

Master Subscription Agreement

This Master Subscription Agreement (“Agreement”) governs the Subscriber’s purchase and use of the Inriver Service, as defined below. Capitalized terms have the definitions set forth herein. By executing an Order Form that references to this Agreement, the Subscriber is accepting and agreeing to the terms of this Agreement. Subscriber and Inriver may be referred to individually as “Party” and collectively as “Parties”. If the individual accepting the Agreement is accepting on behalf of a company or other legal entity, such individual represents that they have the authority to bind such entity to these terms and conditions. The Agreement is effective as of the date Subscriber signs an Order Form and will remain in effect until terminated as provided in this Agreement.

1. DEFINITIONS

1.1. **“Account”** means an account created for Subscriber, Authorized Users and/or Organizational Units for the purpose of providing access to the Service.

1.2. **“Affiliate”** means any entity that directly or indirectly controls, is controlled by, or is under common control with a Party. As used herein “Control” means the legal or equitable ownership of at least a majority of the voting equity interests in such entity.

1.3. **“Adapter”** means certain Inriver software that utilizes third party application programming interfaces (“APIs”) and is used by Subscriber in Subscriber’s environment in connection with other Services provided by Inriver.

1.4. **“Authorized User”** means any employee or contractor of the Subscriber or Organizational Units authorized to access and use the Service, as described herein and in the applicable Order Form.

1.5. **“Confidential Information”** means any non-public information that is identified as or would be reasonably understood to be confidential and/or proprietary as disclosed by a Party (“Discloser”) to another Party (“Recipient”). Confidential Information of Inriver includes, but is not limited to: (a) the Service including any related software code and Documentation; (b) the terms of this Agreement including all Order Forms and related pricing; and (c) Inriver’s roadmaps, product plans, product designs, architecture, technology and technical information, security audit reviews, business and marketing plans and business processes, however disclosed. Confidential Information of Subscriber includes but is not limited to Subscriber Content. Confidential Information shall not include information that was (i) at the time of disclosure, through no fault of the Recipient, already known and generally available to the public; (ii) at the time of disclosure to Recipient already rightfully known to the Recipient without any obligation of confidentiality; (iii) disclosed to the Recipient by a third party who had the right to make the disclosure without any confidentiality restrictions; or (iv) independently developed by the Recipient without access to or use of the Discloser’s Confidential Information.

1.6. **“Documentation”** means the materials describing the features and functions of the Service as may be updated from time to time by Inriver and made available on Inriver Community.

1.7. **“Initial Term”** means thirty-six (36) months from Start Date, unless otherwise agreed in the Order Form.

1.8. **“Inriver”** means the Inriver entity specified in the Order Form as the contracting Party that will provide the Services to Subscriber.

1.9. **“Intellectual Property”** means all intellectual property rights worldwide whether registered or unregistered including copyrights, patents, patent applications, trademarks, service marks, trade secrets and all other proprietary rights.

1.10. **“Malware”** means any software program or code intended to harm, destroy, interfere with, corrupt, or cause undesired effects on program files, data, or other information, executable code or application software macros.

1.11. **“Order Form”** means a mutually agreed ordering document specifying the Services to be provided hereunder that is entered into between the Subscriber and Inriver, including any addendums thereto.

1.12. **“Organizational Unit”** shall be the Subscriber itself, an Affiliate and/or brand which are identified in an Order Form for which the Service may be used under this Agreement.

1.13. **“Renewal Term”** as defined in 10.1.

1.14. **“Service”** means the services that are ordered by the Subscriber under an Order Form and made available online by Inriver, including any associated software applications (such as Adaptors) as described in the Documentation and identified in an Order Form.

1.15. **“Start Date”** shall mean what is set forth in an Order Form.

1.16. **“Subscriber Content”** means all data transmitted, stored or created by Subscriber, Organizational Units and its Authorized Users through use of the Service.

1.17. **“Subscriber”** means the entity specified in an Order Form as being the contracting party to this Agreement.

1.18. **“Subscription Fee”** means the fees charged by Inriver as identified in an Order Form or an invoice issued by Inriver for the Services.

1.19. **“Support Plan”** means the support services for the Service as described in 2.7.

1.20. **“Subscription Term”** means the duration of Initial Term and/or Renewal Terms.

2. ACCESS AND USE OF THE SERVICE

2.1. **Access to the Service.** Subject to Subscriber’s and its Authorized Users’ compliance with the terms of this Agreement, Inriver hereby grants to Subscriber the right to access and use the Service and the Documentation for the internal business purposes of Subscriber identified in an Order Form on a limited, revocable, non-exclusive, non-transferable basis in accordance with the scope identified in an Order Form. Inriver will provide Subscriber with a primary administrator Account for managing and granting access to its Authorized Users. Subscriber shall be responsible for activating Authorized Users through use of the Account. Subscriber hereby instructs Inriver to grant the Subscriber’s implementing partner access to Subscriber’s environment for the Service. If an implementing partner no longer shall have access to the Service, Subscriber shall notify Inriver of this and Inriver will remove such access.

2.2. **Restrictions.** Access by Subscriber and its Authorized Users to the Service is subject to the following conditions:

2.2.1. Subscriber and its Authorized Users will not: (i) resell or sublicense the Service; (ii) decompress the Service; (iii) modify, disassemble, reverse compile, reverse assemble, reverse engineer,

or translate any portion of the software related to the Service; (iv) use the Service in violation of applicable law or the rights of others; (d) perform any vulnerability or penetration testing of the Service; (v) cause harm in any way to the Service or cause Malware to harm the Service; (vi) work around the Service's technical limitations; (vii) make the Service available to any person other than Authorized Users; (viii) modify and/or create derivative works based upon the Service; or (ix) access the Service and/or use the materials provided hereunder in order to build a similar competing product.

2.2.2. Subscriber and its Authorized Users will not intentionally or negligently access or use the Service in a way that: (i) may reasonably have been expected to adversely affect the security, stability, performance or functions of the Service; (ii) create a risk of harm or loss to any person or property; (iii) constitutes or contributes to a crime or tort; (iv) is illegal, unlawful, harmful, pornographic, defamatory, infringing, or invasive of personal privacy or publicity rights; or (v) infringes any third party rights.

2.2.3. Inriver may suspend the Service or part of it if Inriver determines, that suspension is necessary to protect Subscriber, other subscribers and the Service from operational, security, or other material risk, or if the suspension is ordered by a court or other tribunal. In such event, Inriver will provide notice of suspension to Subscriber as soon as reasonably practicable.

2.3. Account Use. Subscriber and its Authorized Users are responsible for maintaining and keeping confidential its Account information, including passwords, usernames and email addresses. If Subscriber becomes aware of: (i) any violation of the terms of this Agreement by an Authorized User or unauthorized access to an Account; or (ii) any compromise to an Account including unauthorized access to or disclosure of any Account information, passwords, usernames or login credentials, Subscriber must promptly suspend such access and immediately notify Inriver. If Subscriber becomes aware that any Subscriber Content violates the terms of this Agreement, Subscriber must promptly remove such Subscriber Content.

2.4. Authorized Use. Subscriber may permit Authorized Users to use the Service on behalf of and for the internal business purpose of the Subscriber, according to the scope set out in an Order Form, and in accordance with the terms and conditions of this Agreement provided that Subscriber is be responsible for the use of the Service, including any breaches of this Agreement, by an Authorized User. Subscriber may authorize third parties to assist Subscriber in the management and editing of product information created by the Service, provided that: (i) such activities are within the scope of the activities Subscriber is authorized to perform under this Agreement and (ii) such third party's acts are for the direct benefit of Subscriber. Subscriber is prohibited from using the Service as an application software provider, or in any timesharing, service bureau, or other commercial arrangement of any kind that makes the Service available to third parties for the third party's own uses.

2.5. Adapters. The Service may include access to certain Adapters and will be identified in the applicable Order Form. Inriver grants Subscriber and its Authorized Users a limited, non-exclusive, revocable and non-transferable license to use the Adapters as set forth in the Order Form and solely in relation to its access to and use of the Service during the applicable Subscription Term. Notwithstanding anything herein to the contrary, Inriver shall have no liability for: (i) the functionality of the Adapters, or loss of access to any Adapters, if any third-party APIs or services are changed or discontinued; (ii) the Adapter in case the Subscriber alters or modifies any source code which Inriver may give or directed Subscriber access to related to the Adapters or other sub-components; nor (iii) any Subscriber Content transferred to a third party. Certain Adapters require a valid subscription or license to the third party service to which the Adapter links and Subscriber shall be liable for all costs related thereto. Subscriber, on behalf of itself and its Authorized Users, represents and warrants that it has all requisite rights to access such third party services in connection with its use of the Adapter and shall indemnify, defend and hold harmless Inriver for any failure thereof and all damages related thereto.

2.6. Organizational Units. All terms in this Agreement whereas referred to “Subscriber” shall also apply to such Organizational Units identified in an Order Form (if applicable), except for section 5 and 10 unless any certain parts therein are expressly applicable. The Subscriber shall make sure that any Organizational Unit conforms with the terms and conditions of this Agreement and the Subscriber is in relation to Inriver liable, as its own obligation, for all actions and omissions by any Organizational Unit. All actions or omissions by an Organizational Unit, as well as any loss or damage incurred by an Organizational Unit resulting from an act or omission of Inriver, shall for the purpose of this Agreement be attributable to the Subscriber and the Subscriber alone will have the right to make a claim for any such loss or damage under this Agreement on behalf of the relevant Organizational Unit. If an Organizational Unit ceases to be an Affiliate or brand to the Subscriber, that Organizational Unit shall no longer have the right to use the Service under this Agreement and Subscriber is responsible to ensure that all relevant software and documentation is returned to the Subscriber or Inriver and that the relevant Organizational Unit ceases to use the Service. Subscription Fee shall not be impacted during Subscription Term for such situation.

2.7. Support Plan. Inriver will provide support for the Service in accordance with the Inriver Support Plan on www.inriver.com/doc/supportplan.

2.8. Reservation of Rights. Except for the limited rights expressly granted herein, Inriver and its Affiliates retain all right, title and interest in all Intellectual Property Rights and technology related to Inriver’s proprietary products including without limitation the Service. Subscriber and its Authorized Users shall preserve and keep intact all Inriver copyright, patent and/or trademark notices presented in connection with the Service. Subscriber shall not assert any implied rights in or to any of Inriver’s Intellectual Property Rights.

2.9. Feedback. Subscriber and Authorized Users may provide suggestions, ideas, enhancement requests or other information on their use of the Service (“Feedback”). Subscriber agrees that Inriver shall have the right to use such Feedback without any restrictions and without any payment to Subscriber.

3. SUBSCRIBER CONTENT

3.1. Ownership. Subscriber represents and warrants that Subscriber or the Organizational Unit own all Subscriber Content or have permission from the rightful owner to use each of the elements of Subscriber Content and that Subscriber or the Organizational Unit has all rights necessary to use the Subscriber Content in connection with the Service. Subscriber and/or the Organizational Unit shall retain ownership of Subscriber Content. Subscriber may, at all time during the Subscription Term, import, export, download and delete all Subscriber Content from the Service. Notwithstanding anything to the contrary contained herein, Inriver reserves the right to compile, collect, copy, modify, publish and use anonymous and aggregate data generated from Subscriber’s use of the Service for analytical and other business purposes and shall own all right, title and interest therein.

3.2. Protection of Subscriber Content. Inriver will maintain, as part of the Service, commercially reasonable administrative and technical safeguards designed to secure Subscriber Content against accidental or unlawful destruction, access, loss, alteration or disclosure and shall ensure that industry standard cyber security measures are in place to keep the Service free from Malware. Subscriber Content is backed up regularly everyday as protection against accidental or intentional data destruction (see more about Inriver security in section 4.2 below). Subscriber is responsible to ensure that the Subscriber Content remains in compliance with applicable law and shall ensure that industry standard cyber security measures are in place to keep Subscriber Content free from Malware.

3.3. Access. Subscriber hereby authorizes Inriver and its subcontractors to access Accounts and grants Inriver a worldwide, non-exclusive right and license to use, modify, reproduce, display and disclose Subscriber Content solely to the extent necessary to provide the Service and meet Inriver’s obligations under this Agreement, including responding to Subscriber’s support requests. Any subcontractors Inriver utilizes will

only be given access to the Account and Subscriber Content to the extent reasonably necessary to provide the Service and will be subject to confidentiality obligations. Inriver shall be responsible for its subcontractors' actions and omissions.

4. PRIVACY AND SECURITY

4.1. Privacy and Data Protection. Inriver complies with applicable data protection legislation, including the EU General Data Protection Regulation 2016/679 ("GDPR"). InRiver will not process nor collect any personal data from the Subscriber and Authorized Users other than what is necessary for Inriver to provide the Service, this includes the collection of name, email address, password and log of use of Service for each Authorized User. Since the processing is necessary for the functioning of the Service and that the collection of personal data is not a key element of the Service, all such processing is done by Inriver as the Controller according to GDPR. Subscriber shall not use Service in any way to store any personal data and Inriver will not process any personal data on behalf of Subscriber. Inriver Service is provided subject to Inriver Privacy Notice at <https://www.inriver.com/privacy-policy/>, updated from time to time.

4.2. Security. Inriver shall provide the Service with high appropriate administrative, technical and physical safeguards with appropriate level of measures, as further described in Inriver Service Security on www.inriver.com/doc/servicesecurity, updated from time to time.

5. PAYMENT

5.1. Fees. Payment shall be made to Inriver under the payment terms in the Order Form. Subscriber is aware that payment obligations are non-cancelable and Subscription Fees paid are non-refundable. Quantities purchased and specified in an Order Form cannot be decreased during the relevant Subscription Term. All invoicing as well as payments shall be completed in advance of each corresponding payment period (as set forth in the order Form) and before such period starts (first invoice may be an exception depending on Start Date). Inriver shall have the right to assess a late interest on any overdue amount equal to the lesser of: (i) 1.5% of the outstanding balance per month; or (ii) the highest rate allowed by applicable law. In the event that Inriver would seek legal recourse for the collection of any unpaid Subscription Fees from Subscriber, after sent at least two reminders, Inriver will be entitled to an award of reasonable attorney's fees and other costs incurred by Inriver in such matter. If any Subscription Fee is overdue by more than thirty (30) days, Inriver may, without limiting its other rights and remedies, suspend the Services until such amounts are paid in full. Inriver shall not be held liable for any loss and/or damage suffered by Subscriber, the Organizational Unit and/or Authorized Users as a result of such suspension. Any amounts due by Inriver to Subscriber may not be setoff against any current or future Subscription Fees due to Inriver. Subscriber is responsible for providing complete and accurate billing and contact information to Inriver and notifying Inriver of any changes to such information.

5.2. Renewal and Index. Inriver may, without prior written notice, adjust the Subscription Fee once per year in conjunction with the Renewal Term according to the lesser of: (i) Swedish Labor Cost Index (AKI), salaried employees, group 25-30,33 (engineering) and (ii) three (3) percent. Subscription Fee may however not be increased during Initial Term.

5.3. Purchase Order. If Subscriber requires specific purchase order information on the invoice from Inriver, Subscriber shall be responsible to provide all such information to Inriver by email at finance@inriver.com at the latest on i) the Start Date regarding the first payment period, and ii) 10 days prior to the agreed payment term for the following invoices. The Subscriber acknowledges and agrees that delays in providing the Purchase Order Information shall not impact the applicable payment due date. For the avoidance of doubt, any terms and conditions set forth on a purchase order shall not apply.

5.4. Taxes. The Subscription Fee does not include any levies, duties excise, sales, use, value added or other taxes, tariffs or duties that may apply to the Service (“Taxes”). Subscriber is responsible for paying all Taxes associated with its purchases hereunder. If Inriver has the legal obligation to pay or collect Taxes for which Subscriber is responsible, Subscriber will pay that amount unless Subscriber provides Inriver with a valid tax exemption certificate authorized by the applicable taxing authority. For clarity, Inriver is solely responsible for taxes assessable against it based on its income, property and employees.

6. CONFIDENTIALITY

6.1. Obligations. Each Party will hold the other Party’s Confidential Information in confidence with at least as much care as it holds its own Confidential Information, and neither Party will disclose any of the other Party’s Confidential Information to any third party. Each Party may use the Confidential Information solely for purposes of its performance under this Agreement, and may disclose such information to its employees, subcontractors and professional advisors only on a need-to-know basis, provided that such employees, subcontractors and professional advisors are bound by obligations of confidentiality at least as restrictive as those set forth in this Agreement.

6.2. Required Disclosure. If the Recipient is requested or required to disclose any of the Discloser’s Confidential Information under a subpoena, court order, statute, law, rule, regulation or other similar requirement (a “Legal Requirement”), the Recipient will, if lawfully permitted to do so, provide prompt notice of such Legal Requirement to the Discloser so that the Discloser may seek an appropriate protective order or other appropriate remedy or waive compliance with the provisions of this Agreement. If the Discloser is not successful in obtaining a protective order or other appropriate remedy and the Recipient is legally compelled to disclose such Confidential Information, or if the Discloser waives compliance with the provisions of this Agreement in writing, the Recipient may disclose, without liability hereunder, such Confidential Information solely to the extent necessary to comply with the Legal Requirement.

6.3. Disposition of Confidential Information on Termination. Upon termination or expiration of this Agreement or upon the Discloser’s written request, the Recipient will, except for any Subscriber Content, return to the Discloser all copies of Confidential Information already in the Recipient’s possession or within its control. Alternatively, upon prior written notice, the Recipient may destroy such Confidential Information; provided that the Confidential Information is (i) destroyed in accordance with applicable law, rule or regulation and (ii) is rendered unreadable, undecipherable and otherwise incapable of reconstruction, in which case a representative of the Recipient will certify in writing to the Discloser that all such Confidential Information has been so destroyed. The obligations with respect to Confidential Information, as set forth in this Article 6, shall continue in force and effect for a period of five (5) years after termination or expiration of this Agreement or, with respect to such portions of such Confidential Information that constitute trade secrets under applicable law, for so long as such trade secret status is maintained.

6.4. Remedy. Each Party acknowledges that a breach of this section 6 may result in irreparable and continuing damage to the Discloser for which monetary damages may not be sufficient and agrees that the Discloser will be entitled to seek, in addition to its other rights and remedies hereunder or at law, injunctive or all other equitable relief, and such further relief as may be proper from a court of competent jurisdiction.

7. WARRANTIES

7.1. Mutual Warranties. Each Party represents and warrants to the other Party throughout the Subscription Term that: (i) it is a business organization duly organized, validly existing and in good standing under the laws of its jurisdiction of incorporation or organization; (ii) that the execution and performance of the Agreement, or use of the Service, will not conflict with or violate any provision of any law having applicability to such Party; and (iii) that the Agreement, when executed and delivered, will constitute a valid and binding obligation of such Party and will be enforceable against such Party in accordance with its terms.

7.2. Inriver Warranty. Inriver warrants throughout the Subscription Term that: (i) this Agreement, the Order Form(s) and the Documentation will accurately describe the applicable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Subscriber Content, (ii) Inriver will not materially decrease the overall security of the Services, and (iii) the Services will perform materially in accordance with the applicable Documentation. For any breach of a warranty above, Subscriber's sole and exclusive remedy shall be to, within a commercially reasonable time, repair or replace the Service. If Inriver does not repair or replace a breach of warranty within the above time frame Subscriber is, subject to section 9 entitled to damages suffered due to the breach.

7.3. Disclaimer. EXCEPT FOR EXPRESS WARRANTIES SET FORTH IN THIS AGREEMENT, INRIVER MAKES NO ADDITIONAL REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED IN FACT OR BY OPERATION OF LAW, OR STATUTORY, AS TO ANY MATTER WHATSOEVER. INRIVER EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. INRIVER DOES NOT WARRANT THAT THE SERVICES (INCLUDING ANY SUPPORT SERVICES) WILL BE COMPLETELY ACCURATE OR ERROR FREE OR WILL MEET SUBSCRIBER'S REQUIREMENTS. SUBSCRIBER WILL NOT HAVE THE RIGHT TO MAKE OR PASS ON ANY REPRESENTATIONS OR WARRANTY ON BEHALF OF SUBSCRIBER TO ANY THIRD PARTY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES AND, SUPPORT SERVICES ARE PROVIDED "AS IS." INRIVER IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES OR OTHER LOSS OR DAMAGE RESULTING FROM (A) TRANSFER OF DATA OVER COMMUNICATION NETWORKS SUCH AS THE INTERNET AND/OR (B) INABILITY TO ACCESS OR GET ACCURATE DATA FROM THIRD-PARTY SYSTEMS AND/OR APPLICATIONS THAT THE SERVICE IS DEPENDENT ON.

8. INDEMNIFICATION

8.1. Inriver Indemnification. Inriver will, at its expense, defend Subscriber against any claim, demand, suit or proceeding made by a third party alleging that the Service infringes the intellectual property rights of such third party and will pay all costs or damages that are finally awarded by a court of competent jurisdiction (including reasonable attorneys' fees) or agreed to in a written settlement signed by Inriver. Subscriber will: (i) notify Inriver in writing within thirty (30) calendar days of its receipt of notice of the claim; (ii) give Inriver sole control of the defense and settlement of the claim (except that Inriver will not settle any claim that results in liability or an admission of liability by Subscriber without Subscriber's prior written consent); and (iii) provide Inriver with all reasonable assistance, information, and authority necessary to perform Inriver's obligations under this paragraph. Notwithstanding the foregoing, Inriver will have no liability for any claim of infringement or misappropriation to the extent such claim arises from: (a) use of the Service in combination with materials including software, hardware or content not furnished by Inriver and the Services or use thereof would not infringe without such combination; (b) Subscriber Content; or (c) Subscriber's breach of this Agreement.

8.2. Remedies. In the event the Service is held or is believed by Inriver to infringe or misappropriate any Intellectual Property Right of a third party, Inriver will have the option, at its expense, to: (i) replace the Service with a non-infringing equivalent; (ii) modify the Service to be non-infringing; (iii) obtain for Subscriber a license to continue using the Service; or if options (i) – (iii) are not possible or commercially reasonable (iv) terminate the Agreement and refund any prepaid fees for Service not yet provided for the remainder of the Subscription Term. The foregoing remedies constitute Subscriber's sole and exclusive remedies and Inriver's sole liability with respect to any third-party infringement claim.

8.3. Subscriber Indemnification. Subscriber will, at its expense, defend Inriver against any claim, demand, suit or proceeding made by a third party alleging that the Subscriber Content infringes the intellectual property rights of such third party and will pay all costs, losses or damages that are finally awarded by a court of competent jurisdiction (including reasonable attorneys' fees) or agreed to in written settlement signed by Subscriber. Inriver will: (i) notify Subscriber in writing within thirty (30) calendar days of its receipt of notice of the claim; (ii) give Subscriber sole control of the defense and settlement of the claim (except that Subscriber

will not settle any claim that results in liability or an admission of liability by Inriver without Inriver's prior written consent); and (iii) provide Subscriber with all reasonable assistance, information, and authority necessary to perform Subscriber's obligations under this paragraph.

8.4. Loss Mitigation and Participation. The indemnified Party acknowledges and agrees that it shall use commercially reasonable efforts to mitigate the costs and expenses related to such claim. The indemnified Party may reasonably participate in such defense, at its sole expense.

9. LIMITATION OF LIABILITY

9.1. Consequential Damages. EXCEPT WITH RESPECT TO DAMAGES CAUSED BY GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL EITHER PARTY OR ITS AFFILIATES BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, COVER, BUSINESS INTERRUPTION, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, LOSS OF USE, PROFITS, REVENUE OR GOODWILL, WHETHER AN ACTION IS BASED IN CONTRACT, TORT OR OTHERWISE, REGARDLESS OF WHETHER EITHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

9.2. Limitation of Liability. EXCLUDING EITHER PARTY'S INDEMNIFICATION OBLIGATIONS PURSUANT TO SECTION 6 (CONFIDENTIALITY) AND SECTION 8 (INDEMNIFICATION), AS WELL AS DAMAGES CAUSED BY GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, TO THE EXTENT PERMITTED BY LAW, THE AGGREGATE AND CUMULATIVE LIABILITY OF EITHER PARTY INCLUDING ALL THEIR AFFILIATES (REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT INCLUDING BUT NOT LIMITED TO NEGLIGENCE) SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID OR PAYABLE BY SUBSCRIBER IN THE TWELVE MONTHS PRECEDING THE ACTIONS GIVING RISE TO THE CLAIM. INRIVER SHALL HAVE NO LIABILITY FOR ANY LOSS OR DAMAGE ARISING FROM SUBSCRIBER'S AND/OR ITS AUTHORIZED USERS FAILURE TO COMPLY WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT.

9.3. Liability to Organizational Units and Authorized Users. ANY LOSS OR DAMAGE INCURRED BY AN ORGANIZATIONAL UNIT OR AUTHORIZED USER RESULTING FROM AN ACT OR OMISSION OF INRIVER WILL BE TREATED AS A LOSS OF OR DAMAGE TO THE SUBSCRIBER UNDER THIS AGREEMENT AND THE SUBSCRIBER ALONE WILL HAVE THE RIGHT TO MAKE A CLAIM FOR ANY SUCH LOSS OR DAMAGE UNDER THIS AGREEMENT ON BEHALF OF THE RELEVANT ORGANIZATIONAL UNIT SUBJECT OR AUTHORIZED USER TO THE RELEVANT LIMITATIONS OF LIABILITY.

9.4. Claims. THE PARTIES MUST, IN ORDER TO PRESERVE ITS RIGHT TO COMPENSATION, GIVE THE OTHER PARTY NOTICE OF ANY CLAIM WITHIN THREE (3) MONTHS FROM WHEN THE AFFECTED PARTY BECAME AWARE OF THE BASIS FOR THE CLAIM.

10. TERM AND TERMINATION

10.1. Term. The term of this Agreement will commence on the date Subscriber signs the first Order Form and if not terminated earlier as provided in this Agreement, will continue in effect until the end of the Initial Term and will automatically renew for subsequent renewal terms of 12 months each ("Renewal Term") unless terminated by either Party by providing the other Party a written notice of termination not later than ninety (90) days prior to the then-current expiration of the Initial Term or Renewal Term, as applicable.

10.2. Termination. Either Party may terminate this Agreement and any Order Form upon written notice to the other Party if: (i) the non-terminating Party materially breaches this Agreement and fails to cure such breach within thirty (30) days of delivery of written notice; or (ii) if the other Party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors. Inriver may suspend the Service in the event Subscriber is in material breach of this

Agreement and such breach has not been cured within thirty (30) days' written notice to Subscriber. In the event of suspension due to Subscriber's material breach of this Agreement, Subscriber will remain liable for all Fees applicable to the Subscription Term that would have been paid had the Service not been suspended.

10.3. Effect of Termination. Upon termination, Subscriber, Organizational Units and Authorized Users will cease using the Service and Subscriber will pay (if any) all outstanding fees, charges and expenses incurred through the effective date of termination. In the event this Agreement is terminated by Subscriber for a material breach by Inriver, Inriver will refund any prepaid fees for the Service not yet provided to Subscriber. If Subscriber requires assistance in extracting Subscriber Content, Subscriber shall provide a written request to Inriver no later than fifteen (15) days prior to the end of the Subscription Term, or in case of a termination with immediate effect, within 15 days from such termination. Assistance will be provided against an administrative fee. Upon termination or expiration of this Agreement, all rights granted hereunder to Subscriber, Organizational Units and Authorized Users related to the Service will cease and Inriver reserves the right to delete all Subscriber Content.

10.4. Survival. Upon any expiration of the applicable term for the Service or termination of this Agreement, any provision of this Agreement which, by its nature, would survive termination of this Agreement will survive any such termination of this Agreement, including without limitation the following sections: 2.8 (Reservation of Rights), 5 (Payment), 6 (Confidentiality), 8 (Indemnification), 9 (Limitation of Liability) and 11 (General Provisions).

11. GENERAL PROVISIONS

11.1. Export Laws. The Services and derivatives thereof may be subject to export laws and regulations of the United States and other jurisdictions. Inriver and Subscriber each represent that it is not named on any U.S. government denied-party list. Subscriber will not permit any user to access or use any Service or content in a U.S.-embargoed country or region (currently Cuba, Iran, North Korea, Sudan, Syria or Crimea) or in violation of any U.S. export law or regulation.

11.2. No Third-Party Beneficiaries. Except as specifically identified in this Agreement, nothing in this Agreement is intended to confer upon any person other than the Parties and their respective successors or permitted assigns, any rights, remedies, obligations or liabilities whatsoever.

11.3. Independent Contractors. Nothing contained in this Agreement shall be deemed or construed as creating a joint venture or partnership between any of the Parties hereto. Neither Party shall have the power nor authority to control the activities or operations of the other. At all times, the status of the Parties shall be that of independent contractors.

11.4. Force Majeure. Neither Party will be responsible for delays or failures in performance resulting from acts of government, acts of terror acts of civil or military authority, or other acts or causes reasonably beyond the control of that Party, including but not limited to fire, flood, earthquake, labor dispute, epidemics, pandemics, telecommunications or Internet service interruptions, or similar. The Party experiencing the force majeure event agrees to give the other Party notice promptly following the force majeure event, and to use diligent efforts to re-commence performance as promptly as commercially practicable. Except for obligations of payment of any fees owed, in the event any failure to perform because of a force majeure event remains uncured for a period of 30 days, the other Party may terminate this Agreement, without liability, by providing written notice.

11.5. Assignment. Neither Party may assign any of its rights or obligations hereunder, whether by operation of law or otherwise, without the other Party's prior written consent (not to be unreasonably withheld). Notwithstanding the above, the Parties shall have the right to, without the other Party's consent, assign this Agreement in its entirety (including all Order Forms) to its Affiliate or in connection with a merger,

corporate reorganization, or sale of all or substantially all of its assets, provided that; (i) such assignee can honor the assignor’s obligations under the Agreement, (ii) the assignment does not result in any extended use of the Service; and (iii) the assignee is not a direct competitor of the other Party. The assigning party must notify the other Party in writing without undue delay of such transaction and shall provide all necessary information on the assignee. Subject to the foregoing, this Agreement will bind and inure to the benefit of the Parties, their respective successors and permitted assigns. Notwithstanding the foregoing, Inriver shall be entitled to assign its rights to receive Subscription Fees (including interest and other related collection costs) to an external factoring company and the Subscriber will be notified thereof separately. Payment shall in such event be made irrevocably by the Subscriber to such company.

11.6. Governing Law. This Agreement will be governed by the applicable law depending on where Subscriber is domiciled, without regard to conflict of law principles, and any dispute, controversy or claim arising out of or in connection with the Agreement shall be finally settled, in English language, as follows:

Domicile	Governing Law	Dispute Resolution
North America, Central America and South America	State of Illinois	in the state or federal courts located in Cook County, Illinois.
Germany	Germany	the Arbitration Rules of the Arbitration Institute of the German Arbitration Institute. The arbitral tribunal shall be composed of three arbitrators. The seat of arbitration shall be Berlin, Germany.
Europe (excluding Germany), Middle East, Africa, Asia, Pacific Region	Sweden	the Arbitration Rules of the Arbitration Institute of the Stockholm Chamber of Commerce. The arbitral tribunal shall be composed of three arbitrators. The seat of arbitration shall be Malmö, Sweden.

In addition to above, the Parties agree that: i) any claims or counterclaims based on this Agreement shall only be raised by the Subscriber against Inriver and not a company to which Inriver may have assigned the right to collect and receive payment; ii) any action for collection of payment obligations may be brought in any court with competent jurisdiction (notwithstanding the contrary above); iii) any claim under this Agreement must be filed within twelve (12) months from when a Party became aware of the basis for the claim; and iv) the Parties unconditionally waives any right to have a jury trial.

11.7. Publicity. Neither Party may issue or make any press release, announcement or publication containing or otherwise use any of the other Party’s trademarks without the other Party’s prior written approval; provided that, during the term of this Agreement, Inriver may list the Subscriber as a subscriber of the Service on Inriver’s website and in other Inriver marketing materials.

11.8. Severability & Waiver. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision will be deemed null and void, and the remaining provisions of this Agreement will remain in effect. No failure or delay by either Party in exercising any right under this Agreement will constitute a waiver of that right.

11.9. Notices. Except for termination, all notices related to this Agreement (including notices for material breach or violation hereof) shall be in writing to address identified in the Order Form, addressed to “ATTENTION: LEGAL DEPARTMENT”, and will be considered delivered upon (i) personal delivery, (ii) the fifth business day after mailing, or (iii) the day of sending by email to legal@inriver.com. The same delivery periods shall apply for notices of termination, but such shall be addressed to finance@inriver.com with copy to the current designated Inriver account manager. Billing-related notices to Subscriber will be addressed to the

relevant billing contact designated by Subscriber. All other notices to Subscriber will be addressed to the relevant Services system administrator designated by Subscriber.

11.10. Entire Agreement and order of Precedence. This Agreement contains the entire understanding of the Parties with respect to the subject matter hereof and supersedes all prior agreements, oral or written, and all other communications between the Parties relating to such subject matter. In the event of any conflict or inconsistency among the following documents, the order of precedence shall be: (1) the applicable Order Form, (2) Data Processing Agreement (if applicable), (3) this Agreement, and (4) the Documentation. This Agreement may not be amended or modified except by mutual written agreement.

12. LOCAL LAW REQUIREMENTS, GERMANY

With respect to Subscribers domiciled in Germany the following terms shall apply and amend or replace the respective sections 7.2, 7.3 and 9 in the Agreement:

12.1. Inriver Warranty (7.2). Section 7.2 shall be amended with the following sentence in addition:

The warranty for only insignificant reductions in the suitability of the performance is excluded. The strict liability according to § 536a para. 1 German Civil Code (*Bürgerliches Gesetzbuch*, BGB) for defects that already existed at the time of the conclusion of the contract is excluded. However, no warranty of the Subscriber under mandatory German law is excluded.

12.2. Disclaimer (7.3). The sentence "TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES AND, SUPPORT SERVICES ARE PROVIDED "AS IS." does not apply.

12.3. Limitation of Liability (9). Section 9 shall be replaced by the following:

Either Party shall be liable for losses under the terms of this Agreement only in accordance with the provisions set out under i. to vi.:

- i. Either Party shall be liable without restriction for losses caused intentionally or with gross negligence itself, its legal representatives or senior executives and for losses caused intentionally by other assistants in performance; in respect of gross negligence of other assistants in performance either Party's liability shall be as set forth by the provisions for simple negligence in v. below.
- ii. Either Party shall be liable without restriction for death, personal injury or damage to health caused by the intent or negligence of itself, its legal representatives or assistants in performance.
- iii. Either Party shall be liable for losses arising from the lack of any warranted characteristics up to the amount which is covered by the purpose of the warranty and which was foreseeable for either Party at the time the warranty was given.
- iv. Inriver shall be liable in accordance with the Product Liability Act in the event of product liability.
- v. Either Party shall be liable for losses caused by the breach of its primary obligations by itself, its legal representatives or assistants in performance. Primary obligations are such basic duties which form the essence of the Agreement, which were decisive for the conclusion of the Agreement and on the performance of the Agreement (*Kardinalspflichten*). If either Party breaches its primary obligations through simple negligence, then its ensuing liability shall be limited to the amount which was foreseeable by either Party at the time the respective service was performed.

- vi. Either Party shall be liable for loss of data only up to the amount of typical recovery costs which would have arisen had proper and regular data backup measures been taken.

Any other liability of either Party is excluded.

The Parties must, in order to preserve its right to compensation, give the other Party notice of any claim within three (3) months from when the affected Party became aware of the basis of the claim.

Support Plan

This Support Plan (“Plan”) describes the Support Services offered by Inriver in connection with the Inriver Service as defined within the Master Subscription Agreement (“Agreement”). This Plan is incorporated into the Agreement. All capitalized terms not defined in the Plan shall have the meanings set forth in the Agreement.

1. DEFINITIONS

- 1.1. **“Business Hours”** means the regional hours of operation for Inriver excluding national holidays as identified in the Inriver Community. For purposes of Subscribers domiciled in North-, Central- and South America as well as Asia-Pacific, Business Hours mean between 8:00 a.m. and 5 p.m. Central Standard Time in America (CST). For Subscribers domiciled in in any other parts of the world (e.g., EME) Business Hours are between 8:00 a.m. and 5 p.m. Central European Time (CET).
- 1.2. **“Incident”** means an Emergency, Critical, Major or Minor Incident as defined in section 3 below.
- 1.3. **“Inriver Community”** means the online portal located at <https://community.inriver.com/> (which Inriver may update from time to time) containing articles resources and information on the Service.
- 1.4. **“Response Time”** means the time from submission of a Support Ticket by a Subscriber until Inriver responds to the Support Ticket by a personal directed (non-automatic) message.
- 1.5. **“Severity Level”** means the Inriver classification of a Support Ticket as defined below.
- 1.6. **“Support Ticket”** means a request for support services submitted by Subscriber through the Inriver Community.
- 1.7. **“Support Services”** means the services provided by Inriver to Subscriber pursuant to this Plan.

2. GENERAL

Inriver will provide Support Services in accordance with this Plan which may be modified from time to time provided: (i) that Subscriber will receive prior notice to the Subscriber’s Account administrator(s) of such modification; and (ii) said modifications do not materially decrease the Support Services offered. The most current Support Plan will be posted on the Inriver Community and the Subscriber will be notified of any changes by e-mail or similar. Inriver will use commercially reasonable efforts to promptly respond to and resolve each Support Ticket. This Support Plan does not cover professional services, including but not limited to training, and consulting services. Such additional services shall be provided pursuant to a separately signed professional services agreement.

3. SUPPORT AND ENABLEMENT

Inriver offer includes the following support features for training and enablement:

- i. **inriver Community.** Inriver will provide Subscriber with access to Inriver’s online Community forum, where other Inriver subscribers can post, collaborate and share knowledge around their PIM experience and usage.
- ii. **inriver Account Manager.** Inriver shall provide the Subscriber with a personal Account Manager that shall be the contact point for the commercial communication in relation to Subscriber. The Account Manager will invite Subscriber to a yearly review of their subscription and use of Inriver Service. Tier 3

Subscribers, as defined in an Order Form, shall also have access to a personal Customer Success Manager for provision of best practices and suggestions for continuous adoption and development of usage of the Service.

- iii. **inriver Academy E-learning.** Inriver will provide Subscriber access to Inriver Academy e-learning, an online platform with e-learning content for improving usage and adoption of the Service. Subscriber can also provide access to the e-learning platform to its Authorized Users.

4. SUPPORT TICKET HANDLING

Support services shall be provided through the Inriver Community. The Inriver Community will serve as Subscriber’s single point of contact regarding the availability of the Service as well as the status of a Support Ticket.

Responses to Support Tickets will be provided during Business Hours in accordance with the Response Times specified below. In order for Inriver to initiate diagnostic work in response to the Support Ticket, the Subscriber must provide sufficient information to reproduce the underlying concern identified in the Support Ticket. Because of the widely varying nature of issues, it is not possible for Inriver to provide specific resolution commitments.

Severity Level	Description	Response Time
Emergency	An Emergency Incident in the Service occurs when the Subscriber is not able to access the Service or any major portion of it, and it affects all users. Inriver will work continually until the Service has been restored, or until the Incident is restored.	1 hour
Critical	A Critical Incident in the Service occurs when Subscriber is unable to use a major portion of the Service and the Incident has significant and substantial adverse operational impact preventing any useful work from being done and no workaround is available.	2 hours
Major	A Major Incident in the Service occurs when certain functions in the Service, or part thereof, is affected, disabled or otherwise not in compliance with the reasonably expected Service and the Subscriber’s use of the Service is severely impaired or degraded.	4 hours
Minor	A Minor Incident in the Service occurs when the Incident can be circumvented so that the core functions in the Service can be used and the function is not materially affected or where the Incident has no significant effect on the functionality or usability of the Service.	8 hours

Inriver undertakes to perform the following actions in relation to each Support Ticket:

- 🌀 Confirm receipt;
- 🌀 perform diagnostic activities;
- 🌀 inform Subscriber if Inriver’s diagnostic activities indicates that there is no Incident concerning the Service; and
- 🌀 communicate the progress.



A Support Ticket will be deemed resolved and closed within the Inriver Community upon the earliest of the following: (a) Inriver issues a release of the Service which brings the Service into material conformity with the Documentation; (b) Inriver modifies the Service in a way that resolves the Incident; (c) Inriver confirms that the issue is due to a multi-vendor issue or a product not provided by Inriver followed by Subscribers verification (or lack of answer as described in (d)); (d) Inriver has not received a response from the Subscriber after sent two reminders followed by three consecutive business days; or (e) Subscriber informs Inriver that the Incident Ticket has been resolved. If the Support Ticket concerns an inquiry into functionality of the Service, the Support Ticket shall be resolved and closed upon Inriver’s response to the inquiry.

Subscriber shall confirm such closure of the Support Ticket, once Inriver has fulfilled its undertakings hereunder, such confirmation not to be unreasonably withheld or delayed.

Inriver will not provide Support for issues arising from use of the Service with: (a) use cases not within the scope of Documentation; (b) changes or modifications to the Service not authorized by Inriver; (c) negligence or intentional misconduct by Subscriber or Subscriber’s agents; or (d) performance degradation caused by the Subscriber’s internet service provider.

If Inriver is at risk to not meet the Response Time to any Incident reported Inriver management are notified in the order as follows:

Escalation level	Level 1	Level 2	Level 3	Level 4
Escalation Role	Escalation Manager	Support Manager	VP Service	CEO
Actions	Corrective Measures Resource Allocation Monitoring of Progress	Corrective Measures Resource Allocation Monitoring of Progress	Corrective Measures Resource Allocation	Corrective Measures Resource Allocation

If Subscriber (i) believes that Inriver has failed to meet the Response Time with respect to any Incident reported, or (ii) if the quality of the support provided to Subscriber has not been in compliance with reasonably expected industry standards, Subscriber may escalate the problem according Inriver’s escalation process presented on Inriver Community.

5. AVAILABILITY

Except for planned maintenance conduction as set forth herein and force majeure circumstances, Inriver will use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week. If there is an interruption Inriver will use commercially reasonable efforts to resolve the problem and make the Service available as soon as practicable. Depending on where Subscriber is domiciled, Inriver may conduct maintenance on the Service between 12:00 a.m. and 06:00 a.m. US Central Time (CST) or Central European Time (CET) (“Scheduled Maintenance”) according to information given in on Inriver Community. Inriver shall notify Subscriber through the Inriver Community in advance of Scheduled Maintenance. Except for Scheduled Maintenance, Inriver shall use reasonable efforts to maintain uptime of the Service at 99.9% each calendar month.
