Period, whichever is earlier, you shall promptly instruct the Authorised Third Party to remove and return or destroy all Software Materials in its possession, and promptly certify in writing such action to us.

2.3 Additional Licences. You shall notify us of your intention to increase (a) the Licensed Volume for any Software Module; or (b) the number of Named Users; or (c) the Use of the Software for any Software Module; or (d) the range of Software Modules. We shall be entitled to charge and you shall pay for any such increased scope of licence and such payment shall be by way of a reasonable increase in the Fees payable under the Agreement. We shall also be entitled to increase the Support and Maintenance Fee to reflect any increase agreed pursuant to this clause.

3. **YOUR RESPONSIBILITIES.**

3.1 You shall duplicate and retain all copyright, trademark, patent and related proprietary notices incorporated in or affixed to the Software Materials. You shall not: (a) Use the Software Materials for the purpose of operating a service bureau or for the carrying out of any administration services for the benefit of an unauthorized third party, outsourcing or the provision thereof to any person by any means whatsoever; (b) permit the whole or any part of the Software to be combined with or become incorporated in any third party software programs (not including third party interfaces developed or authorized by us); or (c) disclose to any third party the results of any Software performance benchmarks or specific detailed comparisons between the Software and of your and/or any third party's products.

3.2 During the relevant Order Effective Period you shall:

3.2.1 effect and maintain adequate security

measures to safeguard the Software Materials from access or Use by any unauthorized person;

3.2.2 retain the Software Materials and all copies of the Software under your effective control;

3.2.3 maintain a full and accurate written record of your copying and disclosure of the Software Materials and their location and produce such record promptly to us on request from time to time; and

3.2.4 you shall notify us immediately if you become aware of any unauthorised Use of the whole or any part of the Software Materials by any person;

3.2.5 nominate at all times during the Order Effective Period a Customer Representative who understands the data structures of the existing system and provides access to your decision makers for quick turnaround on decisions;

3.2.6 have the appropriate technical expertise to install, configure and manage computer hardware, network operating systems and database servers in accordance with our recommendations;

3.2.7 ensure that your employees who will be using the Software are qualified, skilled and trained and capable of understanding and managing the Equipment and are proficient in the use of Windows operating system used by you

3.2.8 ensure that the Supported Version and the Equipment are Used in accordance with our recommendations and instructions by competent, trained employees;

3.2.9 not permit or authorize anyone other than us to provide any support and maintenance services in respect of the Software;

3.2.10 promptly notify us of any Error and co-operate fully with our personnel in the diagnosis of any Error; and

3.2.11 be responsible for coordinating and ensuring compliance with your obligations set out in Implementation Services Appendix.

3.3 You are responsible for all costs associated with moving the Software to any temporary or replacement Equipment and we shall not have any liability for the Software to the extent that it arises from Use with the

temporary or relocated Equipment, except to the extent that we provided knowing assistance with the relocation of the Software.

- 3.4 You shall not permit or authorise any third party to provide any implementation services in respect of the Software.
- 3.5 You acknowledge that we are not liable for any hardware, software, or any other items or services provided to you by any persons other than us, except as expressly set out in the relevant Order.
- 3.6 You shall promptly notify us of any anticipated delays or deficiencies in your compliance with Your Responsibilities and shall provide prompt assistance in resolving any such delays or deficiencies to our reasonable satisfaction. In the event that we determine the information, equipment, software, assistance or payments to be provided by you are delayed, inaccurate or incomplete, we reserve the right to stop work until you remedy such delay, inaccuracy or incompleteness to our reasonable satisfaction.

4. ACCEPTANCE

- 4.1 You may perform a series of tests on the Software as installed on the Equipment using the data as migrated (with our assistance and supervision) to confirm that the Software functions in accordance with the general functionality set out in the Documentation (**Acceptance Testing**). You shall perform the Acceptance Testing within fifteen (15) Working Days after the agreed date of completion of: (i) the Implementation Services referred to in Implementation Services Appendix and/or the relevant Order; and (ii) if applicable, the resubmission by us of the Software following correction of Errors; or (iii) such other time as may be agreed by the Parties (the **Acceptance Period**). You shall promptly give notice to us of either: (i) your acceptance of the Software; or (ii) full details of any Errors. Subject to the provision of satisfactory evidence of the existence of Errors and/or the reproduction of any Errors, we shall use all reasonable efforts to correct such Errors and re submit a corrected version of the Software to you as soon as reasonably practicable for further Acceptance Testing. If necessary, you shall be entitled to carry out a second and third Acceptance Testing. If the Software (or any part of it) still contains Errors on a third or subsequent Acceptance Testing, you shall be entitled to terminate the relevant Order immediately upon notice in writing to us and be entitled to a full refund of Fees paid for the Software and Services to that date. If you (a) fail to notify us in writing of Errors by the end of the Acceptance Period or (b) Use the Software in a live environment, the Software will be deemed accepted and in full conformance with the Documentation.

5. SOFTWARE ASSOCIATED SERVICES

- 5.1 **Implementation.** We shall provide the Implementation Services in accordance with the Implementation Services Appendix. You acknowledge that the timetable and fees contained in the Implementation Planning Study are estimates and subject to change in accordance with the Change clause in the General Terms and Conditions.
- 5.2 **Support And Maintenance.** We shall provide you with Support and Maintenance Services: for the period for which you have validly paid the corresponding Fee; for the Supported Version; and from the later of the Order Effective Date of the relevant Order or the date on which the Software is delivered to you. If you do not renew the Support and Maintenance Services and you subsequently request to have Support and Maintenance Services reinstated, we shall have the discretion as to whether or not to reinstate the Support and Maintenance Services and charge you a payment of 150% of the amounts you have paid for Support and Maintenance during the period you discontinued service. You shall not be entitled to cancel, or a refund for, the Support and Maintenance Services. Any Support and Maintenance Services shall be provided in accordance with the Support and Maintenance Services Appendix set out below.
- 5.3 **Law Update.** Where a law update price is specified in the relevant Order, we shall provide a service to update certain system rules related to intellectual property legislation around the world, as attached to the Order or subsequently set out at a URL communicated by us to you.

6. WARRANTY AND REMEDY

- 6.1 We warrant to you for a period of ninety (90) days after completion of the Implementation Services (**Warranty Period**) that the Software will be in substantial conformity with the specifications referred to in the relevant Order (the **Warranty**). We shall have no responsibility or obligation for breach of warranty or otherwise caused by (a) you and/or your Authorised Third Parties through accident, abuse, or use other than in accordance with the Documentation; (b) any failure of the Software to provide any facility or function not specified in the Documentation; or (c) any part of the Software being modified, altered, decompiled, disassembled, reverse engineered or combined by you. You shall inform us in writing during the Warranty Period of any Error and provide to us such information and materials as we may reasonably request to document and reproduce such Error. Upon receipt of such notice, we shall at our own expense and within a reasonable time after receiving such notice use all reasonable

endeavours to remedy the Error. If we are not able to remedy the Error, we shall provide a refund to you of an amount equal to the amount of Fees actually paid to us for the relevant Software under the relevant Order. The foregoing states the entire liability of us, whether in contract or tort or otherwise, and you exclusive remedy, in the event of a breach of warranty.

7. AUDIT

7.1 You shall permit us to audit the use of the Software and/or Technology during your

normal business hours and upon reasonable prior written notice. For that purpose, we shall be entitled to enter any of your premises (and you hereby irrevocably provides your consent to us, our employees and agents to enter any such premises for such purpose) and/or remotely monitor your usage of the Supplies as we see fit. If the audit reveals an unreported usage, you shall promptly pay fees at our then current rates for the unreported usage, and if such unreported usage is more than five per cent (5%) of the licensed usage under the applicable Order, you shall also promptly pay the audit cost.

APPENDIX 1**IMPLEMENTATION SERVICES APPENDIX****1. SCOPE OF SERVICE.**

- 1.1 We shall provide the Implementation Services as set out in the Implementation Planning Study.
- 1.2 Unless expressly set out in the relevant Order, we are not obliged to: make any modifications to the source code and/or development of interfaces to third party systems or sub systems; install, configure or tune any of Third Party Software including without limitation Oracle software or your operating system. You are responsible for correctly setting up your own filing rules within the Software.
- 1.3 Any data conversion performed by us is provided "as is"; the data conversion task does not include data cleansing (i.e. removing duplicates, orphaned data sets and incomplete data) or other manipulation of a data such as the creation of data which does not exist in the extracts of data, excepting where the data is required to ensure the data integrity of the software database. You are responsible for backup of the Software and data and providing us with suitable, balanced extracts of the data to be converted in standard ASCII format along with summary of the files' content.

2. CHARGES.

You acknowledge that any time and price totals for the Implementation Services given by us in the Agreement: are estimates based on the current understanding of the Implementation Services; are intended solely for your budgetary planning purposes; and are not agreed capped amounts. We shall be entitled to charge you for the actual hours incurred by us on the project. A "day" is an eight (8) hour billable workday during 8:00 AM to 5:00 PM, local time at the Location, Monday through Friday, excluding our designated holidays. In the event that you request us to perform Implementation Services outside of these hours or days, fees for such Implementation Services shall be subject to our then current applicable rates. Except as set forth in the relevant Order, any Implementation Services provided by us at the Location will be provided on a time and materials basis. Associated actual and reasonable expenses include travel, lodging and project expenses incurred by us in the performance of the Implementation Services, as well as one half of our hourly rate for travel time to the Location.

3. ACCESS TO PREMISES.

You shall provide such access to the Location as we may reasonably request, during your normal business hours or as otherwise agreed upon by the Parties. We shall observe all of your reasonable access, health, safety and security requirements which we are informed in writing in advance and that are not inconsistent with our own business practices. You shall make available to us appropriate personnel familiar with the Equipment, Third Party Software and/or other third party applications.

APPENDIX 2

SUPPORT AND MAINTENANCE SERVICES APPENDIX

1. SCOPE OF SERVICE

Support and Maintenance Services do not include services related to the following which shall comprise **Additional Services**: (a) Errors arising due to your breach of any term of the Agreement; (b) Errors arising from improperly maintained Equipment or defects or errors in the Equipment or the Third Party Software; (c) Errors arising from any act or omission by you; (d) (e) Errors arising from defects and errors in the Supported Version, where such defects and errors have been fixed by the issue of a Release, or in respect of which a workaround has been provided by us, where such Release or workaround has been provided by us but has not been implemented by you; (f) Errors arising from any modifications or alterations to the Software not made by us; (g) services at your request but which we find were not necessary; or (h) a request for services outside Working Hours or services not set out in this Appendix; and (i) documentation of your internal administrative procedures and the maintenance of an internal Help Desk.

2. ERROR FIXING AND HELP QUERY RESOLUTION

Help Desk

- 2.1 We shall operate a Help Desk during 9am to 6pm CET Monday to Friday (**Help Desk Hours**) to which Customer Representative(s) may make Help Queries and, on or before the Order Effective Date of the relevant Order to which these Supply Specific Terms apply, will notify you of the telephone and email address of the Help Desk.
- 2.2 We shall ensure that the Help Desk shall be staffed by personnel who are familiar with the Software (or have access to persons who are familiar with the Software and to whom they will route the Help Query).
- 2.3 The Help Desk will record in a log the date, time, source and nature of each Help Query. Such log will also record the dates and times of responses and a date and time of closure of any item shown in the log. Each new Help Query will be given a unique reference by the Help Desk, which will be given to your Customer Representative at the time of the first telephone call and which must be used for subsequent calls.
- 2.4 Each Party will maintain their own consolidated log of all calls made by you. Each Party will make their respective logs available for inspection by the other Party at all reasonable times on reasonable notice.
- 2.5 You shall provide such reasonable assistance to us as we may request in connection with any Help Query, to include full completion of the Error Report by you, the supply of relevant listings, telephone advice to us to assist in reproducing the Errors, provision of a work space and other facilities reasonably requested by us.

Error Reporting

- 2.6 Your Customer Representative shall promptly notify the Help Desk of any Errors either by telephone or by an Error Report. You shall promptly confirm Errors reported by telephone to us by registering the Error into the Helpdesk system (IBM Rational ClearQuest ©).
- 2.7 Upon reporting an Error to us, your Customer Representative shall inform us of the Error Category which he/she reasonably determines the Error to be and the rationale for such determination, both of which shall be logged. Errors shall be classified in accordance with the following Error Categories:

Error Category	Description	Help Query Response Times
1	An Error in the Software which (a) causes all live system processing to stop; and/or (b) causes a major 'Damaging Effect' which threatens the deadline of time critical business processes. A ' Damaging Effect ' is defined as corruption of database, which might include: duplicate records, incomplete transactions, inaccurate calculations or incorrect database settings and a major Damaging Effect is when loss or corruption of the	Within four (4) Working Hours

	data items has an impact on areas such as losing patent or trade mark data.	
2	An Error in the Software (other than a Category 1 Error) which causes a problem which severely impairs the normal functioning, which affects most users and/or disrupts time critical business processes.	Within three (3) Working Days
3	An Error in the Software (other than a Category 1 or 2 Error) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time critical business processes	As promptly as is reasonably practical
4	A cosmetic defect or error in the Software (other than Category 1, 2 or 3 Errors). These will be logged but no immediate action will be taken.	monitor the error, but no obligation to, fix in a forthcoming Release.

2.8 The Help Desk shall respond to Help Queries reported during Help Desk Hours to take details of the Error Report and to issue a reference number to you. One of our representatives will confirm receipt of the Error Report to your Customer Representative and begin troubleshooting and diagnosis of the problem within the periods stated in the table above.

2.9 You shall be liable to pay us at our current hourly rate or such other rate as agreed upon by the us in the relevant Order (the Charge Rates) for any work which is reasonably necessary for us to carry out in attempting to resolve any matter referred to us as an Error, but is found either not to be an Error, or is an Error caused by your act or omission.

On-Site Assistance

2.10 If remote access is not available for any reason (other than your default), or if we fail to respond to any Help Query by remote access within the timescales prescribed in this Appendix, at your request and our agreement, we shall attend the site at the Location(s) at which the Error has occurred. If the Parties reasonably agree that the provision of Support and Maintenance Services on site will be the most appropriate course of action, we shall attend on site as soon as reasonably practicable (depending upon the Error Category).

2.11 Where Support and Maintenance Services are required on site, we shall be entitled to charge all subsistence, travel and accommodation costs to you at cost, plus any taxes payable thereon.

2.12 You shall pay us for Support and Maintenance Services required outside Help Desk Hours, whether on site or off site, at the Charge Rates.

3. PRODUCT CHANGES AND DEVELOPMENTS

3.1 **Regulatory Developments** Modifications to the Current Version may become necessary from time to time. At your request and subject to the Charge Rates, we will investigate and where appropriate modify the Current Version, and treat the resulting software product as a new Release. All Intellectual Property Rights in any such modifications shall be vested in us and we shall grant a license to such modifications to you in accordance with the terms of these Supply Specific Terms.

3.2 **Releases** We shall make available to you any Release, which we shall from time to time make generally available to our other licensees. These standard Releases shall be supplied at no additional cost to you for the Software Modules licensed. Releases supplied under the Agreement shall be licensed to you in accordance with the terms of the Agreement.

3.3 **Configuration Control** We shall each maintain a record of the Releases installed, together with the Equipment and Third Party Software. Each Party shall permit the other to inspect their respective records at reasonable times on giving reasonable notice. We shall reconcile the Release records and inform you of any discrepancies.

4. DELIVERY

We shall deliver Releases in executable object code. You shall acknowledge receipt forthwith and shall be deemed to have received the same in any event within ten (10) Working Days. Unless otherwise agreed, all Releases shall be accompanied by, or be simultaneously transmitted with, supporting Documentation.