



INTEL 471 CUSTOMER AGREEMENT

IMPORTANT: BY CHECKING THE ACCEPTANCE BOX OR DOWNLOADING, INSTALLING, ACCESSING OR USING INTEL 471 PRODUCTS OR SERVICES, YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU ACCEPT THESE TERMS ON BEHALF OF ANY EMPLOYER OR BUSINESS ENTITY, SUCH ENTITY IS DEEMED THE CUSTOMER HEREUNDER AND YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO LEGALLY BIND SUCH ENTITY TO THIS AGREEMENT.

1. Agreement

This Agreement is between Customer and the Intel 471 entity identified on an Order Form or in Table 1 to this Agreement ("Intel 471") and governs Customer's access or use of all Intel 471 Products and Services.

2. Definitions

Unless defined elsewhere in this Agreement, the capitalized terms utilized in this Agreement are defined below:

2.1 **"Affiliate"** means, with respect to a Party, any person or entity, (i) any person or entity that directly or indirectly, through one or more intermediaries, owns more than 50% of the outstanding voting securities of such Party, and (ii) any person or entity that directly or indirectly, through one or more intermediaries, is controlled by such Party, in each case where the term "control" means the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of an entity, whether through ownership of securities, by contract or otherwise.

2.2 **"Agreement"** means this Intel 471 Customer Agreement, each addendum attached, and any Order Form(s) between Intel 471 and Customer for the provision of Intel 471 Products or Services.

2.3 **"Authorized Reseller"** means a reseller, distributor or other third party authorized by Intel 471 to sell Intel 471 Products or Services.

2.4 **"Authorized User"** means (a) in the case of an individual accepting this Agreement on such individual's own behalf, such individual; or (b) an individual authorized by Customer to use the Intel 471 Products or Services for Customer's business purposes in accordance with the terms and conditions of this Agreement, and to whom Customer has supplied user credentials or user access. Authorized Users may include employees, consultants, contractors and agents of Customer, and, if permitted in the Documentation, third parties with which Customer transacts business.

2.5 **"Confidential Information"** means non-public information that is disclosed by or on behalf of a Party under or in relation to this Agreement that is identified as confidential at the time of disclosure or should be reasonably understood to be confidential or proprietary due to the nature of the information and/or the circumstances surrounding its disclosure. Confidential Information does not include information which, and solely to the extent it: (i) is generally available to the public other than as a result of a disclosure or breach of this Agreement by the receiving Party or any of its representatives; (ii) was known or becomes known to the receiving Party from a source other than disclosing Party or its representatives without having violated any confidentiality agreement of the disclosing Party; (iii) is independently developed by the receiving Party without the use or reference to the disclosing Party's Confidential Information; or (iv) was disclosed by the disclosing Party to a third party without an obligation of confidence.

2.6 **"Content"** means information, data, materials, media or other content provided by or on behalf of Customer and/or its Authorized Users for use with Intel 471 Products or Services, including data from third party applications enabled by Customer or an Authorized User.

2.7 **"Customer"** means: (i) an individual or entity that has entered into this Agreement by electronically accepting the terms or downloading, installing, accessing or using the Intel 471 Products or Services; or (ii) where an Order Form has been executed, the entity identified on the Order Form.

2.8 **"Delivery Date"** means the date on which access to the Intel 471 Products is initially made available (by any means) to Customer or to the Authorized Reseller as applicable, which date may be specified in an Order Form.

2.9 **"Documentation"** means the then-current technical and user documentation for the Intel 471 Products, including the applicable product descriptions available at www.intel471.com/product-terms.

2.10 **"Export Control Laws"** means export control laws and regulations of the U.S., E.U., and other foreign governments, as well as regulations and sanctions declared by such governments, including the U.S. Department of the Treasury Office of Foreign Assets Control, the U.S. Department of Commerce, the Council of the E.U. and their counterparts under applicable law, including all end user, end use and destination restrictions.

2.11 **"Information Services"** means any information-related services for Intel 471 Products performed by Intel 471 for Customer under the terms of this Agreement.

2.12 **"Intel 471 Acceptable Use Policy"** means Intel 471's then current version of the Intel 471 Platform Acceptable Use Policy located at www.intel471.com/product-terms.

2.13 **"Intel 471 Marks"** means Intel 471's trademarks, service marks, trade names, logos, and designs, whether or not specifically recognized, registered or perfected, including without limitation, those listed on Intel 471's website and on the Intel 471 Products.

2.14 **"Intel 471 Platform"** means any subscription-based, SaaS solution provided and managed by Intel 471 or its affiliate.

2.15 **"Intel 471 Products"** means the Software and Intel 471 Platform offerings provided by Intel 471 and its affiliates to Customer (including any software client), including Intelligence. Intel 471 Products do not include early release, beta versions or technical previews of product offerings.

2.16 **"Intelligence"** means any information or Content accessible by (or on behalf of) Customer, its Affiliates or any Authorized User under the terms of this Agreement.

2.17 **"IP Claim"** means a claim brought by a third party alleging that the Intel 471 Products, as delivered by Intel 471 and used as

authorized under this Agreement, infringes upon any third-party copyright, trademark or a patent.

2.18 **“Order Form”** means an order form, statement of work or other written document pursuant to which Customer orders Intel 471 Products or Services and is accepted by both Parties.

2.19 **“Party”** or **“Parties”** means Intel 471 and Customer, individually and collectively, as the case may be.

2.20 **“Services”** means any Information Services performed by Intel 471 for Customer under the terms of this Agreement. Services do not include Support.

2.21 **“Software”** means the generally available release of Intel 471 software made available under this Agreement, in object code form, as initially provided or made available to Customer, as well as updates to the software that Intel 471 elects to make available at no additional charge to all of its customers that subscribe to Support for the software.

2.22 **“Support”** means Customer technical support, including access to updates for the Intel 471 Products, which are provided by Intel 471 or its affiliates to Customer as part of a paid subscription or support contract.

3. Customer Rights and Responsibilities

3.1 **Intel 471 Products.** Unless expressly set forth to the contrary on an applicable Order Form under the designation **“Special License Granted by Intel 471”**, subject to and conditioned upon Customer’s compliance with the terms and conditions of this Agreement, Intel 471 grants to Customer a limited, non-exclusive, non-transferable and non- sublicensable right to access and use the Intel 471 Products solely for Customer’s internal business cyber defense and information security operations, provided any use of Intel 471 Products shall be: (i) in accordance with the Documentation and this Agreement; and (ii) for the scope, term and quantity limits purchased.

3.2 **Support.** Intel 471 shall provide Support for Intel 471 Platform subscriptions in accordance with Intel 471’s then-current Service Level Agreement. Intel 471 shall provide Support for Software subscriptions in accordance with Intel 471’s then-current Support Policy. The applicable Support terms are available at www.intel471.com/product-terms.

3.3 **Services.** Intel 471 may provide Information Services or to Customer pursuant to this Agreement, any applicable product descriptions (available at www.intel471.com/product-terms) and any applicable Order Form.

3.4 **Use Restrictions.** Unless expressly enumerated and set forth to the contrary on an applicable Order Form under the designation **“Modifications to Use Restrictions”**, Customer will not, nor permit or authorize anyone to:

3.4.1 distribute, convey, lend, lease, share, sell, transfer, sublicense, rent, or time share any of the Intel 471 Products, or any of its components or product keys, or permit third parties to download or install any Software;

3.4.2 copy, decompile, disassemble or reverse engineer or otherwise attempt to extract or derive the source code or any methods, algorithms or procedures from the Intel 471 Products, except as otherwise expressly permitted by applicable law, or modify, adapt, translate or create derivative works based upon the Intel 471 Products;

3.4.3 alter or circumvent any product, key or license restrictions, or transfer or reassign a named user license or entitlement, in such a manner that enables Customer to exceed purchased quantities, defeat any use restrictions, or allows multiple users to share such entitlement to exceed purchased quantities;

3.4.4 use, offer, embed, sell, or otherwise exploit the Intel 471 Products in any managed service provider (MSP) offering; independent software vendor (ISV) offering; OEM Offering, platform as a service or integration platform as a service (PaaS or iPaaS) offering; service bureau; or other similar product or offering, including offering standalone Intel 471 Products as a hosted service. **“OEM Offering”** refers to Customer’s use of Intel 471 Products to add capabilities or features to a commercial product or service for sale to a third party;

3.4.5 use the Intel 471 Products if Customer is a competitor, or use the Intel 471 Products in any manner that competes with Intel 471 or for any purpose that is to Intel 471’s detriment, including benchmarking, collecting and publishing data or analysis relating to the performance of the Intel 471 Products, or developing or marketing a product that is competitive with any Intel 471 Product or Service;

3.4.6 use the Intel 471 Products in any manner or for any purpose that infringes, misappropriates or otherwise violates any intellectual property right or other right of any third party or that violates any applicable law;

3.4.7 interfere with or disrupt the integrity, operation, or performance of the Intel 471 Products or interfere with the use or enjoyment of it by others, including bypassing or breaching any security device or protection used for or contained in the Intel 471 Products; or

3.4.8 use the Intel 471 Products (including any software client), Documentation or Services for any purpose or application not expressly permitted by this Agreement and the applicable Documentation.

3.4.9 use the Intel 471 Products, Documentation or Services in connection with any large language model (LLM), artificial intelligence (AI) or other similar process or technology.

3.5 **Intel 471 Marks.** Customer may not remove or obscure any Intel 471 Marks or other copyright, trademark or other proprietary notice displayed or included in the Intel 471 Products.

3.6 **Use.** Customer shall ensure that use of Intel 471 Products and Services is at all times compliant with this Agreement, the Intel 471 Acceptable Use Policy, and all applicable laws, including any Export Control Laws. Customer is solely responsible for compliance relating to the manner and purpose in which it chooses to use Intel 471 Products, including the use, transfer and processing of Content, and any industry specific requirements to which Customer may be subject. Any legal or regulatory compliance obligations of Customer shall remain Customer’s sole responsibility, and nothing herein is intended to shift such burden from Customer to Intel 471. For the avoidance of doubt, the Intel 471 Products and Services are not intended to serve as a substitute for, or method of, compliance with any legal or compliance obligations to which Customer may be subject, and under no circumstances shall Intel 471 have any liability to Customer arising from Customer’s non-compliance with such obligations.

3.7 **Access.** Customer is solely and directly responsible and liable (a) for maintaining the security of all keys, user IDs,

passwords and other credentials, as well as for Customer authorizations for the assignment and deactivation of user credentials; (b) for all acts and omissions taken by its Authorized Users or under any of its keys or credentials; (c) to promptly notify Intel 471 of any unauthorized use or access and take all steps necessary to terminate such unauthorized use or access. Customer will provide Intel 471 with such cooperation and assistance related to any unauthorized use or access as Intel 471 may reasonably request.

3.8 Content. Customer acknowledges and agrees that it has the sole responsibility: (i) to administer user access to Intel 471 Products and the Content, (ii) for the input and administration of Content by an Authorized User for use with Intel 471 Products, including deletion of Content prior to expiration or termination of the subscription, (iii) to ensure Intel 471 has all rights necessary to host, store, adapt or integrate such Content as required to provide Intel 471 Products, and (iv) for maintaining Content on the systems from which they are sourced and maintaining backup copies of Content. Customer hereby represents and warrants on behalf of itself and its Authorized Users that it has all of the rights in the Content necessary for the use, display, publishing, sharing and distribution of the Content and that such use of the Content under this Agreement does not violate any third-party rights, legal obligations, laws, or this Agreement.

3.9 Payment. Customer shall pay any fees due in accordance with the payment terms set forth in the Order Form. Payments are non-cancelable, non-refundable and non-creditable with no right of offset or suspension, except as otherwise expressly provided in this Agreement. Notwithstanding anything to the contrary in the Order Form, all subscription fees are due and owing for the full subscription period when purchased, and any arrangement permitting installment payments is provided to Customer solely as a courtesy that shall be deemed revoked by Intel 471 upon a material breach of this Agreement by Customer at Intel 471's discretion.

Unpaid fees may be subject to a monthly late fee as set forth in an Order Form on any outstanding balance, or the maximum rate permitted by law, whichever is lower, and Customer shall reimburse Intel 471 for all reasonable costs and expenses incurred in collecting any late payments. Unless Customer objects in writing to any invoice from Intel 471 within forty-five (45) days following its receipt of an invoice, Customer is deemed to have approved such invoice and may not subsequently dispute the same. If Customer fails to make any payment when due, Intel 471 may, without limiting its other rights and remedies, temporarily suspend Customer's account or access to Intel 471 Products. Customer will remain responsible for all fees incurred before and during any suspension. Use of Intel 471 Products is subject to usage or quantity limits. If Customer's use exceeds purchased quantity limits, Customer will be invoiced and shall pay for such additional quantities at the fees which may be set forth in an Order Form.

3.10 Taxes. Fees do not include taxes and similar assessments. Without limiting the foregoing, Customer is responsible for all sales, use, excise, withholding, value-added and other taxes and duties, and charges of any kind imposed by federal, state, or local governmental or regulatory authority on any amounts payable by Customer, exclusive of any tax on Intel 471's income. Customer shall directly pay any such taxes or duties assessed against it, unless Customer provides Intel 471 in a timely manner with a valid certificate of exemption or other evidence that items are not taxable.

3.11 Authorized Resellers. If Customer purchases the Intel 471 Products or Services from an Authorized Reseller, Customer's payment obligations are governed by Customer's purchase agreement with the Authorized Reseller. Customer may not transfer the administration of any Intel 471 Product or Services purchased from an Authorized Reseller without the prior written consent of Intel 471. Intel 471 may suspend and/or terminate Customer's right to use the Intel 471 Products or Services if (i) Intel 471 fails to timely receive the fees due from the Authorized Reseller for Customer's purchase of the Intel 471 Products or Services; or (ii) the Authorized Reseller terminates the order with Intel 471 relating to Customer's purchase.

3.12 Billing Information. Customer agrees to provide Intel 471 with accurate, timely and complete payment and invoicing information, including current contact information and tax identification numbers.

4. Warranties

4.1 General Warranty. Each Party represents and warrants to the other Party that: (i) it is duly organized, validly existing and in good standing as a corporation or other entity under the laws of the jurisdiction of its incorporation or other organization; (ii) it has the full legal right and authority to enter into this Agreement; and (iii) when executed and delivered by both Parties, this Agreement will constitute the legal, valid, and binding obligation of such Party, enforceable against such Party in accordance with its terms.

4.2 Intel 471 Product Warranty. Intel 471 warrants that, when used as authorized under this Agreement, (a) Intel 471 Platform will perform substantially in accordance with the applicable Documentation, and (b) the Software will, for a period of ninety (90) days from its Delivery Date, operate substantially in accordance with the applicable Documentation. Customer must assert any claim for breach of this warranty within thirty (30) days of the date on which the condition giving rise to the claim first appears.

4.3 Services Warranty. Intel 471 warrants that the Services will be performed using reasonable care and skill consistent with generally accepted industry standards. Customer must assert any claim for breach of this warranty within thirty (30) days of Customer's receipt of the applicable Services.

4.4 Exclusions. The warranties set forth in Sections 4.2 and 4.3 will not apply if the event giving rise to the warranty claim was caused

by: (i) Customer's misuse or unauthorized use of or modifications to the Intel 471 Products or Services; (ii) third-party hardware, products, software or services, including Third-Party Materials and Third-Party Applications; (iii) any use of the Intel 471 Products or Services other than as permitted under this Agreement; (iv) Customer's failure to install or authorize, as applicable, the most recent update made generally available to customers; or (v) a Force Majeure Event. Customer's exclusive remedy, and Intel 471's sole liability, with regard to any breach of the warranties set forth in Section 4.2 and 4.3 will be, at Intel 471's option and expense, to either: (i) repair or replace the non-conforming Intel 471 Products or Services; (ii) terminate the affected Intel 471 Products or Services and refund to Customer, on a pro rata basis, any unused, prepaid fees as of the termination effective date; or (iii) provide a service credit to Customer for future services. Customer shall provide reasonable assistance to Intel 471 in support of its efforts to furnish a remedy for any breach of such warranties.

4.5 Disclaimer. EXCEPT FOR THE LIMITED WARRANTIES EXPRESSLY SET FORTH IN THIS AGREEMENT, ALL INTEL 471 PRODUCTS, SERVICES, SUPPORT, DOCUMENTATION, AND OTHER INFORMATION, MATERIALS, AND SERVICES PROVIDED BY INTEL 471 ARE PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES IMPLIED BY ANY COURSE OF PERFORMANCE OR USAGE OF TRADE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. WITHOUT LIMITING THE FOREGOING, INTEL 471 AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, PARTNERS, SERVICE PROVIDERS, LICENSORS, AND RESELLERS DO NOT WARRANT THAT: (I) INTEL 471 PRODUCTS, SERVICES, OR SUPPORT WILL BE UNINTERRUPTED OR ERROR FREE, (II) INTEL 471 PRODUCTS, SERVICES, OR SUPPORT ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS; OR (III) THE RESULTS OF USING INTEL 471 PRODUCTS, SERVICES, OR SUPPORT WILL MEET CUSTOMER'S OR ANY AUTHORIZED USER'S REQUIREMENTS, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEMS, OR OTHER SERVICES, OR BE SECURE, ACCURATE, OR COMPLETE. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO EVALUATE WHETHER A) USE OF THE OUTPUT OF ANY INTEL 471 PRODUCT OR SERVICE (INCLUDING ANY INTELLIGENCE) IS APPROPRIATE FOR CUSTOMER'S USE CASE, AND B) REVIEW AND INDEPENDENT VERIFICATION IS APPROPRIATE BEFORE USING OUTPUT. ANY PREDICTIVE OR ANALYTICAL SERVICES INCLUDED IN THE INTEL 471 PRODUCTS ARE FOR INFORMATIONAL PURPOSES ONLY AND NOT A GUARANTEE OF FUTURE RESULTS OR PERFORMANCE.

5. Intellectual Property Rights and Indemnification

5.1 Ownership. Customer retains all right, title and interest in and to all Content. Intel 471 retains all right, title and interest in and to the Intel 471 Products, Services, Documentation and if applicable, all Services materials and deliverables, including all know-how, methodologies, designs and improvements to the foregoing, but excluding any Content incorporated into any such Services. Intel 471 hereby grants Customer a limited, non-exclusive license, non-transferable, and non-sublicensable right to use any Services materials deliverables or work product solely in connection with Customer's authorized use of the Intel 471 Products and Services.

5.2 Retention of Rights. No right, title or ownership of any proprietary or other rights related to the Intel 471 Products or Services is transferred or sold to Customer or any Authorized User. All intellectual property rights not explicitly granted to Customer are reserved and Intel 471, its affiliates, and their respective suppliers or licensors, where applicable, retain all right, title and interest in and to the Intel 471 Products and Services, including all intellectual property rights embodied therein, as well as to all Intel 471 Marks. Customer is not obligated to provide Intel 471 with any suggestions or feedback about the Intel 471 Products or Services, but if Customer elects to do so, Intel 471 may use and modify this feedback for any purpose, including developing and improving the Intel 471 Products and Services, without any liability, time limitation, restriction, or payment to Customer.

5.3 Indemnification. Intel 471 shall defend and indemnify Customer and its directors, officers, employees, agents, and permitted successors and assigns from any damages and costs

awarded against Customer and its directors, officers, employees, agents, successors and assigns as a result of an IP Claim. Customer shall defend, indemnify and hold Intel 471 and its directors, managers, officers, employees, agents, resellers, licensors, affiliates, successors and assigns harmless from any damages and costs awarded against Intel 471 as a result of a third party claim arising from or related to: (i) use of the Intel 471 Products by an Authorized Party or use of Content, including any allegation that the Content infringes upon or misappropriates any third party copyright, trademark, patent, privacy or other rights; and (ii) Customer's failure to comply with any Export Control Laws.

5.4 Procedures. Each Party's indemnification obligation is subject to: (i) prompt notification of a claim in writing to the indemnifying Party;

(ii) consent to allow the indemnifying Party to have sole control of the defense and any related settlement negotiations; and (iii) provision of information, authority and assistance as necessary for the defense and settlement of an indemnified claim. The indemnifying Party shall not consent to entry into judgment or enter into any settlement that admits liability of the indemnified Party or provides for injunctive or other non-monetary relief affecting the indemnified Party, without the prior consent of the indemnified Party, which consent shall not be unreasonably withheld.

5.5 Exceptions. Intel 471 will have no obligations or liability for any IP Claim arising from or based upon: (i) any unauthorized use, misuse, reproduction or distribution of the Intel 471 Products, including use that is outside the permitted scope of this Agreement; (ii) any modification or alteration of the Intel 471 Products without the prior written approval of Intel 471; (iii) use of the Intel 471 Products in combination with any other software, hardware, third-party data or other materials not provided by Intel 471 or expressly authorized in the applicable Documentation; (iv) use of a prior version of the Intel 471 Product, if use of a newer version of the Intel 471 Product would have avoided such claim; or (v) any Third-Party Materials.

5.6 Remedies. If the Intel 471 Product becomes, or, in Intel 471's opinion, is likely to become, the subject of an IP Claim, Intel 471 may, at its option and expense, either: (i) obtain the right for Customer to continue using the Intel 471 Product in accordance with this Agreement; (ii) replace or modify the Intel 471 Product so that it becomes non-infringing while retaining substantially similar functionality; or (iii) if neither of the foregoing remedies can be reasonably provided by Intel 471, terminate all rights to use the Intel 471 Products (without need for a ruling by a court or arbitrator) and refund as applicable a pro rata portion of unused, prepaid fees.

5.7 Sole And Exclusive Remedy. THIS SECTION 4 STATES INTEL 471'S SOLE AND ENTIRE OBLIGATION AND LIABILITY, AND CUSTOMER'S AND ITS AFFILIATES' AND ALL AUTHORIZED USERS' SOLE AND EXCLUSIVE RIGHT AND REMEDY, FOR ANY CLAIM OF INFRINGEMENT OR ALLEGED VIOLATION OF INTELLECTUAL PROPERTY RIGHTS.

6. Limitation of Liability

6.1 Limitation of Liability. Except for: (i) each Party's indemnification obligations under this Agreement, (ii) death or bodily injury caused by a Party's negligence; (iii) Customer's payment obligations; (iv) Customer's violation of Intel 471's intellectual property rights; and (v) Customer's breach of the use restrictions in Section 3.4,

each Party's maximum, cumulative liability for any claims, losses,

costs (including attorney's fees) and other damages arising under or related to this Agreement, regardless of the form of action, whether in contract, tort (including negligence or strict liability) or otherwise, will be limited to actual damages incurred, and will in no event exceed the fees paid or payable by Customer for the twelve (12) month period preceding the loss or damages giving rise to the claim and attributable to the specific products or services giving rise to such damages.

6.2 Exclusion of Damages. IN NO EVENT WILL INTEL 471, ITS AFFILIATES, OR THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AGENTS, SUCCESSORS, ASSIGNS SUPPLIERS OR LICENSORS, BE LIABLE FOR ANY LOSS OF SAVINGS, PROFITS OR REVENUES, LOSS OR CORRUPTION OF DATA, GOODWILL, OR REPUTATION, INACCURACY OF ANY DATA, THE COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, HOWSOEVER ARISING AND REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE OR STRICT LIABILITY), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. INTEL 471 PRODUCTS ARE NOT INTENDED FOR USE WITH OR FOR HIGH-RISK ACTIVITIES AND INTEL 471 WILL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM INHERENTLY DANGEROUS USE OF THE INTEL 471 PRODUCTS.

6.3 THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS CONTAINED IN THIS AGREEMENT WILL APPLY TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY AGREED REMEDY IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. TO THE EXTENT THAT INTEL 471 MAY NOT, AS A MATTER OF LAW, DISCLAIM ANY WARRANTY OR LIMIT ITS LIABILITIES, THE SCOPE OR DURATION OF SUCH WARRANTY AND THE EXTENT OF INTEL 471'S LIABILITY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW. IF A WAIVER, RIGHT, OR REMEDY IS EXERCISED PURSUANT TO MANDATORY LAW, IT SHALL BE EXERCISED SOLELY FOR THE PURPOSE PROVIDED AND IN CONFORMANCE WITH THE PROCEDURES AND LIMITATIONS EXPRESSLY PROVIDED FOR BY SUCH LAW.

6.4 No Third-Party Beneficiaries. The warranties and other obligations of Intel 471 under this Agreement run only to, and for the sole benefit of Customer and not its Authorized Users. Except as otherwise mandated by applicable law, no person or entity will be considered a third-party beneficiary of this Agreement or otherwise entitled to receive or enforce any rights or remedies in relation to this Agreement.

7. Confidentiality

Each Party shall protect the other Party's Confidential Information using the same degree of care used to protect its own confidential information, but in no event less than a reasonable degree of care. The receiving Party shall not: (i) use Confidential Information for any purpose outside the scope of this Agreement, or (ii) voluntarily disclose Confidential Information except to employees, contractors and agents as required to perform its obligations under the Agreement. Notwithstanding the foregoing, a Party may disclose the other Party's Confidential Information to the extent that it is required to be disclosed in accordance with an order or requirement of a court, administrative agency or other governmental body, provided that such Party, to the extent permitted by law, provides the other Party with prompt notice of such order or requirement in order that it may seek a protective order. Each Party's confidentiality obligations hereunder will continue for a period of five (5) years following any termination of

this Agreement, provided, however, that each Party's obligations will survive and continue in effect thereafter with respect to, and for so long as, any Confidential Information continues to be a trade secret under applicable law. The Parties acknowledge and agree that the Intel 471 Products, Services, and Documentation, and all pricing information shall be the Confidential Information of Intel 471.

8. Privacy

8.1 Data Security. Intel 471 will use commercially reasonable, industry standard security measures in providing Intel 471 Platform. Intel 471 has implemented commercially reasonable technical and procedural safeguards to protect and secure Customer's Confidential Information in accordance with the Information Security Addendum available at www.intel471.com/legal/legal-agreements. Intel 471 Platform offerings are hosted and delivered from a data center operated by a third-party provider, which is solely responsible for the underlying infrastructure and hosting of Intel 471 Platform. Customer is solely responsible for any breach or loss resulting from: (i) Customer's failure to control user access; (ii) failure to secure Content which Customer transmits to and from Intel 471 Platform; and (iii) failure to implement appropriate and timely backups, reasonable and appropriate security standards and measures, including encryption technology, to protect against unauthorized access.

8.2 Data Privacy. Intel 471's privacy notices and further information regarding Intel 471's privacy measures, including Intel 471's Product Privacy Notice, may be found at www.intel471.com. The terms of the Data Processing Addendum, available at www.intel471.com/legal/legal-agreements ("DPA"), are incorporated by reference when executed by Customer and Intel 471 and shall apply to the extent the Content includes "Customer Personal Data" as defined in the DPA. Customer and Authorized Users are not permitted to upload or store within Intel 471 Platform: (i) U.S. Protected Health Information ("PHI") as defined under the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA) unless Customer.

9. Term and Termination

9.1 Term. This Agreement is effective upon the earlier of the effective date of the first Order Form referencing this Agreement or the date Customer is first provided with access to or use of the Intel 471 Products or Services and shall remain in effect until expiration or termination of all rights to use any Intel 471 Products or Services. Unless otherwise indicated on an Order Form, Intel 471 Product or Service subscriptions shall begin upon the Delivery Date and automatically renew for successive terms equal to the initial subscription period, unless either Party provides prior written notice of non-renewal to the other Party at least forty-five (45) days prior to the end of the then-current subscription period. Subscriptions may not be cancelled in whole or in part during any subscription period. Subscription fees are subject to increase based upon prevailing rates at the time of renewal.

9.2 Termination for Breach or Insolvency. Either Party may terminate this Agreement or any applicable Order Form, license or subscription (without resort to court or other legal action) if the other Party fails to cure a material breach within thirty (30) days after written notice of such breach (or ten (10) days in the case of non-payment). Intel 471 may terminate this Agreement immediately upon written notice in the event Customer breaches Section 3.4. Either Party may terminate this Agreement if the other Party terminates or suspends its business without a successor or becomes the subject of a petition in bankruptcy or any other

proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

9.3 Effect of Termination. Customer's rights with respect to Intel 471 Products and Services will end upon termination of this Agreement or expiration of any applicable subscription, including the right to use any code or artifact generated by Intel 471 Products. Upon termination of this Agreement or the right to use any Intel 471 Products or Services, Customer shall immediately cease using the applicable Intel 471 Products and Services and uninstall, delete and destroy all copies of such Intel 471 Products; provided, that Customer may continue to use Intelligence in accordance with the terms of this Agreement and the applicable Order Form. If Customer uses Intel 471 Products following the end of a purchased subscription period, Customer shall be charged at the prevailing rates for such use. In the event of termination, all amounts payable by Customer to Intel 471 under this Agreement are immediately due and payable. Termination of this Agreement or any licenses or subscriptions shall not prevent either Party from pursuing all available legal remedies, nor shall such termination relieve Customer's obligation to pay all fees that are owed. All provisions of this Agreement relating to Intel 471's ownership of the Intel 471 Products, limitations of liability, disclaimers of warranties, confidentiality, waiver, audit and governing law and jurisdiction, will survive the termination of this Agreement.

9.4 Suspension of Service. Intel 471 may, without limiting its other rights and remedies, suspend Customer's access to Intel 471 Products at any time if: (i) required by applicable law, including Export Control Laws, (ii) Customer or any Authorized User is in violation of the terms of this Agreement or the Intel 471 Acceptable Use Policy, (iii) Customer's use disrupts the integrity or operation of Intel 471 Platform or interferes with the use by others; or (iv) Customer fails to make any payment when due. Intel 471 will use reasonable efforts to notify Customer prior to any suspension, unless prohibited by applicable law or court order. Customer will remain responsible for all fees incurred before and during any suspension.

10. General Provisions

10.1 Verification and Audit. While this Agreement is in effect and for one (1) year after the effective date of its termination or expiration, upon request by Intel 471 but not more than once per calendar year, Customer shall conduct a self-audit of its use of the Intel 471 Products and Services and, within ten (10) business days after receipt of such request, submit a written statement to Intel 471 verifying that it is in compliance with the terms and conditions of this Agreement. Intel 471 shall have the right, on its own or through its designated agent or third-party accounting firm, to conduct an audit of Customer's use and deployment of the Intel 471 Products and Services and monitor use of Intel 471 Platform, in order to verify compliance with this Agreement. Intel 471's written request for an audit will be submitted to Customer at least fifteen (15) days prior to the specified audit date, and such audit shall be conducted during regular business hours and with the goal of minimizing the disruption to Customer's business. If such audit discloses that Customer is not in material compliance with the terms of this Agreement, then Customer shall be responsible for the reasonable costs of the audit, in addition to any other fees or damages to which Intel 471 may be entitled under this Agreement and applicable law.

10.2 Third-Party Materials. Intel 471 Products may incorporate or otherwise access certain open source or other third-party software, data, services, or other materials for the hosting and delivery of the Intel 471 Products, which may be identified in the Documentation ("**Third-Party Materials**"). Intel 471 represents that

if the Intel 471 Products are used in accordance with this Agreement, such use shall not violate any license terms for the Third-Party Materials. Intel 471 makes no other representation, warranty, or other commitment regarding the Third-Party Materials, and hereby disclaims any and all liability relating to Customer's use thereof.

10.3 Connectivity to Third-Party Applications. Customer's use of Intel 471 Products to connect or interoperate with or access third-party applications or services may be governed by terms and conditions established by such third party. Third-party application programming interfaces and other third-party applications or services ("**Third-Party Applications**") are not managed by Intel 471, and Intel 471 shall have no liability for connectivity if any Third-Party Applications are changed or discontinued by the respective third parties. Intel 471 does not support, license, control, endorse or otherwise make any representations or warranties regarding any Third-Party Applications. Use of Intel 471 published APIs are subject to the Intel 471 API Policy at <https://titan.intel471.com/api/docs-openapi/>.

10.4 Evaluation. If Customer is provided Intel 471 Products for evaluation purposes ("**Evaluation Products**"), use of the Evaluation Products is only authorized in a non-production environment and for the period limited by the corresponding license key or credentials. If Customer is provided access to an evaluation of Intel 471 Platform, Intel 471 will make the applicable Intel 471 Platform offering available to Customer for its internal cyber security business operations on an evaluation basis free of charge until the earlier of: (a) the end of the evaluation period; (b) the start date of any purchased Intel 471 Platform subscription ordered by Customer; or (c) termination by Intel 471 in its sole discretion. ANY CONTENT IN INTEL 471 PLATFORM, AND ANY CONFIGURATION CHANGES MADE TO THE INTEL 471 PLATFORM BY OR FOR CUSTOMER, DURING AN EVALUATION MAY BE PERMANENTLY LOST UNLESS CUSTOMER PURCHASES A SUBSCRIPTION FOR INTEL 471 PLATFORM. Notwithstanding any other provision in this Agreement, the right to use the Evaluation Products is provided "AS IS" without indemnification, Support, service level credits, or warranty of any kind, expressed or implied. In no event will Intel 471's maximum cumulative liability for Evaluation Products exceed one hundred U.S. dollars (\$100).

10.5 Early Release Products. Intel 471 may, in its discretion, periodically provide certain Customers with an opportunity to test early release features or functionality in connection with Intel 471 Products. Customer may decline to participate in the testing of such additional features or functionality at any time. Customer acknowledges that such features or functionality are not considered part of the Intel 471 Products under this Agreement, are not supported, are provided "as is" with no warranties of any kind and may be subject to additional terms. Intel 471 reserves the right at any time, in its sole discretion, to discontinue provision of, or to modify, any such features or functionality provided for testing purposes.

10.6 Assignment. Customer will not assign or transfer this Agreement or its rights and obligations hereunder to any third party without the prior written consent of Intel 471. For purposes of this Section, any change of control of Customer, whether by merger, sale of equity interests or otherwise, will constitute an assignment requiring the prior written consent of Intel 471. Any attempt by Customer to assign this Agreement or its rights and obligations hereunder in violation of this Section will be null and void. Intel 471 is free to assign or transfer any or all of its rights or obligations under this Agreement to its Affiliates at its discretion. All terms of

this Agreement will be binding upon, inure to the benefit of, and be enforceable by and against the respective successors and permitted assigns of Intel 471 and Customer. Any attempted assignment made without Intel 471's prior express written consent shall be void and a material breach of this Agreement.

10.7 Governing Law and Jurisdiction. This Agreement was made in, and this Agreement is governed by the law of, the jurisdiction set out in Table 1 corresponding to the Intel 471 entity identified as the contracting party but excluding any conflict of law rules or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded. Any suit, action or proceeding arising out of or relating to this Agreement or the business relationship between the parties, whether based in tort, contract or statutory violation, shall be brought before, and only before, the courts or arbitration boards set out in Table 1 corresponding to the contracting Intel 471 entity, and shall be conducted in the English language. The Parties hereby expressly and irrevocably submit to the exclusive jurisdiction of such courts or arbitral bodies for the purpose of any such suit, action or proceeding. Intel 471 may be irreparably harmed by a breach of the terms of this Agreement and damages, alone, may not be an adequate remedy. Customer agrees, in addition to any other rights or remedies permitted under applicable law, Intel 471 will have the right to enforce this Agreement by injunctive or other equitable relief without the need to post a bond or to prove damages or irreparable harm.

TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, CUSTOMER EXPRESSLY WAIVES ANY RIGHT TO A JURY TRIAL REGARDING DISPUTES RELATED TO THIS AGREEMENT.

10.8 Force Majeure. Neither Party shall be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to unforeseen events, which occur after the effective date of this Agreement and which are beyond the reasonable control of the Parties, such as strikes, blockade, war, acts of civil or military authority, terrorism, riots, natural disasters, refusal of license or other acts by any government or other governmental agencies (including the passage of laws, regulations or sanctions which impact the delivery of Intel 471 Products or Services), pandemics, failure or diminishment of power, telecommunications or data networks or services, denial-of service attacks or materials shortage in so far as such an event prevents or delays the affected Party from fulfilling its obligations and such Party is not able to prevent or remove the force majeure at reasonable cost ("**Force Majeure Event**").

10.9 Internet Performance. The flow of data via the internet depends in large part on the performance of internet services provided or controlled by third parties, which Intel 471 does not and cannot control. The actions or inactions of such third parties can impair or disrupt the internet. Intel 471 will use commercially reasonable efforts to remedy and avoid such events but cannot guarantee that such events will not occur and disclaims any liability resulting from or relating to such events.

10.10 Trade Restrictions; Export Regulation. Intel 471 Products and Services are provided subject to the laws and regulations of the United States and other countries on trade restrictions that may prohibit or restrict access by certain persons or from certain countries or territories, including but not limited to sanctions, embargoes and export restraints. The Intel 471 Products may be subject to Export Control Laws. Customer will not directly or indirectly, export, re-export, or release the Software to,

or make the Intel 471 Products accessible from, any country, jurisdiction or person to which export, re-export, or release is prohibited by applicable Export Control Laws. Customer will comply with all applicable Export Control Laws and complete all required undertakings (including obtaining any necessary export license or other governmental approval) prior to exporting, re-exporting, releasing, or otherwise making the Intel 471 Products available outside the United States.

10.11 U.S. Government End Users. The Software and Documentation provided in Intel 471 Products are deemed to be "commercial computer software" and "commercial computer software documentation," respectively, pursuant to DFAR Section 227.7202 and FAR Section 12.212(b), as applicable, and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Licensed Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Licensed Software or Commercial Computer Licensed Software Documentation", as applicable, and any successor regulations. Any data or other information provided by or on behalf of Intel 471 is not form, fit or function data and is limited rights data and/or restricted computer software as described in the FAR, 48 CFR § 52.227-14 and that the terms of FAR 52.227-14 Rights in Data-General or FAR 52.227-17 Rights in Data – Special Works shall, accordingly, not apply thereto. Any use, modification, reproduction, release, performing, displaying or disclosing of the Intel 471 Products and Documentation by the U.S. Government shall be governed solely by the terms and conditions of this Agreement.

10.12 Notices. All notices by Customer to Intel 471 must be in writing and delivered to Intel 471: (a) by certified or registered mail or by an internationally recognized express courier addressed to Intel 471 Inc. at 1209 N. Orange Street, Wilmington, Delaware, USA, Attention: Legal Department, or (b) by email to customernotices@intel471.com. Unless otherwise specified in writing by Customer, all notices to Customer shall be sent to the address or email provided to Intel 471.

10.13 Relationship between the Parties. The Parties are independent contractors. Nothing in this Agreement will be construed to create an agency, joint venture, partnership, fiduciary relationship, joint venture or similar relationship between the Parties.

10.14 No Waiver. No term of this Agreement will be deemed waived, and no breach excused unless such waiver or excuse shall be in writing and signed by the Party issuing the same. Neither this Agreement nor any Order Form shall be dependent on Customer issuing a purchase order. Customer acknowledges that any purchase order is for its administrative convenience only and that Intel 471 has the right to issue an invoice and collect payment without a corresponding purchase order. Any additional or conflicting terms or conditions in any purchase order shall have no legal force or effect.

10.15 Limitation. Subject to applicable law, no action, regardless of form, arising out of this Agreement may be brought by Customer more than two (2) years after the cause of action arose.

10.16 Entire Agreement; Severability; Language. This Agreement, any attachments hereto or documents referenced in the Agreement, along with all Order Forms, are the complete statement of the mutual understanding of the Parties and supersedes and cancels all previous written and oral agreements and communications pertaining to the subject matter of this Agreement. This Agreement may not be modified except in writing and signed by both Parties. If any provision of this Agreement is

found by a court of competent jurisdiction to be invalid or unenforceable, that provision will be limited to the minimum extent necessary so that this Agreement will otherwise remain in force and effect. In the event of any conflicts or inconsistencies, the Agreement shall take precedence over the Order Form, but only with respect to the specific subject matter of each. For the avoidance of doubt, where an Order Form includes additional and more specific terms and conditions with respect to a concept addressed generally in this Agreement or does not address a concept addressed herein, no conflict shall be deemed to exist. The English language version of this Agreement shall be the governing version used when interpreting or construing this Agreement.

10.17 Construction. For purposes of this Agreement: (i) the words "include," "includes" and "including" are deemed to be followed by the words "without limitation"; (ii) the word "or" is not

exclusive; and (iii) words denoting the singular have a comparable meaning when used in the plural, and vice-versa. A Party's role in drafting this Agreement shall not be a basis for construing this Agreement in any manner against such Party. Any Intel 471 Order Form and the schedules and exhibits attached thereto are an integral part of this Agreement to the same extent as if they were set forth verbatim herein.

10.18 No Publicity. Neither Party shall use the other Party's name, trademarks, service marks, logos, trade names or branding for any marketing or publicity purposes without the prior written consent of the other Party.

10.19 Local Law Requirements. If Customer obtains Intel 471 Products and designates an address in an Order Form in (i) Austria or Germany, or (ii) Australia, then the terms of Addendum 1 shall be applicable and shall supersede any conflicting terms in the Agreement.



INTEL 471 CUSTOMER AGREEMENT - Table 1

Governing Law and Venue

Contracting Entity. The Intel 471 contracting entity is the entity identified on the order form executed by Intel 471 or its Affiliate. Where there is no Intel 471 order form, the contracting entity will be Intel 471 Inc.

Governing Law. Governing law corresponds to the Customer's billing country location as set forth in the table below.

Customer Location	Intel 471 Contracting Entity	Governing Law
Any countries not specifically identified in this Table 1	Intel 471 Inc.	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Australia, American Samoa, Cook Islands, Fiji, Guam, Kiribati, Marshall Islands, Federal State of Micronesia, Nauru, Niue, Norfolk Island, Palau, Papua New Guinea, Saint Helena, Samoa, Solomon Islands, Tonga, Tuvalu or Vanuatu	Intel 471 Inc.	(i) the Governing Law shall be the laws of New South Wales Australia; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of New South Wales, Australia and any courts competent to hear appeals therefrom.
Canada	Intel 471 Inc.	(i) the Governing Law shall be the laws of the Province of Ontario, Canada; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of Ontario.
France, Guadelupe, Monaco, or Reunion Island	Intel 471 Inc.	(i) the Governing Law shall be the laws of France; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Courts of Paris, France.
Germany, Austria, Switzerland, or Liechtenstein	Intel 471 Inc.	(i) the Governing Law shall be the laws of Germany; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Courts of Munich Germany.
Israel	Intel 471 Inc.	(i) the Governing Law shall be the laws of Israel and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of Israel and any courts competent to hear appeals therefrom.
Italy	Intel 471 Inc.	(i) the Governing Law shall be the laws of Italy; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be adjudicated exclusively by the Court of Milan.
Japan	Intel 471 Inc.	(i) the Governing Law shall be the laws of Japan; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Tokyo District Court.
Mexico	Intel 471 Inc.	(i) the Governing Law shall be the laws of Mexico; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Albania, Armenia, Azerbaijan, Belgium, Bosnia, Herzegovina, Bulgaria, Croatia/Hrvatska, Czech Republic, Georgia, Hungary, Kazakhstan, Kosovo, Luxembourg, Macedonia, Republic of Moldova, Montenegro, Netherlands, Romania, Serbia, Slovak Republic, Slovenia, Turkey, Ukraine or Uzbekistan	Intel 471 Inc.	(i) the Governing Law shall be the laws of the Netherlands; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the SGOA (the Dutch Foundation of the Settlement of Automation Disputes) in The Hague.
Brunei, Darussalam, Cambodia, East Timor, Indonesia, Lao People's	Intel 471 Inc.	(i) the Governing Law shall be the laws of Singapore; and

Customer Location	Intel 471 Contracting Entity	Governing Law
Democratic Republic, Mongolia, Myanmar (Burma), Philippines, Singapore, Thailand, Vietnam		(ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) shall be determined by arbitration in Singapore in accordance with the UNCITRAL Arbitration Guide in force from time to time, and the law governing the agreement contained in this Section (ii), the arbitration, and the conduct and procedure of the arbitration, shall be the laws of Singapore. ††
Spain, Portugal, Andorra	Intel 471 Inc.	(i) the Governing Law shall be the laws of Spain; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled exclusively by the Courts of the city of Madrid, Spain.
Sweden	Intel 471 Inc.	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
United Kingdom, Ireland, Gibraltar	Intel 471 Inc.	(i) the Governing Law shall be the laws of England & Wales; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be adjudicated by the courts of England and Wales.
United States, Puerto Rico, Jamaica, Virgin Islands (US), Haiti	Intel 471 Inc.	(i) the Governing Law shall be the laws of the State of New York, USA; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) shall be settled by, and only by, state courts located in New York, New York, or the United States District Court for the Southern District of New York.

† Where the amount in dispute clearly does not exceed EUR 300,000, the Stockholm Chamber of Commerce (SCC) Institute's Guide for Expedited Arbitration shall apply, and the arbitral tribunal shall be composed of a sole arbitrator. Where the amount in dispute clearly exceeds the amount set forth above, the Guide of the SCC Institute shall apply, and the arbitral tribunal shall be composed of three arbitrators. The arbitration proceedings shall be conducted in English. The parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrator may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrators, against the Party that did not prevail. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.

†† The arbitration shall be administered by the Singapore International Arbitration Centre ("SIAC"). There shall be one arbitrator. The arbitrator shall be agreed between the Parties. Failing agreement, or if the arbitrator selected is unable or is unwilling to act, the appointing authority shall be the SIAC. The arbitration proceedings shall be conducted in English. The Parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrator may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrator, against the Party that did not prevail. The arbitrator shall have the power to order, among other things, specific performance and injunctive relief. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.



**INTEL 471 CUSTOMER AGREEMENT - ADDENDUM 1
(FOR CUSTOMERS IN GERMANY, AUSTRIA AND AUSTRALIA)**

This Addendum to the Intel 471 User License Agreement (“**Agreement**”) shall apply to Customers who purchase or subscribe to Intel 471 Products and have a contract address in Germany, Austria and Australia. In the event of any conflict, the terms of this Addendum 1 supersede any conflicting terms in the Agreement.

1. Customers in Germany or Austria

The terms in this Section 1 are applicable to any Customer who is subject to the governing laws of Germany as set forth in Table 1 of this Agreement; and designates an address on an Order Form in Germany or Austria.

1.1 **Limited Warranty.** With regard to perpetual Software licenses issued under this Agreement, Section 4.2(b) of the Agreement shall not apply. Instead, the following limited warranty shall apply: Intel 471 warrants that the initial version of the Software delivered hereunder (but excluding any updates thereto provided as a result of Support) provides the functionalities set forth in the Documentation (the “agreed upon functionalities”) for the limited warranty period following the Delivery Date when used on the recommended hardware configuration. As used in this Section, “limited warranty period” means one (1) year. Any insubstantial variation from the agreed upon functionalities shall not be considered and does not establish any warranty rights. To make a warranty claim, Customer must notify Intel 471 in writing during the limited warranty period. If the functionalities of the Software vary substantially from the agreed upon functionalities, Intel 471 shall be entitled, by way of re-performance and at its own discretion, to repair or replace the Software. If this fails, Customer is entitled to cancel the purchase agreement (rescission).

1.2 **Limited Subscription Warranty.** With regard to subscriptions issued under this Agreement, the following limited warranty shall apply:

1.2.1 The Parties agree and acknowledge that the Intel 471 Products are provided “without warranty of any kind, express or implied, including but not limited to, the implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose, whereas Intel 471 shall remedy any defects in kind as part of its ongoing support obligations which are included and fully compensated by the support fee. Further, Intel 471 and its vendors disclaim any warranty that Customer’s use of the Intel 471 Products will be uninterrupted or error free. Customer’s use of the Intel 471 Products is solely at its own risk.

1.2.2 The Parties agree and acknowledge that the following modifications of Customer’s statutory warranty rights shall apply:

- (a) Intel 471 shall have no liability for initial material defects of the Software (*Sachmängel*) regardless of whether they have been caused by Intel 471’s fault (*verschuldensunabhängig*);
- (b) Customer’s: (i) right of reduction (*Minderung*), (ii) setoff and (iii) retention shall be excluded unless, as regards to (ii) and (iii), Customer asserts such rights on the basis of claims that have been asserted by a final court judgment;
- (c) Any warranty claims of Customer against Intel 471 shall become time-barred 12 months after the start of the statutory warranty period; and
- (d) For the avoidance of doubt, the Parties agree and acknowledge no further warranty period shall apply in regard to updates or upgrades to the Software that Intel 471 provides

during the initial or any renewal term of the subscription licenses. Any damage claim Customer has under an applicable warranty shall

be limited by the limitation of liability provision set forth under Section 6 of this Agreement.

1.3 Any damage claim Customer has under an applicable warranty shall be limited by the limitation of liability provision set forth under Section 6 of this Agreement.

THE LIMITED WARRANTIES IN SECTIONS 1.1 AND 1.2 OF THIS ADDENDUM DO NOT APPLY TO SOFTWARE OR SERVICES PROVIDED TO CUSTOMER FREE OF CHARGE, OR SOFTWARE THAT HAS BEEN ALTERED BY CUSTOMER, OR TO UPDATES PROVIDED UNDER SUPPORT, TO THE EXTENT SUCH ALTERATIONS CAUSED A DEFECT.

1.4 **Third Party Intellectual Property Infringement Indemnification in Germany or Austria.** Section 4 is supplemented by the following additional sentence: CUSTOMER’S STATUTORY CLAIMS FOR DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER; THAT ANY SUCH CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH HEREUNDER. SECTION 1 OF THIS ADDENDUM AND SECTION 4 OF THE AGREEMENT STATE INTEL 471’S SOLE AND ENTIRE OBLIGATION AND LIABILITY, AND CUSTOMER’S SOLE AND EXCLUSIVE RIGHT AND REMEDY, FOR INFRINGEMENT OR VIOLATION OF INTELLECTUAL PROPERTY RIGHTS.

1.5 **Limitation of Liability.** Sections 6.1 to 6.3 of the Agreement are not applicable. Instead, subject to the provisions below, Intel 471’s statutory liability for damages shall be limited as follows:

1.5.1 Intel 471 shall be liable only up to the amount of damages as typically foreseeable at the time of entering into the purchase agreement in respect of damages caused by a slightly negligent breach of a material contractual obligation (*i.e.*, a contractual obligation the fulfilment of which is essential for the proper execution of this Agreement, the breach of which endangers the purpose of this Agreement and on the fulfilment of which Customer regularly relies).

1.5.2 Intel 471 shall not be liable for damages caused by a slightly negligent breach of a non-material contractual obligation. The aforesaid limitation of liability shall not apply to any mandatory statutory liability, in particular to liability under the German Product Liability Act, liability for assuming a specific guarantee, liability for damages caused by willful misconduct or gross negligence, or any kind of willfully or negligently caused personal injuries, death or damages to health.

1.5.3 Customer shall take all reasonable measures to avoid and reduce damages, in particular, to make back-up copies of data on a regular basis and to carry out security checks for the purpose of defending or detecting viruses and other disruptive programs within Customer’s IT system.

1.5.4 Regardless of the grounds giving rise to liability, Intel 471 shall not be liable for indirect and/or consequential damages, including loss of profits or interest, unless such damage has been caused by Intel 471’s willful misconduct or gross negligence.

1.5.5 To the extent Intel 471’s liability is limited or excluded, the same shall apply in respect of any personal liability of Intel 471’s

legal representatives, employees, suppliers, resellers and vicarious agents.

1.5.6 Notwithstanding anything to the contrary, for customers with perpetual licenses, only the right to receive Support will end upon termination of the Agreement. The Parties also agree to exclude the applicability of Section 580a German Civil Code for Intel 471 Products. Furthermore, the Parties agree that unless otherwise agreed between the Parties, subscriptions shall automatically renew for successive terms equal to the initial subscription period, however not for longer periods than 24 months. For clarity, Customers with multi-year subscriptions, which are auto renewed, may terminate such renewal only after 24 months, unless otherwise agreed by the Parties in writing.

1.6 If a Customer subscribes to Intel 471 Platform, Intel 471's Service Level Agreement shall be amended to include the following sentence: IN ADDITION, STATUTORY DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER, THAT ANY SUCH CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH IN THE AGREEMENT (LESS THE VALUE OF ANY SERVICE CREDITS PAID BY INTEL 471 IN RESPECT OF THE RELEVANT QUARTER).

1.7 **Intel 471 Platform Warranty.** Section 4.5 of the Agreement shall be amended to include the following additional sentence:

IN ADDITION, STATUTORY DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER; THAT ANY SUCH

CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH IN THE AGREEMENT (LESS THE VALUE OF ANY SERVICE CREDITS PAID BY INTEL 471 IN RESPECT OF THE RELEVANT QUARTER).

2. Customers in Australia

The terms in this Section 2 are applicable to any Customer who is subject to the governing law of Australia as set forth in Table 1 of this Agreement; and designates an address on an Order Form in Australia.

2.1 **Warranties Limitations and Disclaimers for Customers in Australia.** If Customer is a "consumer" under the Competition and Consumer Act 2010 (Cth), then: (a) Customer's rights under Section 4 of the Agreement are separate and additional to any warranties or consumer guarantees that cannot be excluded under Australian law (including, without limitation, consumer guarantees as to title and acceptable quality under the Competition And Consumer Act) ("Non-Excludable Rights"); the limitations, exclusions and disclaimers contained in this Agreement shall not apply to the extent that they purport to exclude any Non Excludable Rights; and (b) with respect to claims relating to breach of any Non Excludable Rights, the liability of Intel 471 is limited, to the maximum extent permitted by law, at Intel 471's option to any one of resupplying, replacing or repairing, or paying the cost of resupplying, replacing or repairing the goods in respect of which the breach occurred, or resupplying or paying the cost of resupplying, the services in respect of which the breach occurred.