

# Aculab Premium Support Service Agreement

THIS ACULAB PREMIUM SUPPORT SERVICE AGREEMENT ('Agreement') by and between ACULAB PLC, with offices at Lakeside, Bramley Road, Milton Keynes MK1 1PT United Kingdom ('Aculab') and those customers (individually 'Customer') that purchase Aculab's premium support service ('Premium Support') is effective as of the date Customer is invoiced by Aculab ('Effective Date') following receipt of Customer's purchase order ('PO') for Premium Support. The parties hereby agree that the following terms and conditions shall apply to Premium Support more particularly described in Exhibit A ('Service Description') and provided by Aculab to Customer:

## 1. Scope

- 1.1 This Agreement shall cover Premium Support provided by Aculab to Customer, as specified in Service Description.

## 2. Term

- 2.1 This Agreement shall remain in effect for a term of one (1) full year from the Effective Date ('Term'). It shall terminate automatically upon expiry of Term unless otherwise terminated as set forth in Section 7 below or renewed as set forth in Section 2.2 below.
- 2.2 In order to ensure continuity of support through expiry of Term, Customer is required to renew this Agreement by submitting a PO for Premium Support, where such PO must be received by Aculab at least thirty (30) days in advance of the expiry of Term. Upon receipt of such PO, Aculab shall immediately issue an invoice ('Renewal Invoice') to Customer for Premium Support under the terms of this Agreement and for a further Term, and in which case the Effective Date shall become the date of issuance of the Renewal Invoice.
- 2.3 At least forty (40) days prior to expiry of Term, Aculab shall send a renewal notice to Customer, identifying: the renewal premium; the expiry date of this Agreement and Term; the new Effective Date and resultant expiry date of Term should this Agreement be renewed; and other details pertaining to Customer's purchase of Premium Support, such as current, applicable PO number, invoice or Renewal Invoice number and Aculab's sales order reference number.

## 3. Notices

- 3.1 Any notice or other communication required to be given hereunder from any party to the other party, shall be given in writing to the other party. Any notice to Aculab shall be sent to Lakeside, Bramley Road, Milton Keynes MK1 1PT United Kingdom and any notice to Customer shall be sent to the address specified in its purchase order for Premium Support. Notices shall be deemed accepted immediately when hand delivered or sent by courier or five (5) days after having been mailed via prepaid registered mail. Either party may change its address for notices by providing written notice to the other party.

## **4. Payment**

- 4.1 If credit terms have been agreed Customer shall pay Aculab in full within thirty (30) days of the date of invoice or Renewal Invoice for Premium Support. If no credit terms exist, payment must be received by Aculab in advance. Premium Support shall not be provided otherwise.

## **5. Offering of Comparable Services**

- 5.1 This Agreement shall not prevent Aculab from performing Premium Support or any similar service for others.

## **6. Confidentiality**

- 6.1 In order for Aculab to deliver Premium Support and for Customer to satisfy its obligations hereunder, it may become necessary for either party to receive or have access to information of the other party or its affiliates that is considered proprietary or confidential ('Confidential Information'). Such information shall be considered Confidential Information if it is:
- 6.1.1 In tangible form and bears a 'confidential,' 'propriety,' 'secret,' or similar legend; and/or
  - 6.1.2 Provided during discussions relating to such tangible information whether those discussions occur prior to, concurrent with, or following disclosure of such information.
- 6.2 Confidential Information shall be treated as confidential pursuant to the terms of any non-disclosure agreement ('NDA') between Customer and Aculab. If there is no NDA in place, the party receiving Confidential Information ('Receiving Party') shall maintain the confidentiality of the Confidential Information of the other party and its affiliates (collectively 'Disclosing Party') with at least the same degree of care that it uses to protect its own confidential and proprietary information, but no less than a reasonable degree of care under the circumstances.
- 6.3 The Disclosing Party shall not assert any claims for breach of this Section 5 or misappropriation of trade secrets against the Receiving Party arising from the Receiving Party's disclosure of the Disclosing Party's Confidential Information made more than five (5) years from the date of the disclosure, regardless of the termination of this Agreement. However, unless at least one of the exceptions set forth in paragraph 6.4 has occurred, the Receiving Party shall continue to treat such Confidential Information as the Confidential Information of the Disclosing Party and only disclose any such Confidential Information to affiliates or to third parties under the terms of an NDA.
- 6.4 The Receiving Party shall not be liable for the disclosure of any Confidential Information which is:
- 6.4.1 Rightfully in the public domain other than by a breach of this Agreement;
  - 6.4.2 Rightfully received from a third party without any obligation of confidentiality;
  - 6.4.3 Rightfully known to the Receiving Party without any limitation on use or disclosure prior to its receipt from the Disclosing Party;
  - 6.4.4 Independently developed by employees of the Receiving Party; or

- 6.4.5 Generally made available to third parties by the Disclosing Party without restriction on disclosure.
- 6.5 Title or the right to possess Confidential Information, including all intellectual property rights, shall remain with the Disclosing Party.
- 6.6 The terms of confidentiality under this Agreement shall not be construed to limit either party's right to independently develop products without the use of Confidential Information of the other party.
- 6.7 Except as expressly set forth herein, no license is granted by Aculab with respect to any patents, trademarks, copyrights, mask work protection rights and other intellectual property rights.

## **7. Termination**

- 7.1 Other than in the case of automatic termination or renewal as per Section 2 above, Customer may terminate this Agreement, subject to payment of accrued charges, if Aculab fails to perform or observe any material term or condition of this Agreement for reasons not attributable to Customer or force majeure conditions (as described in Section 8) and such failure continues un-remedied for thirty (30) days after Aculab's receipt of written notice thereof from Customer.
- 7.2 No fees paid hereunder shall be refunded by Aculab in the case of early termination for any reason.
- 7.3 Customer shall be in default of this Agreement if Customer fails to pay any charge to Aculab when due or fails to perform or observe any other material term or condition of this Agreement.
- 7.4 Aculab may terminate this Agreement and exercise any applicable rights, if:
  - 7.4.1 The failure to pay Aculab any charge when due continues un-remedied for ten (10) days; or
  - 7.4.2 The failure to rectify any other breach continues un-remedied for thirty (30) days from receipt of written notice by Aculab; and
  - 7.4.3 In the event of such termination by Aculab, Customer shall be liable to pay Aculab for any accrued charges.
- 7.5 Either party may terminate this Agreement by notice in writing in the event that the other:
  - 7.5.1 Makes an assignment for the benefit of creditors; or
  - 7.5.2 Admits in writing an inability to pay debts as they mature; or
  - 7.5.3 A trustee or receiver of the other of any substantial part of the other's assets, is appointed by any court; or
  - 7.5.4 A proceeding is instituted under any provision of an applicable bankruptcy act by the other, or against the other, and is acquiesced in or is not dismissed within sixty (60) days, or results in adjudication in bankruptcy.

## **8. Force Majeure**

- 8.1 Neither party shall have liability for damages due to: fire; explosion; lightning; pest damage; power surges or failures; strikes or labour disputes; water; acts of God;

the elements; war; civil disturbances, acts of civil or military authorities or the public enemy; inability to secure raw materials, products or transportation facilities; fuel or energy shortages; acts or omissions of communications carriers; or other causes beyond such party's control, whether or not similar to the foregoing.

## **9. Warranty Disclaimer**

- 9.1 ACULAB AND ITS AFFILIATES, SUBCONTRACTORS AND SUPPLIERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED UNDER THIS AGREEMENT, AND SPECIFICALLY DISCLAIM ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **10. Exclusive Remedies and Limitations of Liability**

- 10.1 For purposes of the exclusive remedies and limitations of liability set forth in this Section 10, Aculab shall be deemed to include Aculab Plc and its directors, officers, employees, agents, representatives, subcontractors and suppliers and Customer shall be deemed to include Customer and/or any subsidiaries, affiliated entities and the directors, officers, employees, agents, representatives, subcontractors and suppliers of all of them; and 'Damages' shall be deemed to refer collectively to any and all claims, injuries, damages, losses, costs or expenses incurred.
- 10.2 ACULAB'S ENTIRE LIABILITY TO CUSTOMER AND CUSTOMER'S ENTIRE LIABILITY TO ACULAB AND BOTH PARTIES' EXCLUSIVE REMEDIES ARISING FROM OR RELATED IN ANY WAY TO THIS AGREEMENT OTHER THAN PAYMENT OBLIGATIONS (INCLUDING WITHOUT LIMITATION THE PERFORMANCE OR NON-PERFORMANCE OF PREMIUM SUPPORT UNDER THIS AGREEMENT) REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY, SHALL BE AS FOLLOWS:
- 10.2.1 IN NO EVENT SHALL ACULAB OR CUSTOMER BE LIABLE FOR ANY INDIRECT DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM THIS AGREEMENT OR PREMIUM SUPPORT PROVIDED HEREUNDER INCLUDING BUT NOT LIMITED TO INCIDENTAL, SPECIAL, EXEMPLARY, MULTIPLE, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, EVEN IF ACULAB OR CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 10.2.2 Other than for damages arising as a result of the breach of the confidentiality obligations hereunder and payment obligations and customer's indemnity obligations under section 10.2.5 below, in no event shall Aculab or Customer's cumulative liability to the other party for any and all claims relating to this Agreement or Premium Support provided hereunder exceed the amount paid or owed by Customer to Aculab for Premium Support for a Term during which the damages arose.
- 10.2.3 Aculab shall have no liability for delays with respect to any response times specified in Service Description.
- 10.2.4 Customer represents that it shall not use Premium Support or any Confidential Information or other materials obtained from Aculab pursuant to this Agreement, in aviation, process control, medical applications or other ultra hazardous

activities. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, CUSTOMER AGREES THAT ACULAB SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY OR PROPERTY DAMAGE ARISING FROM SUCH ACTIVITIES.

- 10.2.5 Aculab shall have no liability related to products sold or licensed by Customer or to any services provided by Customer under any circumstances regardless of whether Premium Support was provided by Aculab related to such products or services. Customer agrees to defend, indemnify and hold Aculab harmless from and against any and all loss, damage, liability or expense (including attorney's fees) resulting from any claim related to Customer products or Premium Support, including intellectual property claims.

## **11. General**

- 11.1 If any paragraph, clause or sub-clause of this Agreement be held to be invalid or unenforceable in any jurisdiction in which this Agreement applies, then the meaning of such paragraph, clause or sub-clause shall be construed so as to render it enforceable to the extent feasible; and if no feasible interpretation would save such paragraph, clause or sub-clause, it shall be severed from this Agreement and the remainder will remain in full force and effect. However, in the event such paragraph, clause or sub-clause is considered an essential element of the Agreement, the Parties will promptly negotiate a replacement thereof.
- 11.2 If either Party fails, at any time, to enforce any right or remedy available to it under this Agreement, that failure shall not be construed to be a waiver of the right or remedy with respect to any other breach or failure by the other Party.
- 11.3 The construction, interpretation and performance of this Agreement will be construed in accordance with and governed by the laws of the United Kingdom.
- 11.4 Exhibit A is incorporated herein by reference.
- 11.5 Aculab may assign its rights or delegate its obligations, or any part thereof under this Agreement without prior consent from Customer.
- 11.6 Customers that purchase Premium Support shall be deemed to have agreed with and accepted the terms and conditions set out in this Agreement in the same manner as if the Agreement was executed in writing.
- 11.7 THIS IS THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO PREMIUM SUPPORT PROVIDED HEREUNDER AND SUPERSEDES ALL PRIOR AGREEMENTS, PROPOSALS OR UNDERSTANDINGS, WHETHER WRITTEN OR ORAL.

# Exhibit A – Service Description

## Premium Support Service

### 1. Scope and Definitions

- 1.1 **Advance Product Replacement (APR)** shall mean Aculab will make commercially reasonable efforts to ship at its cost, ex-Works Milton Keynes, a replacement that is functionally equivalent to a potentially defective Applicable Product. APR shall be shipped within one (1) business day via an express courier of Aculab's choice, provided that Customer shall be responsible for insurance for the shipment and for all applicable international taxes and duties, including customs and import duties. If an APR is requested by Customer, Aculab's technical support team shall, with the cooperation of Customer, determine that an Applicable Product under Warranty is potentially defective due to hardware failure. Customer shall be entitled to invoke an APR up to a maximum of three (3) times in each of the Initial Period and any Renewal Period. Customer acknowledges that it may have to reconfigure its software on receipt of the APR. Aculab shall not be responsible for delays in delivery by any courier. If the potentially defective Applicable Product is not returned within ten (10) business days of shipment of the APR, Aculab will charge Customer the full retail price of an equivalent new Applicable Product.
- 1.2 **Applicable Products** shall mean all Aculab's standard, unmodified, generally available enabling technology hardware and software products and their associated software components at the then current revision or version (in the case of software) levels. Withdrawal from sale of an Applicable Product by Aculab shall mean that such Applicable Product is no longer eligible for Premium Support with effect from the published date. Applicable Products specifically exclude Alpha, Beta or custom products.
- 1.3 **Authorised Contact(s)** shall mean a user or users within Customer made known to Aculab who shall communicate directly with Aculab's technical support team via phone or email.
- 1.4 **Business Hours** shall mean the hours between 9:00 a.m. and 5:00 p.m. daily, Monday through Friday, with the exception of public holidays.
- 1.5 **Electro-static Discharge Protection Measures ('ESD')** shall mean the procedures followed and devices worn by anyone handling Applicable Products in order to protect electronic components from damage due to static electricity.
- 1.6 **Engineering Support** shall mean that Aculab, at its sole reasonable discretion, will involve a design engineer in the process of investigation, identification, isolation and resolution of an Incident.
- 1.7 **Enhanced Escalation** shall mean that an Incident reported by Authorised Contacts may be escalated by Aculab. Incidents that involve a system outage or software crash on Customer's product deployed by its customer and potentially due to Applicable Products are escalated. Incidents that need further action or require urgent action and/or engineering design input for a resolution are also escalated. Customer shall have the option of requesting that an Incident be further

escalated, which shall mean that Aculab will hold reviews of actions, revised or additional actions and their outcomes. Actions, to be determined by Aculab, may include the implementation of actions by a design engineer. Aculab shall have the right at its sole reasonable discretion to determine whether an Incident is escalated or not.

- 1.8 **Excluded services** shall mean those services provided separately by Aculab and that may be purchased under a variety of different arrangements by Customer. In addition, Premium Support expressly excludes: the use of Applicable Products in a virtual machine, PBX, SS7, PSTN, TCP/IP network or other configuration and integration support that is external to Applicable Products; installation and deployment services; development support; on-site support; requests for change; all forms of training; and bug fixes, software patches, debug firmware, and any similar services provided by Aculab's engineering teams that are beyond the ability of Aculab's technical support team, during Extended Hours of Coverage.
- 1.9 **Extended Hours of Coverage** shall mean that Aculab will provide Customer with Premium Support for Service Interruptions outside Business Hours, Monday through Sunday, including public holidays.
- 1.10 **Incidents** shall mean an unlimited number of requests for Premium Support within each of the Initial Term or any Renewal Term.
- 1.11 **Return Materials Authorisation number ('RMA Number')** shall mean a unique number that is used for tracking the return of an Applicable Product to Aculab.
- 1.12 **Service Interruptions** shall mean Incidents reported by Authorised Contacts that involve a system outage or software crash on Customer's product deployed by its customer and potentially due to Applicable Products. Aculab shall have the right in its sole reasonable discretion to determine whether an Incident is a Service Interruption or not
- 1.13 **Support Call Request ('SCR')** shall mean information maintained by Aculab in a database that contains pertinent details about a particular Incident related to an Applicable Product as reported by Authorised Contacts. Information may include: SCR number; Authorised Contact information; system configuration information; issue description from Authorised Contacts; actions taken by Aculab's technical support team; actions requested of and taken by Authorised Contacts; and a record of all Customer contact events regarding the SCR.
- 1.14 **Support Call Request number ('SCR Number')** shall mean a unique number that is used for tracking the continuing status of an ongoing SCR.
- 1.15 **Premium Support** shall mean the investigation, identification, isolation and resolution of Incidents, including the delivery of action plans and possible workarounds, arising from API use and the installation, configuration and deployment of Applicable Products that are covered by Warranty and are to be used in conjunction with Customer's products. Aculab shall have the right at its sole discretion to determine whether or not a reported issue shall be classed as an Incident and logged as an SCR.
- 1.16 **Updates** shall mean any modifications or fixes that correct errors, support new releases of operating systems with which Applicable Products are designed to operate, support new hardware architecture or input/output devices, or provide other incidental or minor changes and corrections. Updates may be in the form of

software patches, engineering releases, maintenance releases, minor or major releases. Updates specifically exclude new or additional features, new versions, upgrades or enhancements that Aculab adds to the capabilities of Applicable Products for which it charges customers and which Customer must purchase separately. All Updates shall remain the property of Aculab and Customer shall only be entitled to use such Updates under the applicable license.

- 1.17 **Warranty** shall mean the time period under which Applicable Products are covered by the manufacturer's hardware warranty provided by Aculab. The standard Warranty commences from the date of shipment of an Applicable Product from Aculab and is for three (3) years. Warranty shall not cover lightning strikes, power surges, or physical damage to an Applicable Product.

## 2. Service Description

- 2.1 Aculab's technical support team shall use reasonable commercial efforts to provide Premium Support to Customer, subject to Extended Hours of Coverage, as follows:
- 2.1.1 Acknowledge within four (4) Business Hours each initial e-mail or phone inquiry for Premium Support;
  - 2.1.2 Log each Incident or Service Interruption as an SCR and provide the associated SCR Number to Authorised Contact for future reference;
  - 2.1.3 Carry out investigations or problem-specific diagnostic procedures, which may include remote diagnostics with the cooperation of Customer, and/or test cases as it deems appropriate to isolate and reproduce reported problems and/or code fragments and configuration files to demonstrate correct operation and programming of Applicable Products;
  - 2.1.4 If the diagnostic procedure demonstrates that an Applicable Product under Warranty may be defective, authorise its return and provide Authorised Contact with an RMA Number to return the Applicable Product for repair;
  - 2.1.5 If the diagnostic procedure demonstrates that an Applicable Product under Warranty may be defective and Customer has invoked an APR, authorise its shipment and provide Authorised Contact with an RMA Number to return the potentially defective Applicable Product to Aculab;
  - 2.1.6 At its sole discretion, provide Enhanced Escalation or Engineering Support, which may include the delivery of action plans and proposed workarounds and/or possible system restorations for Incidents reported by Authorised Contact;
  - 2.1.7 At its sole discretion, provide Updates to Aculab's then current generally available software versions;
  - 2.1.8 Provide information and follow-up on SCRs until such time as the Incident is closed; and
  - 2.1.9 Verify that an Incident is resolved to Customer's reasonable satisfaction before closing the SCR.
- 2.2 Aculab provides no commitment with regard to timescales for investigation and resolution of Incidents other than the response time quoted in paragraph 2.1.1 above.
- 2.3 Premium Support shall not include Excluded Services.

### **3. Customer's Responsibilities**

- 3.1 It is the responsibility of Customer to:
  - 3.1.1 Provide Authorised Contacts and advise Aculab of any changes to Authorised Contacts;
  - 3.1.2 Provide a comprehensive description of each problem reported and the circumstances in which the problem is occurring;
  - 3.1.3 Maintain a test hardware configuration that will be available for use to assist with problem isolation and debugging;
  - 3.1.4 When necessary, develop simple demonstration cases to help reproduce reported problems;
  - 3.1.5 Where possible, provide Aculab's technical support team with remote access to Customer's system or Customer's product deployed by its customer;
  - 3.1.6 Implement or follow any actions or diagnostic procedures requested or recommended by Aculab's technical support team to the largest extent possible in order to help isolate or resolve any Incident, including, without limitation, the collection of Aculab debugging logs and Customer application debugging logs;
  - 3.1.7 Return a potentially defective Applicable Product, prepaid, using the same packaging as the corresponding APR arrived in and observing proper ESD care, to Aculab's repair facility in Milton Keynes with the applicable RMA Number clearly visible on the outside;
  - 3.1.8 Carry out Customer's own test procedures in full prior to implementation of any Updates on Customer's system or Customer's product deployed by its customer; and
  - 3.1.9 Exercise proper ESD care when handling Applicable Products.

### **4. Notification of changes**

- 4.1 Aculab reserves the right to make changes to the Service Description at any time and will provide notice of any such changes via its website at [www.aculab.com](http://www.aculab.com)