

Additional License Terms and Service Level Agreement

The following terms and conditions apply to Ataccama's provision of services to host, manage, and provide remote access to the Software and other tools and related services set forth in the applicable Order (the "**Software Services**"). These terms and conditions are incorporated into the Master Software Agreement or other governing licensing agreement between Ataccama and the Customer (the "**Agreement**") and are intended to supplement the terms and conditions of the Agreement related to Ataccama's provision of the Software Services to Customer. Capitalized terms used but not otherwise defined herein have the meanings ascribed to them in the Agreement.

I. THE SOFTWARE SERVICES

1. **Configuration.** Customer acknowledges that configuration and deployment of Software Services depend primarily on Customer's own actions and cooperation. Customer is responsible for configuring the Software Services (including solution build) and, as applicable (i) integrating them with the Customer's information technology infrastructure (including computers, software, hardware, databases, systems, and network connectivity (collectively the "**Customer Systems**")) and (ii) migrating Customer Data, unless configuration, integration, or deployment is purchased as Professional Services under an SOW between the parties.
 - A) Cloud-Hosted. For cloud-hosted services managed by Ataccama, Customer shall be responsible for (i) configuring access to Customer Data sources (i.e. credentials, endpoints, and network access); and (ii) provisioning and managing User accounts, roles and permissions for access via web interfaces or application programming interfaces ("APIs").
 - B) Hybrid deployment (optional). If Customer elects hybrid deployment, Customer is also responsible for (i) installing and configuring all customer environment components (including hardware, software, connectors, and agents); and (ii) maintaining the network connectivity, firewall rules, ports and access required for those components to communicate with cloud-hosted services.
 - C) Edge Services for Ataccama ONE Agentic (optional). If Customer deploys Edge Services in a Customer-managed cloud environment, Customer shall: (i) provide Ataccama with the account information and rights necessary for Ataccama to install, configure, and manage such components; (ii) designate external object storage location(s) and configure required access permissions (including read/write); and (iii) maintain all connectivity, security, and permissions necessary for uninterrupted operation of the Edge components.
 - D) Any additional configuration, integration or deployment assistance shall be provided as Professional Services to the Customer, pursuant to a mutually agreed SOW.
2. **User Access.** The Software Services are intended for access and use solely by Users authorized by the Customer and Ataccama for the purposes defined by this Agreement. The Customer shall permit Users to access, configure and use the Software Services and related Documentation solely for Customer's internal business operations and shall ensure that the number of Consumer Users and Named Users in total using the Software Services does not exceed the number determined under the applicable Order. Customer is solely responsible for Users accessing Software Services and their compliance with the terms of the Agreement. For the purposes of this Agreement, "User" refers to any individual authorized by the Customer to access the Software Services, with assigned rights as either a Named User or Consumer User. A "Named User" is authorized as an "Owner" or "Editor" in Ataccama's application, while a "Consumer User" has read-only access.

3. Technical Access and Service Level Implications. SLA commitments attached hereto as Annex I (the "SLA") apply only to contracted licensing parameters, capacity and supported configurations, as addressed in the applicable Order. Ataccama has no obligation to meet the SLA for overage use or unsupported configurations, to the extent performance or availability is impacted thereby. The Customer agrees to manage and monitor the usage of Software Services to ensure compliance with the agreed limits and to mitigate potential impacts on service delivery and performance.
4. Hybrid Services. Ataccama may require installation of some software components (e.g. integration bridge) on Customer Systems for proper functioning of the Software Services ("**Hybrid Services**"). Ataccama hereby grants Customer a non-exclusive, non-transferable, non-sublicensable and limited license to use such components for the purpose of configuring and using Software Services to the extent permitted under the Agreement and applicable Order during the Subscription Term. Such license is limited to the licensing parameters as agreed in the applicable Order. Customer acknowledges that Hybrid Services depend on Customer Systems and connectivity, such that Availability and performance may be impacted by customer-managed infrastructure and third-party dependencies.
5. Edge Services. Ataccama may deploy Software Services components within a Customer-managed cloud account for the purposes of secure data processing, controlled access, or performance obligations ("**Edge Services**"). These components form part of the Software Services and require integration with Customer Data sources and connectivity to the Ataccama-managed cloud platform. Customer shall provide and maintain: (i) a cloud account with sufficient privileges for Ataccama to install, configure, operate, and manage the Edge Services; (ii) an external object storage environment with appropriate (read and/or write) access rights; (iii) reliable network connectivity between the Edge Services and any Customer-managed data sources intended for processing; and (iv) all access controls, network configurations, and supporting infrastructure necessary for the proper functioning of such Edge Services (including but not limited to IAM/RBAC, firewall rules, VPC connectivity etc.). In the event Customer limits or disrupts the operation of the Edge Services (including cases where Customer modifies, restricts, disables or removes the Edge Services), or where Edge Services are impacted by Customer Systems or failure to provide (i)-(iv) above Ataccama shall be relieved of any SLA obligations, including, but not limited to, Availability, data processing, backup and recovery commitments associated with the Software Services, to the extent impacted.

II. RESTRICTIONS, UNAUTHORIZED USE

1. Customer's Obligations. Customer shall at all times during the Subscription Term (i) set up, maintain and operate Customer Systems, including internet connectivity needed to connect to, access or use Software Services in accordance with the Agreement, any specifications provided by Ataccama, and good industry standards and (ii) provide cooperation and assistance requested by Ataccama necessary to perform its obligations under the Agreement. Ataccama is not responsible for any delay or failure of performance caused in whole or in part by Customer's delay in performing, or failure to perform, any of its obligations under the Agreement.
2. Usage Parameters. Customer's use of the Software Services shall be subject to the usage parameters set forth in the applicable Order ("**Usage Parameters**"). Short-term or incidental spikes above the Usage Parameters shall not result in fee adjustments or other consequences. Ataccama shall assess usage on an average, long-term basis, and Customer shall reasonably cooperate with Ataccama in validating usage, including by providing access to logs or usage data from Customer-managed environments. During any period in which Customer exceeds the Usage Parameters, Ataccama's SLA

commitments shall apply only to the contracted capacity, not to any overage. If Customer's use of the Software Services exceeds the usage limits set forth in the applicable Order, Ataccama reserves the right to adjust the Fees to reflect such increased usage. Any such fee adjustment shall take effect on the next annual anniversary date of the commencement of the then-active Subscription Term. Ataccama will provide Customer with written notice of any fee adjustment at least thirty (30) days prior to its effective date. Notwithstanding the foregoing, Ataccama reserves the right to invoice Customer for any substantial and material overages beyond the agreed usage limits, including where a change of control of Customer results in a substantial increase in usage.

3. Audit. Customer acknowledges that Ataccama may, at any time, audit the Software Services, including access to usage data and system logs related to the licensed capacity, or use Ataccama's requested software reporting to verify that the Customer's use of the Software Services does not exceed the licensed capacity.

III. AVAILABILITY, SERVICE PARAMETERS, REMEDIES

1. Availability Measurement.

- a) Heartbeat Monitoring. Ataccama measures availability of Software Services (the "**Availability**") using automated heartbeat checks at one (1) minute intervals through Ataccama's production monitoring systems. A minute is considered available if at least one heartbeat succeeds during that minute interval.
- b) Downtime Determination. The Software Services are unavailable if a period of five (5) consecutive minutes passes without a single successful heartbeat check. In that case, all five (5) minutes (excluding any Service Exceptions and Scheduled Downtime, as defined below) constitute "Downtime Minutes".

Availability for each calendar month is calculated as:

$$\text{Availability (\%)} = \frac{[(\text{Total Minutes} - \text{Downtime Minutes}) / \text{Total Minutes}] \times 100}{}$$

where Total Minutes means the number of minutes in the month.

- c) Outages. An Outage is an unplanned disruption originating from Ataccama-managed systems that prevents Customer from performing core platform use cases and for which no reasonable workaround exists. An Outage contributes to unavailability only to the extent it results in a failure of the Software Services to register a successful availability heartbeat within a five (5) minute interval, as defined above.
 - d) Ataccama's telemetry, monitoring logs and timestamps are the authoritative source for determining Availability. Where Hybrid Services or Edge Services are deployed, Ataccama may monitor a reasonable set of technical parameters necessary to validate operation of Ataccama-managed components and to calculate Availability, provided such monitoring does not involve inspection or use of Customer Data except to the extent strictly necessary to perform these functions.
2. Availability of Software Services. Ataccama shall make all reasonable efforts to operate and maintain Availability of the Software Services as agreed in Table 1 below, except for (a) Scheduled Downtime and Off-Cycle Downtime (as defined below) and (b) circumstances beyond Ataccama's reasonable

control, including (i) Force Majeure events, (ii) outages caused by acts or omissions of the Customer, including Customer Systems or Customer’s applications, equipment, or facilities, or by any user authorized by the Customer, or use in contradiction with the Documentation or the terms of the Agreement, (iii) outages caused by hackers, sabotage, viruses, worms, or other third-party wrongful actions, so long as Ataccama took commercially reasonable actions to prevent such wrongful actions, and (iv) interruption or failure of telecommunication infrastructure, digital transmission links, or downtime of the third party platform providers on which the Software Services are running ((b)(i)-(b)(iv) collectively, the “**Service Exceptions**”). Ataccama shall not be responsible for any delays, failures, or losses arising from data transmission over the internet or other communication networks. Customer acknowledges that such networks may introduce latency, limitations, or interruptions beyond Ataccama’s control. For clarity, for Ataccama ONE Agentic, Ataccama Cloud, and Ataccama Cloud Custom, the Availability applies to Ataccama-hosted production services. For Hybrid Services and Edge Services deployments, Availability applies only to the services or components managed by Ataccama and does not include Customer-managed systems, infrastructure, access, connectivity, or third-party services—unless the unavailability or Outage is caused by something Ataccama directly controls.

3. Availability of Edge Services. For Edge Services deployed within the Customer’s cloud environment, Ataccama shall provide the Service Specifications under Table 1 below. Edge Services operate under a shared responsibility model. Any outages or performance degradation attributable to Customer Systems, Customer-managed infrastructure, insufficient capacity, access restrictions, or Customer-controlled connectivity, shall constitute Service Exceptions and shall be excluded from Availability calculations to the extent they materially contribute to the unavailability or Outage of Software Services.

Table 1. Service Specifications

	Availability (Uptime Guarantee)	Recovery Point Objective (RPO)	Recovery Time Objective (RTO)
Ataccama Cloud, Ataccama Cloud Custom	99.5%	1 hour/15 minutes*	48 hours/4 hours*
Ataccama ONE Agentic	99.5%	1 hour	24 hours

*= optional service for an extra fee

- (a) Recovery Point Objective (RPO) means the maximum targeted period during which data may be lost from the Software Services due to a significant incident, setting the threshold for acceptable data loss.

(b) Recovery Time Objective (RTO) means the targeted time span within which the Software Services' business processes are to be recovered and restored post a disaster or disruption, to prevent unacceptable impacts on business continuity.

4. **Scheduled Downtime.** Ataccama may schedule downtime for routine maintenance, upgrades or other updates to the Software Services upon fourteen (14) days prior notice to Customer ("**Scheduled Downtime**"). Ataccama will use commercially reasonable efforts to plan and conduct such Scheduled Downtime so as to minimize disruption to Customer. Each Scheduled Downtime shall not exceed four (4) consecutive hours, and the cumulative duration of all Scheduled Downtime shall not exceed twelve (12) hours within any rolling three (3) month period. For the avoidance of doubt, the Scheduled Downtime described in this Section shall be excluded from calculations and shall not be considered to be unavailability of the Software Services.
5. **Regular Maintenance for Ataccama ONE Agentic.** Ataccama may perform Scheduled Downtime during a recurring maintenance window (Saturday from 07:00 – 12:00 UTC). This window only applies to the Ataccama ONE Agentic. Ataccama may change the day, time, or duration of this window to meet operational, technical or organizational needs, provided Ataccama shall provide one (1) month's prior notice to Customer of such change.
6. **Urgent Maintenance.** In exceptional circumstances, such as maintenance for patches addressing security vulnerabilities or data-loss prevention, Ataccama may require additional downtime for the Software Services without notice to the Customer ("**Off-Cycle Downtime**"). For the avoidance of doubt, the Off-Cycle Downtime described in this Section shall not be considered as unavailability of the Software Services.
7. **Remedies.** If, during any calendar month within the Subscription Term, Ataccama fails to meet the Uptime Guarantee (Availability) (as detailed in Table 1), and the actual availability falls below the guaranteed percentage by the percentage range specified in the table below, the Customer's Subscription Term will be extended. This extension will add free days to the end of the Customer's original Subscription Term, effectively prolonging the period of access to the Software Services by the number of days indicated in Table 2. ("**Subscription Term Extension**"). For clarity, Table 2 uses 'Below Target' to mean the difference between actual Availability and the applicable Uptime Guarantee stated in Table 1.

Table 2. Subscription Term Extension

Availability Shortfall (Percentage Below Target)	Subscription Term Extension (Free Days Added)
0.1 – 2.0% below target	3 days
2.1 – 5% below target	4 days
5.1 - 10% below target	5 days
10.1 - 15% below target	7 days
15.1 - 25% below target	10 days

25.1% or more below target	15 days
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- 3.1 Termination Right. The Customer has the right to terminate the Agreement without further liability (other than the payment of any fees due, less Subscription Term Extensions, for the Software Services provided prior to termination) if the Software Services availability falls below the guaranteed Uptime Guarantee by more than one percent (1%) in any three (3) calendar months out of any rolling period of six (6) calendar months during the Subscription Term. In the event of such termination, Ataccama shall provide a pro-rata refund of any prepaid, unused fees paid for the terminated portion of the Subscription Term and Customer shall not have any further liability for the payment of Fees for any future time period that may be remaining on the Subscription Term.
- 3.2 Sole and Exclusive Remedies. The Subscription Term Extension and termination rights provided under this section are the Customer's sole and exclusive remedies for Ataccama's failure to meet the Uptime Guarantee (Availability) as specified in this Agreement, including failure to meet Recovery Time Objectives or Recovery Point Objectives. RPO and RTO commitments do not apply to Customer Systems or Customer-managed environments (including Customer-managed infrastructure supporting Hybrid Services or Edge Services). The Subscription Term Extension applies only to the production environment and is calculated based on calendar days.
- 3.3 Eligibility. In order to be eligible for the remedies set forth above, Customer must: (a) notify Ataccama in writing of its intention to exercise the respective remedy within ten (10) days of the end of the month in which the Software Services fall below the target Availability; (b) remain up to date with its payment obligations; and (c) adhere to the terms Agreement.

IV. BACK UP AND RECOVERY

1. Disaster Recovery Services. A Disaster Recovery event means a significant incident affecting Ataccama-managed production infrastructure that results in sustained unavailability or material impairment of the Software Services, requiring restoration from backup or failover procedures. Ataccama shall implement and maintain commercially reasonable disaster recovery procedures designed to minimize disruption and data loss in the event of an unplanned outage, system failure, or other disaster event affecting the Software Services. These procedures include regular data backups, infrastructure redundancy, failover mechanisms, and recovery processes intended to restore service availability and integrity within a reasonable timeframe. Disaster Recovery Services do not apply to Customer Systems or Customer-managed environments (including Edge or Hybrid components), which remain the Customer's sole responsibility unless otherwise agreed in an applicable Order or Statement of Work.

V. SUSPENSION, TERM AND EXIT

1. Suspension of Software Services. Ataccama may, without any prejudice to any other rights and remedies available, immediately upon notice to the Customer, suspend Customer's access or use of all or any portion of the Software Services, or remove any relevant Customer Data from the Software Services, or deactivate any user access: (a) if Customer has failed to pay any amounts due to Ataccama; (b) where access or use poses a security risk to or might adversely impact the Software Services including cases of unreasonable overloading of Ataccama's resources; (c) where access or use infringes or otherwise violates the rights or interests of a third party, entails illegal or otherwise prohibited content or activities, or otherwise exposes Ataccama to potential liability; or (d) where

Ataccama is required to do so under applicable law or an order issued by any governmental or regulatory authorities or court.

2. Re-establishment of access. Ataccama shall use reasonable efforts to re-establish access to the Software Services as soon as practicable following Ataccama's determination that the cause of the suspension has been resolved. Ataccama shall have no liability to the Customer, whether under this Agreement or applicable law to the Customer for any exercise of its rights pursuant to this Section II.
3. Exit Assistance. Following termination of the Agreement or an applicable Order, Ataccama shall provide Customer with reasonable assistance, at Customer's sole cost and expense, to access and download Customer Data from the Software Services. If the Customer fails to download Customer Data within thirty (30) days of termination, Ataccama may delete all Customer Data uploaded to the Software Services.

DEFINITIONS

“**AI Query**” means a request processed by the Software Services’ AI-powered components to generate metadata insights, analysis, recommendations, or other contextual outputs based on available data assets and catalog information. AI Queries may be initiated by natural language requests or through user interface interactions invoking AI functions. Each request processed by the AI engine counts as one AI Query, irrespective of data volume or complexity.

“**Ataccama Cloud**” means Ataccama’s standard cloud-hosted deployment of the Software Services, deployed in a standardized manner in one of Ataccama’s supported cloud locations and operated and managed by Ataccama. Customer accesses the Software Services via web interface and/or APIs and cannot install or modify any software or infrastructure within the Ataccama-managed environment.

“**Ataccama ONE Agentic**” means Ataccama’s cloud-hosted Software Services operated and managed by Ataccama and accessed remotely by Customer via web interface and/or APIs, with frequent releases, upgrades without downtime, and optional bring-your-own-storage for certain data artifacts (where offered). Customer cannot install or modify any software or infrastructure within the Ataccama-managed environment.

“**Catalog Item**” means any file, table, view, report, or similar data element or resource that is registered, described, or processed within the Software.

“**Ataccama Cloud Custom**” means a Customer-dedicated cloud environment for the Software Services deployed in a Customer-selected AWS or Azure region, offering increased configurability compared to Ataccama Cloud, while operated and managed by Ataccama. Customer accesses the Software Services via web interface and/or APIs and cannot install or modify any software or infrastructure within the Ataccama-managed environment.

“**Daily Jobs**” means the total number of Data Processing Jobs the Software can execute within a single calendar day.

“**Data Processing Job**” means an execution of a Job that processes, transforms, or analyzes data within the Software. This includes, but is not limited to, data ingestion, cleansing, transformation, validation, enrichment, merging, deduplication, profiling, classification, and lineage tracking. Each execution, regardless of data volume processed, counts as one Data Processing Job.

“**Edge Services**” means Ataccama-operated software components deployed in Customer-managed cloud accounts to enable secure data processing and connectivity.

“**Hybrid Services**” means software components installed on Customer Systems to enable integration with the Software Services.

“**Job**” means a plan consisting of multiple steps, including metadata import, data profiling, data quality evaluation, or other related operations.

“**Lineage Asset**” means a Catalog Item in a lineage graph identified by the Software Services during lineage scanning. Each Catalog Item included in the lineage graph counts as one Lineage Asset.

“Parallel Jobs” means the number of Data Processing Jobs that the Software Services can execute simultaneously.

“Processed Asset” means a Catalog Item whose underlying data is processed or analyzed by the Software Services, including through data quality (DQ) checks, profiling, or classification. Each Catalog Item containing such processed data counts as one Processed Asset.

“Reference Data Asset” means a reference data table created, managed, or maintained within the Software Services. Such assets contain standardized or authoritative datasets (e.g., code lists, domain values, and mappings) used for consistency, validation, and harmonization. Each distinct reference data table counts as one Reference Data Asset.

ANNEX I – SUPPORT SERVICE LEVEL AGREEMENT

Support Services provided by Ataccama, and any Incidents (as defined below) shall be resolved in accordance with the process and within the set service levels as provided in this Support Service Level Agreement, unless otherwise agreed in an Order.

For purposes of the Support Services, “Incident” means a support request that begins when Customer contacts Ataccama to report one specific Error or other issue and ends when Ataccama either: (a) resolves the Error; or (b) determines in its reasonable discretion that the Error cannot be resolved; or (c) determines that it is not an Error pursuant to the Agreement; or (d) if not determined as Error, and in its sole discretion, provides another solution. An “Error” is a reproducible failure of the Software Services to operate in material aspects in accordance with the Agreement and this SLA.

Ataccama shall provide English-speaking remote assistance to Customer contacts for Incidents arising during the term of this Agreement, including troubleshooting, root cause analysis, general guidance and recommendations for potential workarounds. All Customer contacts must be reasonably trained in the use and functionality of the Software Services and the Documentation and shall use reasonable diligence to ensure a perceived incident is not an issue with Customer equipment, third-party software, or internet connectivity.

Communicating with Support

Customer shall request Support Services in the Ataccama Help Center at support.ataccama.com.

Customer shall provide information and cooperation as reasonably required for Ataccama to provide support. Such information may include, without limitation, the aspects of the Software Services that are unavailable or not functioning correctly, the Incident’s impact on users, the start time of Incident, the list of steps to reproduce Incident, relevant log files or data demonstrating the Incident, and the wording of any error message. Ataccama will not be bound by the Response Targets specified herein where Customer is unable or unwilling to cooperate.

Ataccama shall provide Support Services in written form via the ticketing system available within the Ataccama Help Center. In addition, Ataccama’s Support Services team may, at its discretion, arrange online conferencing or screen-sharing sessions to address technical issues. Such sessions must be scheduled within Business Hours, require at least one (1) full Business Days’ notice, and are subject to Ataccama’s determination that such a session is necessary and that written communication is insufficient. Online conferencing or screen-sharing sessions will be limited to resolving technical issues and will not be provided for Q&A sessions or general guidance.

For purposes of this SLA, “**Business Hours**” means 9:00 a.m. to 5:00 p.m. local time at the location of the Ataccama entity that is party to the Agreement, solely on Business Days. “**Business Day**” means any day other than a Saturday, Sunday, or public holiday observed at the location of the Ataccama entity that is party to the Agreement.

Support Availability

Customer has the option to select either (i) Standard or (ii) Enhanced Support Service levels for the duration of this Agreement, which selection will be set forth in an Order.

As a condition of Ataccama’s availability commitments, Customer shall allow Ataccama to upgrade the Software Services to the then-current major long-term support (“**LTS**”) release within two (2) months of its general availability. Only the current major LTS release and the immediately preceding major LTS release are supported (“**Supported Versions**”). Failure by Customer to permit upgrade to Supported

Versions suspends Ataccama’s availability commitments, and Customer acknowledges that use of an unsupported version may result in service issues for which Ataccama is not responsible.

Support Services provided under this Agreement are available during regular Business Hours, and all time periods specified herein shall be calculated accordingly, unless expressly stated otherwise. For Severity 1 (Blocker) Incidents, Ataccama will provide 24x7 Support Services. All other Incidents or inquiries shall be supported during regular Business Hours.

Initial and Ongoing Response Time Target (the “Response Targets”)

The target response times for Incidents related to the Software Services are as follows:

Severity Level	Severity Definition	Affected Environment	Standard Response Target	Enhanced Response Target
1 Blocker	The Ataccama production system is down or is otherwise inaccessible, halting all business operations. Immediate resolution is required to restore functionality and resume business operations to the production system.	PROD	2 calendar hours	1 calendar hour
2 Critical	An urgent issue affecting a business-critical feature, causing significant disruption to daily operations. While a workaround may exist, it is insufficient to prevent a serious impact on business processes and requires prompt attention to mitigate the disruption.	ALL	8 business hours	4 business hours
3 Major	A significant but non-critical issue affecting the software or a non-production environment. While business operations can continue or an acceptable workaround is available, the issue requires resolution to avoid further impact. This also includes initial configuration issues and non-urgent inquiries related to the product. Prompt attention is needed to ensure the issue does not escalate.	ALL	40 business hours	24 business hours
4 Minor	A low-impact issue or general inquiry in a non-production environment that does not require immediate attention. This includes cosmetic or documentation issues and minor functionality concerns that do not significantly affect productivity.	ALL	80 business hours	40 business hours

Ataccama reserves the right to reclassify any Incident it considers misclassified, at its sole discretion.

Response Targets are calculated as the time difference between (i) when a new Incident is appropriately logged into the Ataccama Help Center or when a Customer response is received on a previously logged Incident and (ii) the time of Ataccama Support Services team’s first value-added communication. Value-added communication may include, without limitation, requests for additional information, findings from

initial issue triage, acknowledgement of commencement of work and timeline for the next step or providing existing information from the knowledge base or Documentation.

Additional Support and Services

In addition to logging Incidents, the Ataccama Help Center allows Customers to ask questions, make general enquiries, request professional services, request new licenses, or suggest new features. All of these requests will be handled on a best-effort basis by Ataccama, and Ataccama shall make commercially reasonable efforts to respond in the shortest possible timeframe.

Any tasks, services, or consultancy not explicitly covered within the scope of the Agreement or the SLA, including but not limited to, step-by-step guidance regarding implementation or configuration of specific features, assistance in meeting technical or business requirements, training, exit assistance and any other requested services, shall be subject to a mutually agreed Statement of Work. Such additional services shall incur supplementary charges, unless otherwise expressly agreed in writing, and may include reimbursement for accountable and pre-approved reasonable travel expenses, if applicable. For the avoidance of doubt, these services are considered outside the standard Support Services scope and shall be provided as paid Professional Services under a separate Statement of Work.