

Additional License Terms and Service Level Agreement

The following terms and conditions apply to Ataccama's provision of services to host, manage, or 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. PERMITTED USE, LICENSE LIMITATIONS AND UNAUTHORIZED USE

The Software Services may only be used (i) for Customer's internal business purposes, (ii) by the number of Users stipulated in the Order, and (iii) in accordance with the configuration agreed in the Order and the Agreement ((i)-(iii) collectively, the "**Permitted Use**"). Customer shall be responsible and liable for non-compliance with the Permitted Use by any Users Customer allows to access the Software Services. 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.

Customer shall not allow any third parties to access and use the Software Services. If the Software Services are installed on third party cloud services, Customer shall ensure protection of the Software Services by executing a written agreement protecting Ataccama's or its licensors' rights in Software Services to the same or larger extent than in this Agreement.

The Customer may make copies of the Software Services solely (i) to perform system configurations and develop functional connections with Customer's information technology infrastructure (including computers, software, hardware, databases, systems, and network connectivity (collectively the "**Customer Systems**"); (ii) where required by applicable law; (iii) for its legitimate use under this Agreement, including for necessary backup (non-productive copies) or disaster recovery; and (iv) for internal testing and training, if necessary for the proper use of the Software Services. Any copy of the Software Services always remains the exclusive property of Ataccama and is subject to terms and conditions of the Agreement.

II. LICENSE LIMITATIONS, UNAUTHORIZED USE

Customer shall not and shall not permit any third party to (i) except as permitted elsewhere in the Agreement, make copies of the Software Services or any part thereof; (ii) mortgage, charge or otherwise encumber either the Software Services or its rights under the Agreement; (iii) conceal or remove any copyright or trademark notices from the Software Services; (iv) use the Software Services other than for the Permitted Use (as defined below) or in any manner or for any purpose or application not expressly permitted by this the Agreement or applicable Order; (v) use any open-source software in any manner or for any purpose or application not expressly permitted by the controlling open-source license; (vi) bypass or breach any security protection used for or contained in the Software Services or misuse any errors, bugs, or other deficiencies of the Software Services; or (vii) use the Software Services in any manner or for any purpose that infringes, misappropriates, or otherwise violates any Intellectual Property Rights, the Agreement or any applicable laws.

III. DELIVERY

Ataccama shall provide the Customer with respective license key and the copy of the Software Services via the secured link provided in the Order, unless agreed otherwise. Ataccama shall have no further obligations with respect to delivery of the Software Services to Customer. Customer is responsible for any configuration of the Software Services and its integration with Customer's Systems, unless Customer orders Professional Services from Ataccama pursuant to a Master Services Agreement and associated Statement of Work.

Any Documentation supplied by Ataccama to Customer in connection with the delivery and provision of the Software Services shall be provided in the electronic form through designated online portal. Customer shall be entitled to make a limited number of copies, but only for its internal use and to the extent necessary for proper use of Software Services (provided that the copy retains indications of all rights to Documentation, e.g. trademarks, business names, copyrights, etc.).

IV. MAINTENANCE

Ataccama shall provide Customer with Support in the level stipulated in the Order and pursuant to the SLA below. Unless otherwise stated in the Order, Ataccama shall provide Customer with Standard Support.

During the Term, Ataccama will provide Customer with updates (including updated Documentation) that Ataccama may, in its sole discretion, make generally available to its customers at no additional charge. All updates, on being provided by Ataccama to Customer hereunder, are deemed Software Services subject to all applicable terms and conditions of these Additional License Terms and the Agreement. Customer will install all updates as soon as practicable after receipt.

V. AUDIT RIGHTS

Customer acknowledges that Ataccama may, at any time, audit the Software Services, including access to usage data and system loads related to the license 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.

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 (“SLA”), 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 the 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 commitments hereunder, 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 any upgrade to Supported Versions suspends Ataccama’s support commitments, and Customer acknowledges that use of an unsupported version may result in service issues for which Ataccama is not responsible.

The Support Services provided in this Annex are available within regular Business Hours, and the periods stated in this Annex are to be calculated accordingly, unless expressly provided otherwise.

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 Description	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	8 business hours	4 business hours
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	16 business hours	8 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 such 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 this Agreement, including but not limited to, step-by-step guidance regarding implementation or configuration of specific features, assistance in meeting technical or business requirements, training, 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 SOW.