

LEAGUE OF OREGON CITIES**MASTER PRICE AGREEMENT**

This Master Price Agreement is effective as of the date of the last signature below (the "Effective Date") by and between the LEAGUE OF OREGON CITIES, an Oregon public corporation under ORS Chapter 190 ("LOC" or "Purchaser") and Carbyne, Inc. ("Vendor").

RECITALS

WHEREAS, the Vendor is in the business of selling certain Restorative, Decontamination, and Cleanup Services for Government, as further described herein; and

WHEREAS, the Vendor desires to sell and the Purchaser desires to purchase certain products and related services all upon and subject to the terms and conditions set forth herein; and

WHEREAS, through a solicitation for Restorative, Decontamination, and Cleanup Services for Government the Vendor was awarded the opportunity to complete a Master Price Agreement with the LEAGUE OF OREGON CITIES as a result of its response to Request for Proposal No. 2615 for Restorative, Decontamination, and Cleanup Services for Government; and

WHEREAS, the LEAGUE OF OREGON CITIES asserts that the solicitation and Request for Proposal meet Oregon public contracting requirements (ORS 279, 279A, 279B and 279C et. seq.); and

WHEREAS, Purchaser and Vendor desire to extend the terms of this Master Price Agreement to benefit other qualified government members of National Purchasing Partners, LLC dba Public Safety GPO, dba First Responder GPO, dba Law Enforcement GPO and dba NPPGov;

NOW, THEREFORE, Vendor and Purchaser, intending to be legally bound, hereby agree as follows:

ARTICLE 1 – CERTAIN DEFINITIONS

1.1 "Agreement" shall mean this Master Price Agreement, including the main body of this Agreement and Attachments A-G attached hereto and by this reference incorporated herein, including Purchaser's Request for Proposal No. 2615 (herein "RFP") and Vendor's Proposal submitted in response to the RFP (herein "Vendor's Proposal") as referenced and incorporated herein as though fully set forth (sometimes referred to collectively as the "Contract Documents").

1.2 "Applicable Law(s)" shall mean all applicable federal, state, tribal, and local laws, statutes, ordinances, codes, rules, regulations, standards, orders and other governmental requirements of any kind.

1.3 "Employee Taxes" shall mean all taxes, assessments, charges and other amounts whatsoever payable in respect of, and measured by the wages of, the Vendor's employees (or subcontractors), as required by the Federal Social Security Act and all amendments thereto and/or any other applicable federal, state, tribal or local law.

1.4 "Purchaser's Destination" shall mean such delivery location(s) or destination(s) as Purchaser may prescribe from time to time.

1.5 “Products and Services” shall mean the products and/or services to be sold by Vendor hereunder as identified and described on Attachment A hereto and incorporated herein, as may be updated from time to time by Vendor to reflect products and/or services offered by Vendor generally to its customers.

1.6 “Purchase Order” shall mean any authorized written order for Products and Services sent by Purchaser to Vendor via mail, courier, overnight delivery service, email, fax and/or other mode of transmission as Purchaser and Vendor may from time to time agree.

1.7 “Unemployment Insurance” shall mean the contribution required of Vendor, as an employer, in respect of, and measured by, the wages of its employees (or subcontractors) as required by any applicable federal, state or local unemployment insurance law or regulation.

1.8 “National Purchasing Partners” or “(NPP)” is a subsidiary of two nonprofit health care systems. The Government Division of NPP, hereinafter referred to as “NPPGov”, provides group purchasing marketing and administrative support for governmental entities within the membership. NPPGov’s membership includes participating public entities across North America.

1.9 “Lead Contracting Agency” shall mean the LEAGUE OF OREGON CITIES, which is the governmental entity that issued the Request for Proposal and awarded this resulting Master Price Agreement.

1.10 “Participating Agencies” shall mean members of National Purchasing Partners for which Vendor has agreed to extend the terms of this Master Price Agreement pursuant to Article 2.6 and Attachment C herein. For purposes of cooperative procurement, “Participating Agency” shall be considered “Purchaser” under the terms of this Agreement.

1.11 “Party” and “Parties” shall mean the Purchaser and Vendor individually and collectively as applicable.

ARTICLE 2 – AGREEMENT TO SELL

2.1 Vendor hereby agrees to sell to Purchaser such Products and Services as Purchaser may order from time to time by Purchase Order, all in accordance with and subject to the terms, covenants and conditions of this Agreement. Purchaser agrees to purchase those Products and Services ordered by Purchaser by Purchase Order in accordance with and subject to the terms, covenants and conditions of this Agreement.

2.2 Vendor may add additional products and services to the contract provided that any additions reasonably fall within the intent of the original RFP specifications. Pricing on additions shall be equivalent to the percentage discount for other similar products. Vendor may provide a web-link with current product listings, which may be updated periodically, as allowed by the terms of the resulting Master Price Agreement. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products may be added to avoid competitive procurement requirements. LOC may reject any additions without cause.

2.3 All Purchase Orders issued by Purchaser to Vendor for Products during the term (as hereinafter defined) of this Agreement are subject to the provisions of this Agreement as though fully set forth in such Purchase Order. The Vendor retains authority to negotiate above and beyond the terms of this Agreement to meet the Purchaser or Vendor contract requirements.

2.4 Notwithstanding any other provision of this Agreement to the contrary, the Lead Contracting Agency shall have no obligation to order or purchase any Products and Services hereunder and the placement of any Purchase Order shall be in the sole discretion of the Participating Agencies. This Agreement is not exclusive. Vendor expressly acknowledges and agrees that Purchaser may purchase at its sole discretion, Products and Services that are identical or similar to the Products and Services described in this Agreement from any third party.

2.5 In case of any conflict or inconsistency between any of the Contract Documents, the documents shall prevail and apply in the following order of priority:

- (i) This Agreement;
- (ii) The RFP;
- (iii) Vendor's Proposal;

Vendor has provided a list of Exceptions to the RFP Solicitation (Attachment F) identified in Vendor's Proposal (Attachment E). Vendor's Exceptions to Sections 6.1, 6.2, 8.1, 8.2 are **approved** and by this reference incorporated herein.

2.6 Extension of contract terms to Participating Agencies:

2.6.1 Vendor agrees to extend the same terms, covenants and conditions available to Purchaser under this Agreement to Participating Agencies, that have executed an Intergovernmental Cooperative Purchasing Agreement ("IGA") as may be required by each Participating Agency's local laws and regulations, in accordance with Attachment C. Each Participating Agency will be exclusively responsible for and deal directly with Vendor on matters relating to ordering, delivery, inspection, acceptance, invoicing, and payment for Products and Services in accordance with the terms and conditions of this Agreement as if it were "Purchaser" hereunder. Any disputes between a Participating Agency and Vendor will be resolved directly between them under and in accordance with the laws of the State in which the Participating Agency exists. Pursuant to the IGA, the Lead Contracting Agency shall not incur any liability as a result of the access and utilization of this Agreement by other Participating Agencies.

2.6.2 *This Solicitation meets the public contracting requirements of the Lead Contracting Agency and may not be appropriate under or meet Participating Agencies' procurement laws. Participating Agencies are urged to seek independent review by their legal counsel to ensure compliance with all local, tribal, and state solicitation requirements.*

2.6.3 Vendor acknowledges execution of the Vendor Administration Fee Agreement, Contract Number VA26500, with NPPGov, pursuant to the terms of the RFP.

2.7 Oregon Public Agencies are prohibited from use of Products and Services offered under this Agreement that are already provided by qualified nonprofit agencies for disabled individuals as listed on the Department of Administrative Service's Procurement List ("Procurement List") pursuant to ORS 279.835-.855. See <https://ofp.dasapp.oregon.gov/> for more information. Vendor shall not sell products and services identified on the Procurement List (e.g., reconditioned toner cartridges) to Purchaser or Participating Agencies within the state of Oregon.

ARTICLE 3 – TERM AND TERMINATION

3.1 The initial contract term shall be for four (4) calendar years from the Effective Date of this Agreement ("Initial Term"). Upon termination of the original four (4) year term, this Agreement shall automatically extend for a one (1) year period; ("Renewal Term"); provided, however, that the Lead

Contracting Agency and/or the Vendor may opt to decline extension of the MPA by providing notification in writing at least thirty (30) calendar days prior to the annual automatic extension anniversary of the Initial Term.

3.2 Either Vendor or the Lead Contracting Agency may terminate this Agreement by written notice to the other party if the other Party breaches any of its obligations hereunder and fails to remedy the breach within thirty (30) days after receiving written notice of such breach from the non-breaching party.

ARTICLE 4 – PRICING, INVOICES, PAYMENT AND DELIVERY

4.1 Purchaser shall pay Vendor for all Products and Services ordered and delivered in compliance with the terms and conditions of this Agreement at the pricing specified for each such Product and Service on Attachment A, including shipping. Unless Attachment A expressly provides otherwise, the pricing schedule set forth on Attachment A hereto shall remain fixed for the Initial Term of this Agreement; provided that manufacturer pricing is not guaranteed and may be adjusted based on the next manufacturer price increase. Pricing contained in Attachment A shall be extended to all NPPGov, Public Safety GPO, First Responder GPO and Law Enforcement GPO members upon execution of the IGA.

4.2 Vendor shall submit original invoices to Purchaser in form and substance and format reasonably acceptable to Purchaser. All invoices must reference the Purchaser's Purchase Order number, contain an itemization of amounts for Products and Services purchased during the applicable invoice period and any other information reasonably requested by Purchaser, and must otherwise comply with the provisions of this Agreement. Invoices shall be addressed as directed by Purchaser.

4.3 Unless otherwise specified, Purchaser is responsible for any and all applicable sales taxes. Attachment A or Vendor's Proposal (Attachment E) shall specify any and all other taxes and duties of any kind which Purchaser is required to pay with respect to the sale of Products and Services covered by this Agreement and all charges for packing, packaging and loading.

4.4 Except as specifically set forth on Attachments A and G, Purchaser shall not be responsible for any additional costs or expenses of any nature incurred by Vendor in connection with the Products and Services, including without limitation travel expenses, clerical or administrative personnel, long distance telephone charges, etc. ("Incidental Expenses").

4.5 Price reductions or discount increases may be offered at any time during the contract term and shall become effective upon notice of acceptance from Purchaser.

4.6 Notwithstanding any other agreement of the Parties as to the payment of shipping/delivery costs, and subject to Attachments A, E, and G herein, Vendor shall offer delivery and/or shipping costs prepaid FOB Destination. If there are handling fees, these also shall be included in the pricing.

4.7 Unless otherwise directed by Purchaser for expedited orders, Vendor shall utilize such common carrier for the delivery of Products and Services as Vendor may select; provided, however, that for expedited orders Vendor shall obtain delivery services hereunder at rates and terms not less favorable than those paid by Vendor for its own account or for the account of any other similarly situated customer of Vendor.

4.8 Vendor shall have the risk of loss of or damage to any Products until delivery to Purchaser. Purchaser shall have the risk of loss of or damage to the Products after delivery to Purchaser. Title to Products shall not transfer until the Products have been delivered to and accepted by Purchaser at Purchaser's Destination.

ARTICLE 5 – INSURANCE

5.1 During the term of this Agreement, Vendor shall maintain at its own cost and expense (and shall cause any subcontractor to maintain) insurance policies providing insurance of the kind and in the amounts generally carried by reasonably prudent manufacturers in the industry, with one or more reputable insurance companies licensed to do business in Oregon and any other state or jurisdiction where Products and Services are sold hereunder. Such certificates of insurance shall be made available to the Lead Contracting Agency upon 48 hours' notice. BY SIGNING THE AGREEMENT PAGE THE VENDOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF THIS MASTER PRICE AGREEMENT.

5.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of this Agreement is satisfactorily completed and formally accepted. Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the Lead Contracting Agency. The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the Lead Contracting Agency under such policies. Vendor shall be solely responsible for the deductible and/or self-insured retention and the Lead Contracting Agency, at its option, may require Vendor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

5.3 Vendor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction over Vendor's employees engaged in the performance of the work or services, as well as Employer's Liability insurance. Vendor waives all rights against the Lead Contracting Agency and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Vendor pursuant to this Agreement.

5.4 Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty days (30 days) prior written notice to the Lead Contracting Agency.

5.5 Vendor waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Purchaser and other additional insureds for losses paid under the insurance policies required by this Agreement. The waiver must apply to all deductibles and/or self-insured retentions applicable to the necessary insurance that the Vendor maintains.

ARTICLE 6 – INDEMNIFICATION AND HOLD HARMLESS

6.1 Vendor agrees that it shall indemnify, defend and hold harmless Lead Contracting Agency, its respective officials, directors, employees, members and agents (collectively, the "Indemnitees"), from and against any and all damages, claims, losses, expenses, costs, obligations and liabilities (including, without limitation, reasonable attorney's fees), finally awarded by a court of competent jurisdiction or as agreed to in settlement, suffered directly or indirectly by any of the Indemnitees to the extent of, or arising out of third party claims of, (i) any material breach of any material covenant, representation or warranty made by Vendor in this Agreement, (ii) any failure by Vendor to perform or fulfill any of its material obligations, covenants or agreements set forth in this Agreement, (iii) the gross negligence or intentional misconduct of Vendor, any subcontractor of Vendor, or any of their respective employees or agents, (iv) any failure of Vendor, its subcontractors, or their respective employees to comply with any Applicable Law, (v) any Employee Taxes or Unemployment Insurance, or (vi) any claim alleging that the Products and Services or any part thereof infringe any third party's U.S. patent, copyright, trademark, trade secret or other intellectual property interest. Such obligation to indemnify shall not apply where the damage, claim, loss, expense, cost, obligation or liability is

due to the breach of this Agreement by, or negligence or willful misconduct of, Lead Contracting Agency or its officials, directors, employees, agents or contractors. The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph. The indemnity obligations of Vendor under this Article shall survive the expiration or termination of this Agreement for two years.

6.2 LIMITATION OF LIABILITY: IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES IN CONNECTION WITH OR ARISING OUT OF THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR INJURIES TO PERSONS OR TO PROPERTY OR LOSS OF PROFITS OR LOSS OF FUTURE BUSINESS OR REPUTATION, WHETHER BASED ON TORT OR BREACH OF CONTRACT OR OTHER BASIS, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR ANY LIABILITY WHICH CANNOT BE EXCLUDED UNDER APPLICABLE LAW, A PARTY'S MAXIMUM AGGREGATE LIABILITY UNDER, ARISING OUT OF OR RELATING TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL AMOUNT OF FEES PAID OR PAYABLE DURING THE 12 MONTHS PRECEDING THE DATE THE LIABILITY FIRST ARISES.

6.3 The same terms, conditions and pricing of this Agreement may be extended to government members of National Purchasing Partners, LLC. In the event the terms of this Agreement are extended to other government members, each government member (procuring party) shall be solely responsible for the ordering of Products and Services under this Agreement. A non-procuring party shall not be liable in any fashion for any violation by a procuring party, and the procuring party shall hold non-procuring parties or unrelated purchasing parties harmless from any liability that may arise from action or inaction of the procuring party.

ARTICLE 7 – WARRANTIES

Purchaser shall refer to Vendor's Proposal for all Vendor and manufacturer express warranties, as well as those warranties provided under Attachment B herein.

ARTICLE 8 - INSPECTION AND REJECTION

8.1 Purchaser shall have the right to inspect and test hardware Products at any time prior to shipment, and within a reasonable time after delivery to the Purchaser's Destination. Products not inspected within a reasonable time after delivery shall be deemed accepted by Purchaser. The payment for Products shall in no way impair the right of Purchaser to reject nonconforming Products, or to avail itself of any other remedies to which it may be entitled.

8.2 Subject to Vendor's Hardware Addendum, if any of the hardware Products are found at any time to be defective in material or workmanship, damaged, or otherwise not in conformity with the requirements of this Agreement or any applicable Purchase Order, as its exclusive remedy, Purchaser may at its option and at Vendor's sole cost and expense, elect either to (i) return any damaged, non-conforming or defective Products to Vendor for correction or replacement, or (ii) require Vendor to inspect the Products and remove or replace damaged, non-conforming or defective Products with conforming Products. If Purchaser elects option (ii) in the preceding sentence and Vendor fails promptly to make the necessary inspection, removal and replacement, Purchaser, at its option, may inspect the Products and Vendor shall bear the cost thereof. Payment by Purchaser of any invoice shall not constitute acceptance of the Products covered by such invoice, and acceptance by Purchaser shall not relieve Vendor of its warranties or other obligations under this Agreement.

8.3 The provisions of this Article shall survive the expiration or termination of this Agreement.

ARTICLE 9 – SUBSTITUTIONS

Except as otherwise permitted hereunder, Vendor may not make any substitutions of Products, or any portion thereof, of any kind without the prior written consent of Purchaser.

ARTICLE 10 - COMPLIANCE WITH LAWS

10.1 Vendor agrees to comply with all Applicable Laws and at Vendor's expense, secure and maintain in full force during the term of this Agreement, all licenses, permits, approvals, authorizations, registrations and certificates, if any, required by Applicable Laws in connection with the performance of its obligations hereunder. At Purchaser's request, Vendor shall provide to Purchaser copies of any or all such licenses, permits, approvals, authorizations, registrations and certificates.

10.2 Purchaser has taken all required governmental action to authorize its execution of this Agreement and there is no governmental or legal impediment against Purchaser's execution of this Agreement or performance of its obligations hereunder.

10.3 When a Participating Agency procures Products and Services under this Agreement using United States federal funds, including but not limited to federal grants or FEMA funding, the procurement shall be subject to the terms and conditions set forth in Attachment D – Requirements for Procurements Utilizing Federal Funds and Grants, which is incorporated herein by reference. The Vendor shall comply with all applicable federal laws, regulations, and requirements outlined in Attachment D, including but not limited to those specified in 2 C.F.R. § 200, as amended, and any additional stipulations based on the source of funding. All references to "federal" in this section and Attachment D pertain exclusively to the United States federal government.

10.4 When a Participating Agency accesses Vendor's Products and Services with United States federal funds, Vendor shall comply with the provisions set forth in Attachment D – Provisions for Non-United States Federal Entity Procurements Under United States Federal Awards or Other Awards, which is incorporated herein by reference.

ARTICLE 11 – PUBLICITY / CONFIDENTIALITY

11.1 No news releases, public announcements, advertising materials, or confirmation of same, concerning any part of this Agreement or any Purchase Order issued hereunder shall be issued or made without the prior written approval of the Parties. Neither Party shall in any advertising, sales materials or in any other way use any of the names or logos of the other Party without the prior written approval of the other Party.

11.2 Any knowledge or information which Vendor or any of its affiliates shall have disclosed or may hereafter disclose to Purchaser, and which in any way relates to the Products and Services covered by this Agreement shall not, unless otherwise designated by Vendor, be deemed to be confidential or proprietary information, and shall be acquired by Purchaser, free from any restrictions, as part of the consideration for this Agreement.

ARTICLE 12 - RIGHT TO AUDIT

Subject to Vendor's reasonable security and confidentiality procedures, Purchaser, or any third party retained by Purchaser, may at any time upon prior reasonable notice to Vendor, during normal business hours, audit the books, records and accounts of Vendor to the extent that such books, records and accounts

pertain to sale of any Products and Services hereunder or otherwise relate to the performance of this Agreement by Vendor. Vendor shall maintain all such books, records and accounts for a period of at least three (3) years after the date of expiration or termination of this Agreement. The Purchaser's right to audit under this Article 12 and Purchaser's rights hereunder shall survive the expiration or termination of this Agreement for a period of three (3) years after the date of such expiration or termination.

ARTICLE 13 - REMEDIES

Except as otherwise provided herein, any right or remedy of Vendor or Purchaser set forth in this Agreement shall not be exclusive, and, in addition thereto, Vendor and Purchaser shall have all rights and remedies under Applicable Law, including without limitation, equitable relief. The provisions of this Article shall survive the expiration or termination of this Agreement.

ARTICLE 14 - RELATIONSHIP OF PARTIES

Vendor is an independent contractor and is not an agent, servant, employee, legal representative, partner or joint venture of Purchaser. Nothing herein shall be deemed or construed as creating a joint venture or partnership between Vendor and Purchaser. Neither Party has the power or authority to bind or commit the other.

ARTICLE 15 - NOTICES

All notices required or permitted to be given or made in this Agreement shall be in writing. Such notice(s) shall be deemed to be duly given or made if delivered by hand, by certified or registered mail or by nationally recognized overnight courier to the address specified below:

If to Lead Contracting Agency:

LEAGUE OF OREGON CITIES
1201 Court St. NE
Suite 200
Salem OR 97301
ATTN: Kevin Toon
Email: rfp@ORCities.org

If to Vendor:

Carbyne, Inc.
45 W 27th Street
Floor 2
New York, NY 10001-7065
ATTN: Legal
Email: legal@carbyne.com

Either Party may change its notice address by giving the other Party written notice of such change in the manner specified above.

ARTICLE 16 - FORCE MAJEURE

Except for Purchaser's obligation to pay for Products and Services delivered, delay in performance or non-performance of any obligation contained herein shall be excused to the extent such failure or non-

performance is caused by force majeure. For purposes of this Agreement, "force majeure" shall mean any cause or agency preventing performance of an obligation which is beyond the reasonable control of either Party hereto, including without limitation, fire, flood, sabotage, shipwreck, embargo, strike, explosion, labor trouble, accident, riot, acts of governmental authority (including, without limitation, acts based on laws or regulations now in existence as well as those enacted in the future), acts of nature, and delays or failure in obtaining raw materials, supplies or transportation. A Party affected by force majeure shall promptly provide notice to the other, explaining the nature and expected duration thereof, and shall act diligently to remedy the interruption or delay if it is reasonably capable of being remedied. In the event of a force majeure situation, deliveries or acceptance of deliveries that have been suspended shall not be required to be made upon the resumption of performance.

ARTICLE 17 - WAIVER

No delay or failure by either Party to exercise any right, remedy or power herein shall impair such Party's right to exercise such right, remedy or power or be construed to be a waiver of any default or an acquiescence therein; and any single or partial exercise of any such right, remedy or power shall not preclude any other or further exercise thereof or the exercise of any other right, remedy or power. No waiver hereunder shall be valid unless set forth in writing executed by the waiving Party and then only to the extent expressly set forth in such writing.

ARTICLE 18 - PARTIES BOUND; ASSIGNMENT

This Agreement shall inure to the benefit of and shall be binding upon the respective successors and assigns of the Parties hereto, but it may not be assigned in whole or in part by Vendor without prior written notice to Purchaser which shall not be unreasonably withheld or delayed.

ARTICLE 19 - SURVIVABILITY/PARTICIPATING AGENCY DISCRETIONARY EXTENSION

Provided the laws of the jurisdiction of the Participating Agency permit survivability of the contract term through a mutually agreed upon extension of the agreement between the Participating Agency and the Vendor beyond the term of the publicly awarded Agreement, to be determined and confirmed by the Participating Agency at its sole discretion, all applicable agreements and warranties that were entered into between Vendor and the Participating Agency under the terms and conditions of the Agreement shall survive the expiration or termination of the Agreement if mutually agreed upon between the Vendor and the Participating Agency. All purchase orders issued and accepted by Vendor shall survive expiration or termination of the Agreement for the term of the purchase order or subscription, unless the Participating Agency terminates the purchase order sooner. However, regardless of the term of the purchase order or subscription, no purchase order shall survive the expiration or termination of the Agreement unless the Participating Agency makes an express finding and justification for the longer term as mutually agreed upon by the Participating Agency and Vendor. The finding and justification must either be included in the purchase order or referenced in the purchase order and maintained in the Participating Agency's procurement record. Contract maintenance and adjustments contemplated after the maturity date of the Lead Public Agency cooperative procurement contract, and prior to the expiration date of the Purchase Order or subscription, shall be individually negotiated directly between the awarded Vendor and the Participating Agency identified in that Purchase Order or subscription. Rights and obligations under this Agreement which by their nature should survive, including, but not limited to, the administrative fee provided in the Vendor Administrative Agreement and any and all payment obligations invoiced prior to the termination or expiration hereof, obligations of confidentiality, and indemnification will remain in effect after termination or expiration hereof.

ARTICLE 20 - SEVERABILITY

To the extent possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under Applicable Law. If any provision of this Agreement is declared invalid or unenforceable, by judicial determination or otherwise, such provision shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or provisions and the rights and obligations of the Parties shall be construed and enforced accordingly.

ARTICLE 21 - INCORPORATION; ENTIRE AGREEMENT

21.1 All the provisions of the Attachments hereto are hereby incorporated herein and made a part of this Agreement. In the event of any apparent conflict between any provision set forth in the main body of this Agreement and any provision set forth in the Attachments, including the RFP and/or Vendor's Proposal, the provisions shall be interpreted, to the extent possible, as if they do not conflict. If such an interpretation is not possible, the provisions set forth in the main body of this Agreement shall control.

21.2 This Agreement (including Attachments and Contract Documents hereto) constitutes the entire Agreement of the Parties relating to the subject matter hereof and supersedes any and all prior written and oral agreements or understandings relating to such subject matter.

ARTICLE 22 - HEADINGS

Headings used in this Agreement are for convenience of reference only and shall in no way be used to construe or limit the provisions set forth in this Agreement.

ARTICLE 23 - MODIFICATIONS

This Agreement may be modified or amended only in writing executed by Vendor and the Lead Contracting Agency. The Lead Contracting Agency and each Participating Agency contracting hereunder acknowledge and agree that any agreement entered into in connection with any Purchase Order hereunder shall constitute a modification of this Agreement as between the Vendor and the Participating Agency. Any modification of this Agreement as between Vendor and any Participating Agency shall not be deemed a modification of this Agreement for the benefit of the Lead Contracting Agency or any other Participating Agency.

ARTICLE 24 - GOVERNING LAW

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Oregon or in the case of a Participating Agency's use of this Agreement, the laws of the State in which the Participating Agency exists, without regard to its choice of law provisions.

[Signature page to follow]

ARTICLE 25 - COUNTERPARTS

This Agreement may be executed in counterparts all of which together shall constitute one and the same Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the day and year last written below.

PURCHASER:

Signed by:
Signature: Patricia M. Mulvihill
0BD4F25C35F54D0...

Printed Name: Patricia M. Mulvihill

Title: Executive Director
LEAGUE OF OREGON CITIES

Dated: July 22, 2026 | 8:28 AM PDT

VENDOR:

Signed by:
Signature: Robert E. Driscoll, Jr.
55DAEBB131A4424...

Printed Name: Robert E. Driscoll, Jr.

Title: Deputy General Counsel
CARBYNE, INC.

Dated: 7/21/2026 | 11:29 AM MST

ATTACHMENT A

to Master Price Agreement by and between VENDOR and PURCHASER.

PRODUCTS, SERVICES, SPECIFICATIONS AND PRICES

Carbyne offers a fixed 10% discount on the published list prices. Carbyne retains the flexibility to offer deeper percentage discounts on a case-by-case basis. Additional pricing incentives may be extended during individual negotiations for large volume purchases, multi-year contract prepayments, or bundled product commitments.

Product Category	Percentage (%) Off List Price
DISPATCH SYSTEMS FOR FIRST RESPONDERS AND GOVERNMENT	10%
RECORD MANAGEMENT SYSTEMS	10%
CONVERSION/IMPLEMENTATION, TRAINING AND SUPPORT	N/A
REQUIRED SYSTEM HARDWARE:	N/A
INSTALLATION, MAINTENANCE, SERVICE AND TESTING	N/A
OTHER	10%

Freight and shipping costs any ancillary hardware components will be treated as an additional charge and clearly identified at the time of the individual customer quote and negotiation.

Pricing contained in this Attachment A shall be extended to all NPPGov members upon execution of the Intergovernmental Agreement.

Participating Agencies may purchase from Vendor's authorized dealers and distributors, as applicable, provided the pricing and terms of this Agreement are extended to Participating Agencies by such dealers and distributors. Vendor's authorized dealers and distributors, as applicable, are identified in at <https://carbyne.com/partners/>, as may be updated from time to time. [A current list may be obtained from Vendor.]

ATTACHMENT B

to Master Price Agreement by and between VENDOR and PURCHASER.

ADDITIONAL SELLER WARRANTIES

To the extent possible, Vendor will make available all warranties from third party manufacturers of Products not manufactured by Vendor, as well as any warranties identified in this Agreement and Vendor's Proposal.

ATTACHMENT C

to Master Price Agreement by and between VENDOR and PURCHASER.

PARTICIPATING AGENCIES

The Lead Contracting Agency in cooperation with National Purchasing Partners (NPPGov) entered into this Agreement on behalf of other government agencies that desire to access this Agreement to purchase Products and Services. Vendor must work directly with any Participating Agency concerning the placement of orders, issuance of the purchase orders, contractual disputes, invoicing, and payment. The Lead Contracting Agency shall not be held liable for any costs, damages, etc., incurred by any Participating Agency.

Any subsequent contract entered into between Vendor and any Participating Agency shall be construed to be in accordance with and governed by the laws of the State in which the Participating Agency exists. Each Participating Agency is directed to execute an Intergovernmental Cooperative Purchasing Agreement ("IGA"), as set forth on the NPPGov web site, www.nppgov.com. The IGA allows the Participating Agency to purchase Products and Services from the Vendor in accordance with each Participating Agency's legal requirements as if it were the "Purchaser" hereunder.

ATTACHMENT D

to Master Price Agreement by and between VENDOR and PURCHASER.

REQUIREMENTS FOR PROCUREMENTS UTILIZING FEDERAL FUNDS AND GRANTS

Summary of Key Provisions for Participating Agencies Utilizing U.S. Federal Funds

Participating Agencies acquiring goods or services through this contract using United States federal grants or FEMA funding are subject to specific requirements, including those outlined in 2 C.F.R. § 200. Additional stipulations may apply based on the source of funding. For reference, “federal” pertains exclusively to the United States federal government.

The following provisions are applicable solely when a Participating Agency procures Vendor equipment, products, or services with United States federal funds:

A. Equal Employment Opportunity

Contracts classified as “federally assisted construction contracts” under 41 C.F.R. § 60-1.3 must incorporate the Equal Opportunity clause pursuant to 41 C.F.R. § 60-1.4(b), ensuring compliance with Executive Order 11246 (as amended) and relevant Department of Labor regulations. This provision is included by reference.

B. Davis-Bacon Act, as Amended (40 U.S.C. § 3141-3148)

Prime construction contracts exceeding \$2,000 require adherence to the Davis-Bacon Act and related Department of Labor regulations (29 C.F.R. § 5). Contractors must pay at least the prevailing wage determined by the Secretary of Labor, with weekly payments mandated. Each solicitation must feature the current wage determination, and any violations must be reported to the awarding agency. Compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145; 29 C.F.R. § 3) is also required.

C. Contract Work Hours and Safety Standards Act (40 U.S.C. § 3701-3708)

Contracts exceeding \$100,000 involving mechanics or laborers must comply with 40 U.S.C. §§ 3702 and 3704, and 29 C.F.R. § 5. Wages must reflect a standard 40-hour work week, with overtime compensated at no less than one and a half times the basic rate. Workers must not be subjected to hazardous or unsafe conditions. These rules exclude supply purchases and transportation contracts. The Vendor confirms compliance throughout the contract duration.

D. Rights to Inventions Made Under a Contract or Agreement

If the federal award qualifies as a “funding agreement” per 37 C.F.R. § 401.2(a), recipients contracting with small businesses or nonprofit organizations for research must observe 37 C.F.R. § 401 and associated regulations.

E. Clean Air Act and Federal Water Pollution Control Act

For contracts and subgrants exceeding \$150,000, full compliance with the Clean Air Act (42 U.S.C. § 7401–7671Q) and Federal Water Pollution Control Act (33 U.S.C. § 1251–1387) is mandatory. Any violations should be reported to both the awarding agency and the EPA. Vendors certify their compliance.

F. Debarment and Suspension (Executive Orders 12549 and 12689)

No contract shall be awarded to entities listed in the System for Award Management (SAM) exclusions under 2 C.F.R. § 180 and Executive Orders 12549 and 12689. Vendors confirm they are neither debarred nor excluded by any federal agency.

G. Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352)

Vendors must submit requisite certifications and refrain from utilizing federal funds to influence government officials in relation to contracts, grants, or awards. All lobbying with non-federal funds must be disclosed and communicated across all tiers. Vendors agree to adhere strictly to the Byrd Anti-Lobbying Amendment.

H. Record Retention Requirements

Vendors shall retain records in accordance with 2 C.F.R. § 200.333 for three years beyond final report submission and until all matters have been resolved.

I. Energy Policy and Conservation Act Compliance

Where relevant, Vendors must comply with mandatory energy efficiency standards detailed in the state energy conservation plan under the Energy Policy and Conservation Act.

J. Buy American Provisions Compliance

When applicable, Vendors must comply with the Buy American Act and ensure purchases adhere to procurement rules that require free and open competition.

K. Access to Records (2 C.F.R. § 200.336)

Vendors grant authorized representatives of federal agencies access to pertinent books, documents, papers, and records for audits, examinations, excerpts, and transcriptions, as well as personnel interviews relating to such records.

L. Procurement of Recovered Materials (2 C.F.R. § 200.322)

Non-federal entities that are state agencies or political subdivisions and their contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. This includes procuring items designated in EPA guidelines (40 C.F.R. § 247) containing the highest practical percentage of recovered materials, maximizing energy and resource recovery for solid waste management, and establishing affirmative procurement programs for recovered materials as specified by EPA.

Entities utilizing United States federal grant or FEMA funds for procurement may be subject to further requirements, including those under 2 C.F.R. § 200, with all references to “federal” denoting the United States federal government.

Entities using U.S. federal grant or FEMA funds for procurement may be subject to additional requirements under 2 C.F.R. § 200. All references to “federal” are specific to the United States federal government.

ATTACHMENT E

to Master Price Agreement by and between VENDOR and PURCHASER.

Vendor's Proposal

(The Vendor's Proposal is not attached hereto.)

(The Vendor's Proposal is incorporated by reference herein.)

ATTACHMENT F

to Master Price Agreement by and between **VENDOR** and **PURCHASER**.

Purchaser's Request for Proposal

(The Purchaser's Request for Proposal is not attached hereto.)

(The Purchaser's Request for Proposal is incorporated by reference herein.)

ATTACHMENT G

to Master Price Agreement by and between VENDOR and PURCHASER.

The Vendor retains authority to negotiate above and beyond the terms of this Agreement to meet the Purchaser or Vendor contract requirements.

ADDITIONAL VENDOR TERMS OF PURCHASE, IF ANY.

Access to and use of Carbyne software and SaaS platform is subject to its standard terms and conditions and the Support Terms and Service Level Agreement at <https://carbyne.com/legal/>. For complete product and application descriptions, customer resources, blogs, webinars, and press releases, visit www.carbyne.com.

Carbyne Terms and Conditions

These Carbyne Terms and Conditions (“**Agreement**”) govern your access to and use of the Solution offered by us or our Affiliates. By using the Solution, or upon your agreement to the Quote for the Solution, you indicate you have read, understand and agree to the terms and conditions of this Agreement. If you use the Solution on behalf of an organization, you agree to this Agreement on behalf of that organization and you represent and warrant that you have the authority to do so. “**Carbyne**”, “**us**”, “**we**” or “**our**” refers to Carbyne Ltd., Carbyne, Inc. or Carbyne911 Mexico S. de RL de CV, as specified on the Quote, on behalf of itself and its Affiliates, and “**Customer**”, “**you**” and “**your**” refers to the customer signing below.

DEFINITIONS

Affiliates means any other person that directly or indirectly controls, or is controlled by or under common control with a party, with ‘control’ as applied to any party being the direct or indirect ownership of more than fifty percent (50%) of the equity or voting interest in such party.

Authorized User means you or your employees, consultants, agents or contractors who are granted access to the Solution by you as part of their support of your internal business or operations.

Confidential Information means information (whether oral, written or in some other tangible form) disclosed by one party (the “disclosing party”) to the other party (the “receiving party”) that is obtained by the receiving party under or in connection with this Agreement and that is marked as confidential, is by its nature confidential or relates to the business or affairs of the disclosing party.

Documentation means the then-current standard product sheet provided or made available by us with respect to the Solutions which describes its features and functionalities. Documentation specifically excludes marketing and promotional materials and proposals.

Intellectual Property Rights means any and all intellectual property rights including patents, trademarks, design rights, copyright, rights in databases, know-how, look-and-feel, domain names and all similar rights (whether or not registered or capable of registration and whether subsisting in any part of the world), together with any and all goodwill relating or attached thereto, all derivative works and all extensions and renewals thereof.

License Designation refers to the permitted Software installation and Solution use rights as follows:

(a) **Primary License**: you may install the Software on your workstations up to the number of licenses specified on the Quote and access and use the Solution from such workstations.

(b) **Backup License**: you may install the Software on your backup workstations up to the number of licenses specified on the Quote and access and use the Solution from such workstations only for backup purposes.

(c) **Concurrent License**: you may install the Software on your workstations up to the number of licenses specified on the Quote, and you may access and use the Solution from only up to 50% of such workstations at any given time (unless otherwise indicated in the Quote).

If no License Designation is provided on the Quote, the License Designation is considered a Primary License.

Platform means the hosted platform, software as a service and/or other hosted product or service which we or our Affiliate(s) make available to you pursuant to this Agreement. The Platform excludes Software.

Privacy Policy means the policy found at <https://carbyne.com/privacy-policy-2/>, which describes how we use personal data you and your Authorized Users provide to us, including personal data which is shared with us in connection with your use of the Solutions.

Quote refers to the ordering document, such as a quote, agreed to in writing between you and us which is subject to this Agreement and describes the Solution (including the number of Software licenses, as applicable) and Support Services you wish to purchase from us and the applicable fees.

Solution means the Software and Platform which we or our Affiliate(s) make available to you pursuant to this Agreement. The Solution does not include Third Party Content.

Software means the software in object code we provide to you for download under this Agreement which enables you and your Authorized Users to access the Platform. Software includes any upgrades we provide in accordance with the Support Terms and Service Level Agreement. Software excludes the Platform.

Subscription Term means the duration of your subscription to use the Solution specified in the applicable Quote.

Support Services means the maintenance and support services provided in connection with your use of the Solution in accordance with the Support Terms and Service Level Agreement.

Support Terms and Service Level Agreement (or SLA) means the document provided by us describing the Support Services

provided by us, which includes our commitment regarding the performance of the Platform, as updated and which is incorporated into this Agreement by this reference.

Supplemental Terms means additional terms and conditions that apply to specified products and services or address specific requirements, as mutually agreed upon between the parties in writing, which are made part of this Agreement.

Third Party Content means applications, materials, data and information, such as location and transcription and translation services, which are provided by a third party and are made available to you through your use of the Solutions.

Third Party Services means services such as porting phone numbers, voice services provided by Bandwidth and Twilio and broadband circuits provided by a third party which we pass through to you for use with the Solution.

Your Data means data (including personal data of callers), records, reports, recordings and files you or your Authorized Users enter into the Solution, including the content of any message, video, or chat sent or received using the Platform, or which are otherwise generated by you or your Authorized Users through access or use of the Solution. Your Data includes log information from your use of the Platform, such as log data from your use of the Solution which is stored in Events History. Your Data does not include Third Party Content.

1. USE AND LICENSE OF PRODUCTS

1.1 Carbyne offers a Solution comprised of a cloud-based Platform accessed by Authorized Users through Software installed on an Authorized User's computer. During the Term, provided you are current in your payment obligations, we grant you: (i) the right to access the Platform through the Software;

(ii) a non-exclusive, non-transferable, non-sublicensable, limited, revocable right to download, install and use the Software solely for purposes of exercising your rights to access the Platform as part of the Solution. In accordance with the specified License Designation, you may install the Software up to the number of licenses set forth in the Quote, and you may access and use the Solution for your internal business purposes only. If we provide you with our hardware or equipment, such as a serial-to-IP device or audio trigger module, for your use with the Solution, unless otherwise agreed upon in writing, upon expiration or termination of this Agreement, you are required to promptly return this hardware or equipment to us.

1.2 You may permit Authorized Users to access and use the Solution and Documentation provided you are responsible for: (i) ensuring all Authorized Users use the Solution and Documentation only for support of your internal business and operations in accordance with this Agreement, and (ii) any unauthorized use of the Solution or any breach of this Agreement by an Authorized User.

1.3 You are responsible for obtaining and maintaining your own IT infrastructure and any ancillary services needed to use the Solution (such as internet, electricity, modems, servers, workstations, hardware and operating systems) and for the security of your systems, including the Software installed on your systems, and will take commercially reasonable steps to exclude malware, viruses, spyware and Trojans from your systems. You and your Authorized Users may use the Platform to send and receive messages, and you are solely responsible for any such messages and their content.

1.4 As part of your use of the Solution and Support Services, you may receive access to Third Party Content and Third Party Services. You are responsible for compliance, including compliance by your Authorized Users, with any terms which apply to Third Party Content and Third Party Services. We make any Third Party Content and Third Party Services available "AS IS" without support (unless otherwise specified), representations or warranties of any kind and we have no responsibility or liability for the availability, quality or accuracy of Third Party Content and Third Party Services which you use or rely upon. We recommend you verify any Third Party Content made available in the Solution. We may suspend or terminate provision or availability of any Third Party Content or Third Party Services at any time without any liability, and such suspension or termination will not be deemed a breach of this Agreement.

2. Orders and Fees

2.1 Orders for the Solution, and any related services, are placed when you agree in writing to a Quote issued by us. Quotes are subject to this Agreement. The subscription start date for the Solution is as set forth in the Quote. If your subscription term to the Solution is more than one year, or your Quote states otherwise, annual subscription fees may be subject to a fee adjustment on each anniversary date of the subscription start date to account for changes to the U.S. Department of Labor Consumer Price Index ("CPI"). Such fee adjustments are limited to the greater of 3% or the change in the CPI for the twelve month period preceding the anniversary date.

2.2 You agree to pay the fees set forth on the applicable Quote. We may also invoice you for additional fees if you exceed the permitted use. Unless otherwise specified in the Quote, fees are payable within 30 days of the date of the invoice we issue. All payments not made when due are subject to a late charge of 1.5% per month or the maximum amount allowed by law, compounded annually. You agree to pay fees by wire transfer or check to the account details provided by us in writing, or such other account as may be designated by us from time to time. Any fees specified on the Quote are exclusive of applicable taxes.

2.3 If you fail to pay any fees in accordance with the terms of this Agreement and the applicable Quote, in addition to any

other rights and remedies available to us, we may suspend or limit your access to the Platform until all outstanding fees have been paid.

2.4 You agree to pay (and to reimburse us or our authorized agent, if applicable, on request if we are required to pay on your behalf) any applicable taxes, assessments and duties of any kind and nature that is levied or imposed by any governmental authority on your use of the Solution, or your receipt of support or other services, but not including taxes based on our net income. If you are exempt from taxes, then you must provide a valid exemption certificate or other government approved documentation to us.

3. Professional Services and Your Cooperation

3.1 You may request professional services, such as installation and integration services, in connection with your use of the Solution ("Professional Services"). A description of the Professional Services will be set forth in a Statement of Work ("SOW"), as mutually agreed in writing, which will be subject to this Agreement and the Professional Services Terms and Conditions. We will invoice any fees for Professional Services, and such fees are payable, in accordance with the applicable SOW.

3.2 You acknowledge that the timely provision of and access to your systems, equipment, assistance, cooperation, complete and accurate information and data ("Your Cooperation") are essential to performance of any services, including Professional Services, under this Agreement and our performance of such services is dependent on Your Cooperation. This may also include providing appropriate contacts and facilitating discussions with any third-party vendor or subcontractor you have engaged, whose services are required to interact or connect with the Solution or is required for us to provide the Solution to you. We will use commercially reasonable efforts to integrate the specified interfaces with the Solution. If you are unable to or fail to timely perform your obligations under this Agreement or a SOW, you relieve us of any dependent obligations to the extent of such delay.

4. Your Obligations and Restrictions

4.1 You represent and warrant (i) that no third party agreement prevents you from using the Solutions as contemplated under this Agreement; (ii) you will manage, secure and protect from unauthorized use or disclosure, and keep confidential, all Software license keys and login credentials used by Authorized Users in connection with use of the Software and Platform.

4.2 You shall not, directly or indirectly: (i) infiltrate, hack, reverse engineer, decompile or disassemble the Solution or any part of the Solution for any purpose; (ii) interfere with, modify, disrupt or disable features or functionality of the Solution; (iii) remove or use the name, trademarks, trade-names, logos and

other proprietary notices contained on or in Solution; (iv) make derivative works of the Solution or copy any part or content of the Solution other than for your own internal business purposes as specifically permitted in this Agreement; (v) use the Solution or any part of the Solution to build a competitive product or service; (vi) sell, sublicense, distribute or rent the Solution (in whole or part), grant non-Authorized Users access to the Solution or use the Solution to provide a hosted or managed service to others (except to the extent expressly permitted in this Agreement). You shall provide us with reasonable assistance to prevent the occurrence of any such activities by any third parties.

4.3 Furthermore, you shall not use the Solution: (i) for any illegal or fraudulent activity; (ii) to violate the rights of others; (iii) to threaten, incite, promote or actively encourage violence, terrorism or other serious harm; (iv) for any content or activity that promotes child sexual exploitation or abuse; (v) to violate the security, integrity or availability of any user, network, computer or communications system, software application, or network or computing device; (vi) to distribute, publish, send or facilitate the sending of unsolicited mass email, robocalls or other messages, promotions, advertising or solicitations (or "spam").

5. Platform Availability and Support

5.1 You may request Support Services, as described in the Support Terms and Service Level Agreement. We will make the Platform available to you in accordance with the SLA, subject to operational requirements such as regularly scheduled maintenance and downtime. In the event of any downtime of the Platform, your only remedy is as set forth in the SLA or to cease use of the Platform. Our obligations and commitments in the Support Terms and Service Level Agreement only apply to the Solution and not to any other hardware, equipment, software, products or services. Unless otherwise specified on the Quote, all hardware and third-party licenses and any other equipment, applications, and materials (collectively "Equipment") used with our products and services are your responsibility. Our support obligations and warranties do not extend to such Equipment.

5.2 We may at any time: (i) introduce new or additional products and services, (ii) update the Solution to improve or add features or functionalities to the Solution, or (iii) modify the Solution to cease providing a feature or functionality. We may share information about future products, features, enhancements or other changes to the Solution in advance, but you should not rely upon this information when deciding to subscribe. We have no obligation to make these products, features, enhancements and changes generally available, and we are unable to promise or guarantee they will be compatible with your systems. Your decision to subscribe should be based upon the functionality available at the time you are making that decision and not on any potential future functionality. We will

make available to you any additional terms and/or technical requirements applicable to generally available new or enhanced products and services in advance. You may choose to purchase a subscription to generally available new or enhanced products and services subject to written agreement to the applicable quote and terms and conditions.

5.3 If we materially degrade or remove a functionality from the Solution that affects your use of the Solution, we will notify you as soon as reasonably practicable and you may terminate this Agreement by notifying us in writing no later than thirty (30) days after the date of such notice. If you terminate this Agreement as permitted in this Section, the termination will be effective as of the date specified in the notice and you will remain responsible for all fees incurred up to, and including, the effective date of such termination. We will refund any prepaid fees prorated from the effective date of the termination, less any applicable discounts not earned as of the effective date of the termination. Your continued use of the Solution after the effective date of any change is deemed as acceptance of the modified Solution.

6. Confidentiality

6.1 The receiving party agrees (i) not to disclose the disclosing party's Confidential Information to any third parties other than to its directors, employees, advisors, or consultants (collectively, its "Representatives") on a "need to know" basis and provided that such Representatives are bound by confidentiality obligations not less restrictive than obligations described in this Agreement; (ii) not to use or reproduce any of the disclosing party's Confidential Information for any purposes except to carry out its rights and responsibilities under this Agreement; (iii) to keep the disclosing party's Confidential Information confidential using at least the same degree of care it uses to protect its own confidential information, which shall in any event not be less than a reasonable degree of care. Notwithstanding the foregoing, the receiving party may disclose disclosing party's Confidential Information in its possession to the extent required by legal process or applicable law, rule or regulation, provided prior to such disclosure, if legally allowed, receiving party gives prompt notice to the disclosing party to give disclosing party an opportunity to seek a protective order or other appropriate relief.

6.2 Confidential Information excludes any information that:

(i) is now or subsequently becomes generally available in the public domain through no fault or breach on the part of receiving party; (ii) the receiving party has in its possession without any duty of confidentiality prior to disclosure of the Confidential Information by the disclosing party; (iii) the receiving party rightfully obtains from a third party who has the right to transfer or disclose it, without default or breach of any confidentiality obligations; (iv) the receiving party has independently developed, without breach of this Agreement

and/or without any use of or reference to the Confidential Information.

6.3 This Section 6 does not prohibit you from disclosing the terms of this Agreement to the extent required by public disclosure laws which apply to you ("Public Disclosure Laws"), provided that, to the extent permitted, material terms of this Agreement (such as representations and warranties, indemnity and limitation of liability) and trade secrets, non-publicly available pricing, product road maps or business strategies are redacted.

7. Data, Data Privacy

7.1 Our Privacy Policy governs your rights arising from and relating to data protection and privacy, including our practices with respect to the collection, use and disclosure of certain data and/or personal information provided to us in connection with your use of the Solution. We may use contact information you provide to us to communicate with you about the Solution and send you information we think may be of interest to you based on your marketing communication preferences. Our use of your personal data remains subject to the Privacy Policy. The parties may enter into additional Supplemental Terms governing data privacy, if necessary to comply with applicable privacy laws.

7.2 You grant us a license to use, reproduce, transmit and analyze Your Data, solely as required to provide the Solution to you (including performance of operations by the Solution in accordance with Documentation and this Agreement), and to provide Support Services and Professional Services. You retain all rights, title and interest, including Intellectual Property Rights, in and to Your Data. You are solely responsible for all Your Data. You represent and warrant that you own all Your Data, or you have all consents and rights that are necessary to share Your Data with us and to grant us the rights to Your Data under these Terms. You also represent and warrant that neither Your Data, nor your use and provision of Your Data through the Solution, nor our use of Your Data to provide the Solution, Support Services or Professional Services, will infringe, misappropriate or violate a third party's intellectual property rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

7.3 Unless you provide us with written instruction otherwise, we will retain Your Data which you submit to the Platform or which is recorded or stored in the course of your use of the Solution, for a period of two years during the Subscription Term (the period we retain your data referred to as the "Data Retention Period"). Your Data is automatically deleted thirty days after (a) the Data Retention Period, (b) the expiration of the Subscription Term or (c) termination of the Subscription Term for any reason; however, at any time prior to such deletion, you may download Your Data which has been stored on the Platform. You acknowledge you are responsible for your compliance with any applicable data retention laws. You will be

solely responsible for any data requests. We will have no further obligation with respect to Your Data after the Data Retention Period or after the deletion of Your Data.

7.4 We may create anonymized and aggregated statistical data from your usage of the Solution, which does not include your personal data. We may use such anonymized and aggregated data for our own internal purposes, such as to develop and improve the Solution, to develop new services or products, and to identify usage trends.

8. Compliance

8.1 You agree to use the Solution in accordance with all applicable laws, including any applicable privacy and export laws. You agree to comply with all applicable sanctions (including embargoes) and re-export control laws and regulations including (to the extent applicable) those of the United States of America. We are not obligated to perform under this Agreement if doing so is in violation of national or international foreign trade or customs requirements or any embargoes or other sanctions.

8.2 You agree to report any known or suspected misuse of the Solution to us. We have the right to monitor your use of the Solution (but not Your Data) to verify your compliance with this Agreement at any time. If your use of the Solution exceeds the License Designation, we will provide you with notice of any additional fees or increases in the annual subscription fee for the next annual period. Furthermore, if we reasonably believe that you are using the Solution in an unauthorized or improper manner, we may, without notice and at our sole discretion, without limiting any other remedy available to us, terminate or suspend your right to use the Solution (or any feature, functionality or content which we determine is being used in violation of this Agreement) or take any other action we consider appropriate.

9. Warranties; Disclaimer

9.1 Each party warrants it has the full capacity and authority and all necessary consents to enter into and perform its respective obligations under this Agreement.

9.2 We warrant that the Solution provided to you under this Agreement are in material compliance with the features and functionalities described in the applicable Documentation. If the Solution fails to perform as warranted in this Agreement, to the extent permissible under applicable law, our sole obligation, and your exclusive remedy, will be (i) to use commercially reasonable efforts to repair or restore the non-conforming Solution so that it conforms to this warranty, or (ii) if such repair or restoration may not be, in our opinion, available within a reasonable time or with reasonable efforts, to terminate the non-conforming Solution and refund to you any prepaid amounts for such Solution on a pro-rata basis for the remainder of the Term. You acknowledge we have no responsibility for

breach of such warranty to the extent due to the operation of any third-party computer programs, software, hardware, lines, or equipment, including but not limited to computer equipment, and peripherals, server equipment, communications equipment, and data lines.

9.3 YOU ACKNOWLEDGE WE DO NOT PROVIDE TELEPHONE SERVICES, INTERCONNECTED VOIP SERVICES, OR 911 SERVICES. WE MAKE NO REPRESENTATION THAT WE ARE AN INTERCONNECTED VOIP SERVICE OR A COVERED 911 SERVICE PROVIDER, AND YOU MUST OBTAIN SUCH SERVICES FROM THE APPROPRIATE THIRD PARTY SERVICE PROVIDER. ANY SUCH THIRD PARTY SERVICES PROVIDED TO YOU ARE ONLY PASSED THROUGH TO YOU AS A CONVENIENCE IN CONNECTION WITH YOUR USE OF THE SOLUTION. YOUR USE OF THIRD PARTY SERVICES MAY BE SUBJECT TO THE TERMS OF THE APPLICABLE SERVICE PROVIDER.

9.4 YOU ACKNOWLEDGE THAT WE DO NOT MAKE ANY REPRESENTATION OR RECOMMENDATIONS WITH REGARD TO THE CONTENT OR COMPLIANCE OF THE SOLUTION, OR ANY OTHER PRODUCT OR SERVICE WE OFFER, WITH LAWS, RULES, REGULATIONS AND INDUSTRY STANDARDS (INCLUDING NENA STANDARDS AND DATA RETENTION REQUIREMENTS) WHICH APPLY TO YOUR INTENDED USE, SUCH AS RECEIVING AND PROCESSING EMERGENCY CALLS. YOU ARE RESPONSIBLE FOR MAKING YOUR OWN LEGAL DETERMINATION ON WHETHER YOU CAN USE THE SOLUTION AND ANY OTHER PRODUCTS AND SERVICES WE OFFER FOR YOUR INTENDED USE.

9.5 EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, WE PROVIDE THE SOLUTION (INCLUDING ANY INFORMATION AND DATA MADE AVAILABLE THROUGH THE SOLUTION OR ANY FEATURE), SUPPORT SERVICES AND DOCUMENTATION TO YOU ON AN "AS IS" BASIS, WITHOUT WARRANTIES OR REPRESENTATIONS OF ANY KIND. YOUR USE OF THE SOLUTION AND ANY INFORMATION OR DATA MADE AVAILABLE TO YOU IS AT YOUR DISCRETION. WE EXPRESSLY DISCLAIM ALL WARRANTIES, WHETHER STATUTORY, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR ACCURACY. WE FURTHER DISCLAIM ANY WARRANTY THAT THE OPERATION OF THE PLATFORM OR ANY RELATED SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, FAULT TOLERANT, FAIL SAFE, FREE OF HARMFUL COMPONENTS, OR THAT ANY CONTENT, INCLUDING YOUR DATA, WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED.

10. Intellectual Property Rights; Our Indemnity; Customer Responsibilities

10.1 As between you and us, we or our licensors retain all rights, title and interest, including Intellectual Property Rights, in and to the Solution, Support Services, Professional Services and

Documentation, including specifications, materials and user manuals provided by us. You agree not to copy, distribute, modify or make derivative works of the Solution and Documentation or any other components or content, or to use any of our Intellectual Property Rights in any way not expressly permitted by us.

10.2 Provided you comply with Section 10.3 below, we will defend you from any claims brought by a third party alleging your use of the Solution in accordance with this Agreement infringes their Intellectual Property Rights ("IP Claim"). We will indemnify you from any amount finally awarded against you by a court of competent jurisdiction or amount which is agreed upon in settlement as a result of the IP Claim. This indemnity will not apply to the extent the underlying allegation arises from: (i) your breach of this Agreement or your negligence, or use of the Solution outside the scope of this Agreement; (ii) combination or use of the Solution with third party equipment, hardware, materials, components or applications; or (iii) use of the Solution after you become aware of the IP Claim (unless we agree you can continue to use it). Our entire obligation and liability in connection with any allegation that a person's intellectual property rights have been infringed are set forth in this Section 10.2.

10.3 To receive the benefit of Section 10.2, you shall (i) promptly notify us in writing of any IP Claim for which indemnity is claimed, provided that failure to so notify will not relieve us of our obligation except to the extent it is prejudiced by your delay in providing us with such notice, and (ii) allow us to solely control the investigation, defense and settlement of the IP Claim, (iii) provide us with reasonable cooperation and assistance in defending such claim (at our cost), and (iv) immediately cease use of the Software and Platform which is subject to the IP Claim.

10.4 You are responsible for any claims, suits or proceedings arising out of or relating to your (or your Authorized Users'): (i) violation of any third party rights (including third party Intellectual Property Rights or privacy rights); (ii) use of the Solution and Documentation in breach of the terms of this Agreement; (iii) the operation and your combination or use of the Solution with Your Data and third party equipment, software, applications, materials and/or services; (iv) Your Data; and (v) breach of Section 4 (Your Obligations).

11. Limitation of Liability

11.1 NOTHING IN THIS AGREEMENT LIMITS A PARTY'S LIABILITY FOR WILLFUL MISCONDUCT OR FRAUD, BREACH OF ITS CONFIDENTIALITY OBLIGATIONS UNDER THIS AGREEMENT, ITS RESPECTIVE OBLIGATIONS UNDER SECTION 10 (INDEMNITY; RESPONSIBILITIES), OR ANY LIABILITY WHICH CANNOT BE EXCLUDED UNDER APPLICABLE LAW.

11.2 SUBJECT TO SECTION 11.1, EACH PARTY'S MAXIMUM AGGREGATE LIABILITY UNDER, ARISING OUT OF OR RELATING

TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL AMOUNT OF FEES PAID OR PAYABLE BY YOU TO US DURING THE 12 MONTHS PRECEDING THE DATE THE LIABILITY FIRST ARISES.

11.3 SUBJECT TO SECTION 11.1, TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE FOR LOST PROFITS, LOSS OF USE, LOSS OF DATA (INCLUDING YOUR DATA), COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), STATUTORY OR OTHERWISE, WHETHER OR NOT SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. Term; Termination

12.1 The Subscription Term and start date are set forth on the Quote. The subscription shall automatically renew for additional 12 month periods (each a "**Renewal Term**") after the initial Subscription Term unless either party provides written notice of its desire to terminate to the other party at least 30 days prior to the expiration of the then applicable term, unless otherwise set forth in the Quote or unless the Agreement is terminated in accordance with the terms of this Section 12.

12.2 Either party may terminate an Quote or this Agreement immediately by giving written notice to the other party if: (i) the other party breaches a material provision of this Agreement and fails to remedy the breach (if capable of remedy) within thirty (30) days after receipt of written notice; (ii) the other party breaches any of its confidentiality obligations; (iii) the other party is judged bankrupt or insolvent, makes a general assignment for the benefit of its creditors, a trustee or receiver is appointed for such party, or any petition by or on behalf of such party is filed under any bankruptcy or similar laws. Additionally, we may also terminate this Agreement if we reasonably believe you intend to undergo any of the foregoing or reasonably believe you are, or will be, unable to provide your services which require use of the Solution. Outstanding Quotes are automatically terminated upon termination of this Agreement.

12.3 Upon expiration of the Subscription Term or termination of the Quote, any outstanding fees shall become due and payable, and you will immediately cease use of the affected Solution. Furthermore, any Third Party Services which are passed through to you for use with the Solution will automatically terminate unless you contract directly with the third party providers for such services prior to the subscription expiration or termination, and we will have no further obligation to provide Third Party Services to you following expiration or termination of your subscription for any reason. In the event of termination of this Agreement, you will also return or destroy, at our option, all Confidential Information in your possession (and certify in writing you have done so). Sections 1.4, 6, 7, 9.2, 9.3, 9.4,

9.5, 10, 11, 12.3, 13.2 and 14 shall survive any expiration or termination of this Agreement.

13. Trial Services; Free of Charge Services

13.1 We may enable you to access and use a Carbyne feature, product or service (which may not be generally available) for use with the Solution for beta-testing or evaluation purposes, as specified in a Quote, and to provide feedback to us (which we may use freely) (each a "Trial Service"). We may also give you access to a generally available Carbyne feature, product or service for use with the Solution without additional fee for your internal use in accordance with this Agreement (each a "Free of Charge Service"). If we do so, you may use the Trial Service and Free of Charge Service only for the permitted purpose.

13.2 Any use of a Trial Service or Free of Charge Service is at your own risk. Trial Services and Free of Charge Services are provided "AS IS" WITHOUT WARRANTY OF ANY KIND AND "AS AVAILABLE". The SLA and any security standards in this Agreement do not apply to Trial Services and Free of Charge Services. We may, at our discretion and without notice, change, limit or discontinue any Trial Services and Free of Charge Services, including your access and use. Our entire liability for all claims, damages and indemnities arising out of or related to your use of Trial Services and Free of Charge Services will not exceed in the aggregate USD \$1,000.00 (or equivalent in local currency).

14. General

14.1 The Solution is a commercial product that was developed exclusively at private expense. If the Solution is acquired directly or indirectly for use by the U.S. Government, then the parties agree that the Solution is considered 'Commercial Items' and 'Commercial Computer Software' or 'Computer Software Documentation', as defined in 48 C.F.R. §2.101 and 48 C.F.R. §252.227-7014(a)(1) and (a)(5), as applicable. The Solution may only be used under the terms of this Agreement as required by 48 C.F.R. §12.212 and 48 C.F.R. §227.7202. The U.S. Government will only have the rights set forth in this Agreement, which supersedes any conflicting terms or conditions in any government order document, except for provisions which are contrary to applicable mandatory federal laws. Unless otherwise expressly required, we will not be required to obtain a security clearance or otherwise be involved in accessing U.S. Government classified information.

14.2 Neither party will be liable for events beyond its reasonable control or for delay or failure to perform any obligations under this Agreement (except with respect to any payment obligations) due to any cause beyond its reasonable control. The delayed party will promptly notify the other party of any such event.

14.3 All notices shall be in writing and given in person, by an overnight courier service which provides tracking information to evidence delivery, by registered mail, or by email with confirmation of receipt, addressed to the address or email, as applicable, set forth in this Agreement or to such other address or email as a party may designate to the other in accordance with the notice procedure. All notices delivered in person or by courier service are deemed to have been given upon delivery, notices sent by registered mail are deemed given three calendar days after posting, and notices sent by email are deemed given when received and opened as validated by the read receipt.

14.4 We may reference you as a customer or user of our products in our publicity or general marketing communications and activities.

14.5 This Agreement constitutes the entire agreement between you and us and supersedes any previous agreements or representations, either oral or written, including any additional or preprinted terms on purchase orders, with respect to the subject matter of this Agreement. All amendments will be made only in writing. We may update, amend or modify this Agreement from time to time as required to comply with applicable law or as required by our licensors or vendors with thirty (30) days prior written notice. If there is a conflict between this Agreement, Supplemental Terms and a Quote, the Quote, then the Supplemental Terms, will take precedence to the extent of such conflict and only with respect to the applicable Solution, Support Services and any Professional Services under such Quote and Supplemental Terms. If any part of this Agreement is declared invalid or unenforceable for any reason, such part shall be deemed modified to the extent necessary to make it valid and operative and in a manner most closely representing the intention of the parties. Any failure by a party to insist upon or enforce performance by the other of any of the provisions of this Agreement or to exercise any rights or remedies under this Agreement or otherwise by law will not be construed as a waiver or relinquishment of any right to assert or rely upon the provision, right or remedy in that or any other instance.

14.6 You may transfer or assign your rights or obligations under this Agreement to a third party only with prior written consent from us. Any purported assignment contrary to this section shall be void. We may assign this Agreement to any of our Affiliates or to a successor entity in the event of a merger or acquisition without your prior written consent, and we will provide you with written notice of such assignment.

14.7 Some of our licensors and suppliers may be third-party beneficiaries under this Agreement.

14.8 If you provide any ideas or feedback regarding any products and services offered by Carbyne (including Free of Charge Services), such as suggestions for changes or enhancements and new product ideas, (collectively

“Feedback”), you agree Feedback is not considered your Confidential Information, intellectual property or trade secret. You hereby assign any rights you may have in the Feedback to us, and accordingly we may use Feedback freely without restriction. In the event such assignment is not feasible or is deemed invalid for any reason, you grant us an irrevocable, sublicensable, perpetual, worldwide, royalty free right and license to use the Feedback freely.

14.9 If you are entering into this Agreement with Carbyne, Inc. this Agreement is governed by the laws of the State of New

York, without regard to its conflict of law principles, and the parties agree to submit to the exclusive jurisdiction of courts in New York, New York. If you are entering into this Agreement with Carbyne Ltd. or Carbyne911 Mexico S. de RL de CV, this Agreement is governed by the laws of Israel, without regard to its conflict of law principles, and the parties agree to submit to the exclusive jurisdiction of courts in Israel. Notwithstanding the foregoing, if you are a public entity and your state law requires you to contract under your state law, then your state law shall apply to this Agreement.

Hardware Addendum

The parties agree to the terms of this Hardware Addendum ("Addendum") which are supplemental to the Carbyne Terms and Conditions ("Agreement") and govern any sale and use of third-party equipment and related services which you purchase through us. Capitalized terms in this Addendum will have the same meaning as set forth in the Agreement unless otherwise expressly stated in this Addendum. In the event of a conflict between the Agreement and this Addendum, this Addendum will take precedence and apply to the extent of such conflict as it applies to your purchase of equipment and any related services.

1. Any orders for third-party equipment will be as mutually agreed upon in an Order, and payment terms are in accordance with the Agreement. In the event you purchase third party equipment through us, you acknowledge that we will purchase such equipment for you through our preferred vendor ("Vendor"), which will ship the equipment to you directly. Title and risk of loss to such equipment will pass to you upon delivery of such equipment to the site(s) you specify. In the event of any loss or damage to the equipment during transit, your sole remedy is redelivery of replacement equipment.
2. You acknowledge the use of the equipment is governed by terms and conditions provided by the manufacturer. Accordingly, you agree to such terms and conditions between you and the respective manufacturer, as applicable.
3. All third-party equipment is sold only with warranties provided by the Vendor or manufacturer. WE PROVIDE ANY THIRD-PARTY EQUIPMENT AND ANY RELATED DOCUMENTATION AND SERVICES "AS-IS" AND WE MAKE NO WARRANTY OF ANY KIND WITH RESPECT TO THE EQUIPMENT AND RELATED DOCUMENTATION AND SERVICES. WE EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
4. Support and maintenance services for equipment may be offered to you by Vendor, as indicated on the Order. For the duration such support services are offered by Vendor under the Order, you may contact us for initial support inquiries, but we will redirect such inquiries to Vendor at our sole discretion and you and Vendor will work together to resolve any support and maintenance issues. You acknowledge we have no further support and maintenance obligations with respect to the equipment. You may also purchase additional support from the manufacturer, if available. You grant us and Vendor the right to monitor equipment such as switches and routers which facilitate and route calls you receive to enable us and Vendor to provide support services.
5. Notwithstanding anything to the contrary in the Agreement, we disclaim, and you release us from, any and all liability in connection with, relating to, or arising from your purchase and use of any third-party equipment (including any related documentation and services), whether such third-party equipment is purchased through us or otherwise. WITH RESPECT TO USE OF THE EQUIPMENT (INCLUDING RELATED DOCUMENTATION AND SERVICES), IN NO EVENT WILL WE BE LIABLE FOR DAMAGES OF ANY KIND, INCLUDING LOST PROFITS, LOSS OF USE, LOSS OF DATA (INCLUDING CLIENT DATA), COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR DIRECT, SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), STATUTORY OR OTHERWISE, WHETHER OR NOT YOU HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.



Carbyne Professional Services Terms and Conditions

These Carbyne Professional Services Terms and Conditions ("Terms") govern the Professional Services we agree to provide to you in a Statement of Work. Together, these Terms and the Statement of Work form the "Agreement".

As used in these Terms, "**Carbyne**", "**us**", "**we**" or "**our**" refers to the Carbyne entity indicated in the Statement of Work, and "**Customer**", "**you**" and "**your**" refers to the customer with whom we've entered into the Statement of Work.

1. Definitions

Affiliate as to a party, means any other legal entity that directly or indirectly controls, or is controlled by or under common control with such party, with "control" as applied to any legal entity being the direct or indirect ownership of more than 50% of the equity or voting interest in such entity.

Change Order means an agreed upon written change or modification to the Professional Services.

Confidential Information means any and all information (whether oral, written or in some other tangible or permanent form) disclosed by one party or its Affiliates (the "**Disclosing Party**") to the other party or its Affiliates (the "**Receiving Party**") under or in connection with this Agreement and that is marked as confidential, by its nature is confidential or relates to the business or affairs of the Disclosing Party, including but not limited to the Professional Services and the terms of this Agreement.

Data Protection Law means the applicable data protection laws of a relevant jurisdiction to which the affected party is subject.

Deliverables means any reports, documentation or work product created by or with us in the course of the provision of the Professional Services, including any works created for or in cooperation with you.

Intellectual Property means all intellectual property rights, including copyrights, patents, patent disclosures and inventions (whether patentable or not), trademarks, service marks, trade secrets, know-how and other confidential information, trade dress, trade names, logos, corporate names and domain names, together with all of the associated goodwill, derivative works, and all other rights.

Personal Data has the meaning given to it in the relevant Data Protection Law.

Pre-Existing Materials means any Intellectual Property, made, created, and/or reduced to practice (including all documents and materials provided by us (or any of our subcontractors) relating to the Professional Services) which existed prior to the SOW Effective Date.

Professional Services means those services performed by us for you, as further described in an applicable Statement of Work

SOW Effective Date for each SOW means the earlier of the date it is fully executed by the parties or our commencement of the performance of the Professional Services to you.

Statement of Work or SOW means a written document agreed by the parties describing the Professional Services provided by us to you.

2. Services

- a. We will perform the Professional Services outlined in the Statement of Work, subject to the terms of this Agreement.
- b. A party may submit a request for a Change Order to the other party for review and consideration. The receiving party shall provide in writing an understanding of the requested Change Order, and an impact assessment in terms of any cost and timetable variations. We will implement changes to Professional Services only upon mutual written agreement of the Change Order.

- c. Each party acknowledges that the successful and timely rendering of the Professional Services requires good faith and timely cooperation. Both parties will use commercially reasonable efforts to perform their responsibilities and discharge their obligations in accordance with the Statement of Work or any Change Order. You acknowledge that your failure or delay to meet your obligations may impact our ability to perform the Professional Services within the estimated time and cost. If a project is delayed or rendered impossible due to your failure to fulfil its obligations, we reserve the right to issue invoices for Professional Services already delivered to you on the payment dates listed in the SOW irrespective of whether the project has been completed.

3. Personnel

We shall perform background investigations in accordance with our policies on all our employees performing Professional Services on-site at your location. While on-site at such location, our employees shall comply with your applicable security and health and safety policies provided to us in writing a reasonable time in advance of such visit.

4. Warranty

- a. We warrant that the Professional Services will be performed in a professional and workmanlike manner. As the sole remedy for breach of this warranty, we will re-perform or correct any materially defective Professional Services until they are no longer materially defective, in our sole determination, free of additional charge, provided that (i) you promptly notify us in writing within thirty (30) days of performance of such defective Professional Services and (ii) such defective Professional Services are not caused by, or the result of, your acts or omissions or anyone acting on your behalf.
- b. You warrant that you have all rights and authorizations necessary to provide any materials (including those owned by any third party) you provide to us in connection with this Agreement, and to grant us the right to use them for the purposes of this Agreement.
- c. EXCEPT AS EXPRESSLY SET FORTH HEREIN, WE MAKE NO WARRANTIES, CONDITIONS OR REPRESENTATIONS FOR THE PROFESSIONAL SERVICES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE.

5. Charges

- a. Professional Services are charged on a time and materials or fixed price basis, as specified in the Statement of Work. We will invoice you and you agree to pay all applicable charges as outlined in the Statement of Work. The charges are exclusive of applicable taxes. If we perform Professional Services on-site at your designated location, you shall also be responsible for expenses incurred by us in accordance with our then current travel and expense policy, including a per diem meal allowance. All such taxes and reimbursable expenses will be added, where applicable, to an invoice.
- b. All payments are due net thirty days from the date of the invoice. We may charge interest on outstanding sums from the due date for payment until payment is made accruing on a daily basis and compounded monthly at the rate of one and one half percent (1.5%) per month or such maximum annual interest rate permitted by law, whichever is less. We may also suspend the performance of the Professional Services for so long as any payment remains due and unpaid.



6. Intellectual Property

- a. You acknowledge and agree that except for any of your Confidential Information or materials, title to all portions of the Professional Services, Deliverables, Pre-Existing materials, and all Intellectual Property rights therein, including all derivative works and any enhancements, improvements or extensions conceived or developed during the Professional Services, are and remain owned by and vested in us or our licensors.
- b. Subject to our receipt of full and final payment for the Professional Services, we grant to you a non-exclusive, non-transferable, irrevocable (unless we terminate the Agreement for your uncured material breach), non-distributable/resaleable, non-sublicensable license for you and your Affiliates to use any Deliverables and Pre-Existing Materials provided to you by us under the applicable SOW for the your and your Affiliates' internal business purposes.
- c. You acknowledge that we provide similar Professional Services to other third parties and we shall continue to be free to perform similar services for its other customers using our general knowledge, skills, tools, routines, algorithms, programs and experience.

7. Confidentiality

- a. Each party shall: (i) keep the other party's Confidential Information confidential; (ii) not use the other party's Confidential Information except for the purposes of this Agreement and as provided for herein without the prior written consent of the other party; and (iii) not divulge the other party's Confidential Information to any third party, excluding to an Affiliate, except for the purposes of this Agreement and shall procure that each such third party is aware of and complies with these obligations as to confidentiality.
- b. The provisions of Section 7(a) shall not apply to any Confidential Information that the Receiving Party can show: (i) is in the public domain other than as a result of a breach of this Agreement or any other obligations of confidentiality; (ii) is or was lawfully received from a third party not under an obligation of confidentiality with respect thereto; (iii) is required to be disclosed under operation of law, by court order or by any regulatory body of competent jurisdiction (but then only to the extent and for the purpose required); or (iv) was developed independently of and without reference to any confidential information disclosed by the disclosing party.

8. Limitation of Liability

- a. SUBJECT TO SECTION 8(C) BELOW, EXCEPT AS PROHIBITED BY APPLICABLE LAW, OUR MAXIMUM LIABILITY RELATING TO THE PROFESSIONAL SERVICES (REGARDLESS OF FORM OF ACTION, WHETHER IN CONTRACT, NEGLIGENCE OR OTHERWISE) SHALL BE LIMITED TO ONE HUNDRED AND TWENTY FIVE PERCENT (125%) OF THE CHARGES PAID OR PAYABLE TO US FOR THE PORTION OF THE PROFESSIONAL SERVICES OR DELIVERABLES GIVING RISE TO LIABILITY.
- b. SUBJECT TO SECTION 8(C) BELOW, EXCEPT AS PROHIBITED BY APPLICABLE LAW, IN EACH CASE WHETHER ARISING FROM NEGLIGENCE, BREACH OF CONTRACT OR OTHERWISE, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE, IN NO EVENT SHALL WE BE LIABLE TO YOU FOR ANY LOSS OR DAMAGE WHICH DOES NOT ARISE AS A DIRECT AND NATURAL CONSEQUENCE OF THE DEFAULT IN QUESTION, INCLUDING BUT NOT LIMITED TO ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL

DAMAGES, NOR, IN EACH OF THE FOLLOWING CASE, WHETHER DIRECT OR INDIRECT, LOSS OF PROFIT, LOSS OF REVENUE OR BUSINESS, LOSS OF ANTICIPATED COST SAVINGS, LOSS OF GOODWILL, LOSS OF USE OR DESTRUCTION OF DATA.

- c. Nothing in the Agreement shall limit or exclude either party's liability for death or personal injury resulting from that party's negligence, for fraud or fraudulent misrepresentation, or for any other liability the exclusion or limitation of which is not permitted by applicable law.

9. Non-Solicitation

For the duration of an applicable Statement of Work and for a period of one year after the Professional Services are completed, you agree not to employ or solicit the employment of any of our personnel who performed any part of the Professional Services. You agree to pay us an amount equal to the annual compensation for the one-year period immediately preceding the hiring or solicitation of any of our personnel in breach of this paragraph.

10. Personal Data

- a. Each party shall comply with all applicable requirements of the Data Protection Law.
- b. To provide the Professional Services to you, we may need to receive limited Personal Data to enable it to communicate with you ("**Account Management Information**"). You acknowledge that, other than Account Management Information, we do not want to receive, access, view or otherwise process any Personal Data in the course of providing the Professional Services, and you agree not to directly or indirectly disclose any such Personal Data to us unless we agree to receive it in accordance with Section 10(c) below. If we are reviewing or evaluating any databases or datasets or other information in the course of providing Professional Services, you shall comply with data minimization principles in deciding whether to provide Personal Data to us, and to the fullest extent possible, you shall provide, whether directly or indirectly, information that is anonymized, redacted, or otherwise altered,, or "dummy data", whereby it is not feasible for us to reasonably re-identify any actual individuals from such data ("**Cleansed Information**").
- c. If it is not possible for you to provide Cleansed Information, you shall notify us and only provide Personal Data once we, at our sole discretion, agree in writing in a specific SOW or Change Order, to receive it. In the event that we become aware that you have provided Personal Data to us without our written agreement, we shall be entitled to delete it and cease providing the Professional Services in question until Cleansed Information is provided.

11. General Information

- a. This Agreement shall commence as of the SOW Effective Date. Without affecting any other right or remedy available to it, either party may terminate this Agreement with immediate effect by giving written notice to the other party if the other party commits a material breach of this Agreement, and such breach is incapable of cure, or the defaulting party does not cure such breach within 30 days after receipt of written notice of such breach. This Agreement shall remain in full force and effect until the termination or expiration of the Statement of Work.
- b. Nothing contained in this Agreement shall create a relationship of employer and employee, principal and agent or partnership between the parties.
- c. Neither party may assign this Agreement, nor any of its rights, duties or obligations under this Agreement, without the prior written consent of the other party, except that either party may



assign this Agreement to an Affiliate or a successor entity in the event of a merger or acquisition.

- d. We may subcontract some or all of the Professional Services provided that we remain responsible to you for any acts or omissions of such subcontractor.
- e. Neither party shall be liable to the other for any failure or delay in the performance of its obligations under this Agreement to the extent that such failure or delay arises due to an event of force majeure (provided always that the party so affected promptly notifies the other, in writing, of the cause and anticipated duration of the failure or delay).
- f. The invalidity or unenforceability of any provision of or any part of a provision of or any right arising pursuant to this Agreement shall not affect in any way the remaining provisions or rights, which shall be construed as if such invalid or unenforceable part did not exist.
- g. Any notice or written communication given under or in relation to this Agreement shall be given: (i) in writing and shall be delivered by hand (which shall be deemed to have been given at the time of delivery) or sent by special delivery post (which shall be deemed to have been given on the second day after posting) to the other party at its address set out in the Statement of Work or to such other address as it has previously notified to the sending party in writing or by email; or (ii) by email (which shall be deemed to have been given the next business day after being sent, provided, however, that receipt of such email is requested and received and provided that an “automated email response,” including any form of “out-of-office” or similar response, shall not be deemed receipt). Any email notice or written communication to us shall be addressed to legal@carbyne.com (or to such other address previously notified by us).
- h. This Agreement shall be governed by and construed and interpreted in accordance with laws of the State of New York without giving effect to principles of conflict or choice of law thereof, and the parties hereby accept the exclusive jurisdiction of the courts located in New York, New York.
- i. No variation of or amendment to this Agreement shall be effective unless made in writing and signed by authorized representatives of the parties.
- j. This Agreement sets forth the complete agreement between the parties and supersedes all previous discussions and communications relating to the subject matter of this Agreement. Both parties acknowledge and agree that the terms and conditions of this Agreement supersede any additional, different, inconsistent or pre-printed terms appearing on the face or reverse side of, or otherwise accompanying, any invoice, sales order, acknowledgement, purchase order or confirmation issued by you or us.



Support Terms & Service Level Agreement (Support Terms)



v2.22

January 2026
US-EN

Notice

This document does not constitute an offer of any nature whatsoever and does not create any binding obligations on CARBYNE to enter into an agreement with any third party. All information contained herein is for informational purposes only. The products and/or systems described in this document are furnished under the terms and conditions of a specific license agreement or non-disclosure agreement and only such written agreement shall be binding on CARBYNE. All information included in this document, such as text, graphics, photos, logos, and images, is the sole and exclusive property of CARBYNE, which is the proprietary confidential information of CARBYNE and/or its licensors and is protected by applicable national and international copyright. Any other duplication, distribution, re-transmission, or modification of the information in this document, whether in electronic or hard copy form, without the express prior written permission of CARBYNE, is strictly prohibited. In the event of any permitted duplication, redistribution, or publication of copyrighted material, no changes in, or deletion of, author attribution, trademark legend, or copyright notice shall be made.

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Definitions

Term	Definition
Hot Fixes	A software patch, software version, file, or script that Carbyne provides to remedy any fault which is out of Carbyne's regular software version release cycle.
Integrated Product Scheduled System Unavailability	Any scheduled and pre-announced unavailability period of an Integrated Third-Party Component.
Integrated Product Unscheduled System Unavailability	Any unscheduled System Unavailability of an Integrated Third-Party Component.
Integrated Third-Party Components	Any component that is provided by a third party and is embedded in the Platform and/or Software. An example of such a component is Google Maps, which is viewed in APEX.
Integration with External Interfaces	Any software or hardware that is not owned or provided by Carbyne and which you require Carbyne to write code and/or connect physically to use with the Platform and/or Software.
Key Performance Indicator (KPI)	Any measured indicator of performance of the Platform which is tracked and reported (e.g., System Unavailability, availability) as described in these Support Terms.
NOC	Network Operations Center
Platform	The hosted platform, software as a service and/or other hosted product or service which Carbyne or its affiliate(s) make available to you pursuant to the applicable agreement between you and Carbyne. The Platform excludes Software.
Professional Services (PSE)	Professional Services, such as installation and integration services, Tier-3 Support Services, and complex support escalations from Tier-2 Support Services (such tiers as described in these Support Terms). A description of the Professional Services will be set forth in a Statement of Work.
Services	The services provided or required to be provided by or through Carbyne, such as Support Services and Professional Services.
Software	The software in object code we provide to you for download which enables you and your Authorized Users to access the Platform. Software includes any upgrades we provide in accordance with these Support Terms. Software excludes the Platform.
Statement of Work or SOW	A detailed plan of work that describes professional services (such as installation and integration services) to be agreed upon in writing by the parties.
Support Services	The maintenance and support services provided in connection with your use of Platform and/or Software, as applicable, in accordance with these Support Terms.

Chapter 1

Support Terms Overview

These Support Terms outline the maintenance and technical support for Carbyne's products and services. As used in these Support Terms, "Carbyne", "us", "we" or "our" refers to Carbyne Ltd., Carbyne, Inc. or Carbyne911 Mexico S. de RL de CV, as applicable, and "Customer", "you" and "your" refers to the customer who purchased or subscribes to Carbyne's products and services.

These Support Terms remain valid until superseded by revised or updated Support Terms that Carbyne provides or makes available to the Customer.

The Carbyne Customer Support department operates a 24/7/365 global services and support center staffed by Carbyne's product, security and IT experts who provide remote management of Carbyne products and services.

Under these Support Terms, Carbyne also provides proactive support to maintain the Platform's operation. Tasks may include the systematic inspection, testing, measurement, adjustment, detection, and correction of suspected issues in the Platform and/or Software, either before they occur or before they develop into major defects. Carbyne does not provide support services for any of Customer's IT infrastructure, ancillary services and equipment, which include without limitation internet, electricity, modems, servers, workstations, hardware and operating systems, and the security of Customer's own systems.

The primary goal of this preventive maintenance is to avoid or mitigate the consequences of potential failures in the Platform, including the Software and its core capabilities. Preventive maintenance is designed to preserve and restore reliability of the Platform and Software by identifying potential issues in advance.

Chapter 2

Support Services

We offer Support Services during the period for which you have purchased Support Services from Carbyne as specified in the applicable valid purchase order or valid contract between you and Carbyne ("Maintenance & Support Period").

2.1 Reporting Technical Issues to Carbyne

2.1.1 Our Support Service Responsibilities

Carbyne operates 24 hours a day, 7 days a week, and 365 days a year, Network Operations Center (NOC) staff which is monitoring the Platform system health including:

- Cloud services and infrastructure
- Carbyne platform
- Third-Party platform services integrated with the Platform

Our NOC will dispatch and alert our support teams worldwide in an automated "follow the sun" mode, to help expedite response time and recovery from the relevant region with around the clock alerting and escalating procedures to meet our Support Services obligations.

You may submit a Support Services ticket by contacting us as described in Chapter 3 below. The NOC will assign an initial tier of Support Services (the tiers are described below) based on the information you provide and will keep you informed of the repair status regularly until the ticket is closed.

2.1.2 Your Responsibilities

- All technical support requests should be directed to the Technical Support Center as described below.
- When submitting a service request, include the following information:
 - Name of your organization and location
 - Contact name and email address (including an alternate contact)
 - Detailed information regarding the technical issue
- The individual requesting support should be knowledgeable and properly trained on the operation of the Platform, including the Software, if applicable.
- Provide us with any additional information as requested regarding the technical issue as in order to assist us in resolving it.
- Provide timely feedback to our Support Services team regarding case status and resolution.

- Provide remote access (if required and in compliance with your security policies) to enable us to detect Platform availability and performance stats.
- Notify our Support Services team or Customer Success Management of any activity that impacts the Platform (such as software installation, hardware upgrades, network upgrades, firewall changes, ISP changes or deactivation).
- The Platform must be updated to the latest version or n-1, as required in section 2.4 in these Support Terms. Versions older than n-1 may be not supported.

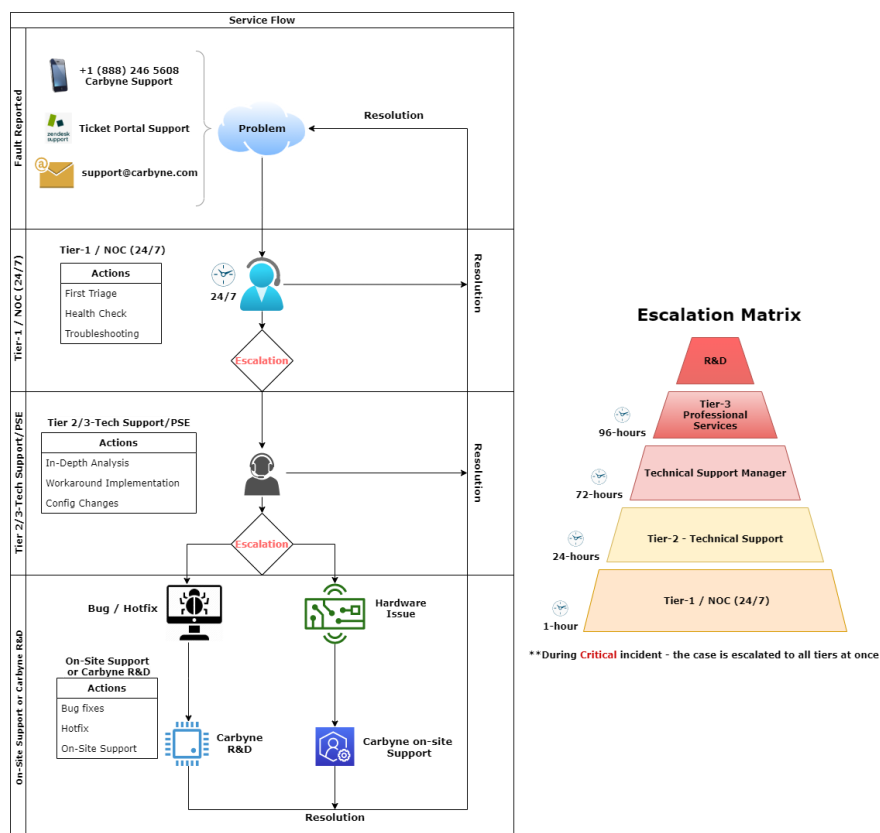
2.2 Escalation

The initial triage to provide Support Services will be operated by the NOC team (Tier-1 Support Services). The engineer on shift will provide troubleshooting in an effort to solve the issue, answer questions and restore the Platform or Software (as applicable) to its functional state.

The NOC engineer will gather as much information as possible from you to understand whether an immediate escalation is needed to avoid any delay with Platform service restoration.

The NOC engineer will investigate the issue or will collaborate with the next support tier (Tier-2 Technical Support Services) to resolve the issue. Additional escalations may be required to provide a resolution or a workaround according to the described escalation flow, as described on the next page:

Internal Escalation Flow:



2.3 Software Upgrades

We make Platform upgrades available at no additional cost, typically four (4) times a year ("Quarterly Release"), during the Maintenance & Support Period. These upgrades generally include newly released versions and "Hot Fixes" but may exclude new features that are made available separately.

Upgrade dates will be announced by the Customer Success Manager (CSM) via email. User manual, release notes, and additional relevant information will be posted on the Carbyne Support portal.

2.4 Supported Products and Versions

Support Services will be provided for the then-current version of the Platform and/or Software (and applicable features) and one version back. We will support earlier versions on a best reasonable effort basis and for critical faults only.

Support Services shall not cover, and will not be provided to address, errors caused by amendments, alterations or modifications to the Platform and/or Software, which you, or a third party, have made without Carbyne's written consent, or errors caused by using the Platform and/or Software in a manner that violates Carbyne Terms and Conditions (or the applicable agreement between you and Carbyne) or instructions provided by Carbyne.

Carbyne does not offer assistance with, or pair with, any third-party integrator which is not provided by Carbyne. This includes any third-party hardware or software installations, uninstallations, modifications, or any other types of configurations, which may impact the Platform and/or Software.

Carbyne does not advise, recommend, prefer or consult on any third-party provider or integrator which is not related to the Platform and/or Software.

Carbyne is not responsible for the correction of issues resulting from a third-party software, equipment or any other third-party vendor which is not related to the Platform and/or Software.

Chapter 3

Support Work Procedure

3.1 Communication

- a. You may communicate with our Support Services team by email (support@carbyne.com), a secured customer internet portal, or by phone (24/7/365):
US Support - +1 (888) 246-5608
MX Support - +52 (55) 8526-5076
IL Support (24/7) - +972 (53) 982-1236
CO Support (24/7) - +57 (604) 204-0675
All communications related to Support Services will be in English unless otherwise agreed upon for specific customers.
- b. Our Support Services team will respond according to the ticket severity as defined in section 4.1.a below.

3.2 Ticket Escalation Matrix (by Level)

- a. Support Services tickets for Critical issues (as defined in Section 3.3 below) which require a prompt response may be escalated based on the table below. You acknowledge that we may substitute the Position as part of this escalation process as we deem appropriate.

Level	Position	Contact Email
Level 1	Support Operations Leads	Support.Leads@carbyne.com
Level 2	Director of Customer Services	OpsLeads@carbyne.com
Level 3	Director of Professional Services Director of Network Engineering	
Level 4	VP of Global Operations	

3.3 Ticket Classification (Severity Levels)

We will determine the severity of a Support Service ticket based on the impact of the issue. Ticket classification levels are described in the table below:

Problem Severity	Description
Critical [P1]	A system-wide service degradation resulting in System Unavailability
	Malfunction or inaccessibility of critically defined product or feature core capabilities (as described in the ADDENDUM)
	For APEX , when requiring ingress emergency calls traffic re-route
Major [P2]	Data transmission delays but without any loss of information
	An incident with significant performance degradation of one or more Platform core capabilities, that causes a major impact on business operations for a significant number of end-users
	User interface problems causing significant difficulty in performing basic operations
	For APEX , when 50% or more of available workstations are unusable (no voice) and/or location feature degradation for all Call Handling positions.
Minor [P3]	Non-critical user interface issues
	Problems in non-critical components that do not affect system users
	Significant delay in video initialization and/or latency issues
	For APEX , when a third-party interface is inaccessible
Other [P4]	May reflect any problem that does not fit into one of the above categories

3.4 Ticket Handling

- A support ticket will be opened when the customer contacts Carbyne support via one of the approved communication channels as described above.
- Upon receipt of a Support Services ticket through the secure customer internet portal, we will deliver a ticket to you via the secure customer internet portal.
- The progress of the issue will be recorded and documented in the secure customer internet portal ticketing system, where you can also track the progress.
- You agree to provide the necessary details as required under Section 2.1 above.
- We will identify the reported Error as a Minor, Major, or Critical Severity based on our initial evaluation. If you disagree with our classification, we will work together with you to jointly determine the Error classification. If after such good faith efforts the parties do not come to a joint determination, our determination of the Error classification will apply.

- f. We will respond to Support Service requests in accordance with anticipated response times as described in Chapter 4 below. During the handling of Support Service tickets, we will regularly update you on the resolution progress via email or phone.
- g. Ticket Resolution. A reported issue is considered resolved when:
 - i. The applicable Platform and/or Software conforms substantially to its specifications as detailed in the product Documentation; or
 - ii. We have advised you on how to correct or bypass the Error; or
 - iii. The correction to the Error will be available through a future Software upgrade or Software patch; or
 - iv. You have confirmed to us that the issue has been resolved or is no longer occurring.
- h. If the resolution of a Support Service ticket requires a fix to the Platform and/or Software code (i.e. "we"), we will provide a fix in the upcoming minor or major release.
 - i. Note that in some cases, when the upcoming release is already in the "Code Freeze" stages, the relevant release might be the one after it.
- i. In some cases, we may issue an ad-hoc fix (i.e. "Hot-Fix") in parallel to include this fix in the upcoming release. These cases will be discussed on a per-case basis between Carbyne support personnel and the customer's point of contact.
- j. Requests for enhancements to the Platform and/or Software (i.e. requests to change and/or augment the Platform to support a new feature) will be documented and taken into consideration for the product roadmap. We have no obligation to add requested enhancements to the Platform, Software or any product offering.

Chapter 4

Support Level for Support Services

4.1 Support Level Time Definition

We provide the following target response time to Support Service tickets:

- a. Submission hours: Email, Carbyne's support portal, and phone support shall be available twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year.

Target ticket response times in accordance with the following table for **Connectivity Service Levels Provided by Carbyne** (see Chapter 5.2):

Severity	Target Response Times			Resolution Time
	Acknowledgement Procedure	Response Time	Progress Report	
Critical [P1]	By phone	By Phone < 5 mins By Email < 30 mins By Portal < 30 mins	< 1 hour	< 3 hours for a temporary fix Permanent fix in the next maintenance window
Major [P2]	By email receipt notification		< 12 hours	< 72 hours for a temporary fix Permanent fix in the next maintenance window
Minor [P3]	By providing ticket ID		< 96 hours	< 10 Business days
Other [P4]			N/A	Next version release

Target response times do not apply in the event of "Force Majeure" *

Target ticket response times in accordance with the following table for **Connectivity Service Levels Provided by Customer** (see Chapter 5.3):

Severity	Target Response Times			Resolution Time
	Acknowledgement Procedure	Response Time	Progress Report	
Critical [P1]	By phone By email receipt notification By providing ticket ID	By Phone < 10 mins By Email < 60 mins By Portal < 60 mins	< 3 hours	Best Effort
Major [P2]			< 2 days	
Minor [P3]			< 7 days	
Other [P4]			N/A	

Target response times do not apply in the event of "Force Majeure" *

- b. We provide remote support when a remote connection is available.

- c. We may provide on-site Support Services under specific circumstances only and only as agreed upon in writing. On-site Support Services may be subject to additional fees.
- d. **Target On-Site Response Times** are related to **Hardware which we have provided or resold to you with APEX** in accordance with the following table:

Severity	Target On-Site Response Times			Resolution Time
	Acknowledgement Procedure	On-Site arrival	Progress Report	
Critical [P1]	By phone	< 2 hours	< 30 mins	< 3 hours for a temporary fix Permanent fix in the next maintenance window
Major [P2]	By email receipt notification	< 4 hours	< 60 mins	
Minor [P3]	By providing ticket ID	Next business day	Next business day (or as required)	Next business day

Target response times do not apply in the event of **"Force Majeure"** *

- e. In the event the issue relates to third party hardware (i.e. hardware which we have resold to you), we will contact the applicable hardware manufacturer or vendor within the specified resolution time.
- f. We are not responsible for any hardware that was not installed at your site by us, and is part of our infrastructure (such as equipment, racks, ladder, enclosures, cable trays, etc.) which was bonded to the grounding system by you.
- g. In the event that hardware is affected by poor grounding, and it is necessary to replace the hardware at a cost, it will be your responsibility to pay for the replacement.
- h. **VoIP services included with APEX are provided by Twilio or Bandwidth.** We will contact the applicable provider, Twilio or Bandwidth, for Support Services tickets which relate to voice services included with APEX in accordance with the following table:

Severity	Target Response Times		Target Resolution Time
	Acknowledgement Procedure	Progress Report	
Critical [P1]	By phone	< 60 mins	< 3 hours for a temporary fix Permanent fix in the next maintenance window
Major [P2]	By email receipt notification	< 120 mins	
Minor [P3]	By providing ticket ID	Next business day (or as required)	< 2 business days

Target response times do not apply in the event of **"Force Majeure"** *

* **"Force Majeure"** refers to any System Unavailability or issues that are the result of events or conditions beyond Carbyne's reasonable control. Such events might include but are not limited to any acts of a common enemy, the elements, earthquakes, floods, fires, epidemics, and the inability to secure products or services from other persons or entities.

Chapter 5

IP Connectivity Services (for APEX)

We offer third party IP Connectivity Services to assist you in establishing IP Connectivity between your call center and our cloud-native APEX platforms. The scope of these IP Connectivity Services is a Managed Dedicated IP Connectivity.

5.1 Managed Dedicated IP Connectivity

Managed Dedicated IP Connectivity is provided by one of our third party IP Access Managed Service Providers ("IP Access MSP") using managed equipment. We use IP Access MSPs to enable the movement of data more efficiently, securely and quickly to and from our cloud infrastructure. IP Access MSPs may also use local points-of-presence (POPs) built on the IP Access MSP's high-speed core backbone that they own, provision, and maintain. To achieve greater fault tolerance, we require a High Availability (HA) architecture. Fault tolerant capabilities will be built into the Managed Dedicated IP Connectivity Services, so if a single on-premises device or cable fails, or a physical or logical connection fails, you will not completely lose service, however you may experience a reduced level of service.

You may choose from the following types of telecommunications circuit connectivity:

- **Ethernet Private Line over two circuits ("EPL")** - EPL provides a dedicated and direct point-to-point connection between two locations. This connection is private, which means it is not shared with other customers nor does it route over the public internet. EPL access circuits allocate bandwidth to the specified Customer, and are typically used to provide the Customer with direct access to the IP Access MSP core backbone network.
- **Direct Internet Access over two circuits ("DIA")** - DIA is a connection, delivered via ethernet or private-line circuits, that is not directly shared or used with others. While DIA provides dedicated bandwidth to the specified Customer, the bandwidth traverses into core carrier networks that may be shared with others.

Our connectivity responsibilities for Managed Dedicated IP Connectivity:

- Management of the connectivity
- Operation, maintenance and troubleshooting of the connectivity

If you do not use Managed Dedicated IP Connectivity, you may choose to provide your own connectivity:

- **Customer Provided Connectivity ("CPC")** - CPC is a network connection sourced and managed directly by the Customer or the user, as applicable. Unlike dedicated circuits provided by carriers, by using CPC, the Customer or its user relies on its own the Customer's existing internet service to connect to the network, potentially sharing bandwidth with other users on the same service. CPC can vary in quality and reliability based on the Customer's or user's chosen internet service provider.

Your connectivity responsibilities for Customer Provided Connectivity:

- Management of the connectivity
- Operation, maintenance and troubleshooting of the connectivity

5.2 Connectivity Service Levels for Managed Dedicated IP Connectivity

The following sets forth the service level (uptime) for the specified connectivity service:

Initials	Connectivity Name	SLA (Uptime)
EPL (Over Two Connections)	Ethernet Private Line	99.999%
DIA (Over Two Connections)	Dedicated Internet Access	99.999%

The **Product and Feature Service Level Agreement (SLA)** table listed in the **ADDENDUM** to these Support Terms is calculated based on the **SLA (uptime)** percentage of the **Connectivity Service Level** table above.

Carbyne will provide a 99.999% SLA only for the connectivity options included in the APEX solution (such as last mile connectivity, MultiProtocol Label Switching (MPLS), AWS DirectConnect (DX), and Managed Equipment).

5.3 Connectivity Service Levels for Customer Provided Connectivity

The following set forth the service level (uptime) for the Customer Provided Connectivity:

Initials	Connectivity Name	SLA (Uptime)
ESInet	Customer Provided ESInet	Best Effort
CPC	Customer Provided Connectivity	Best Effort

Any connectivity services which are Customer or user-provided fall beyond Carbyne's control. As such, Carbyne does not offer any service level guarantees (SLGs) for Managed Shared IP Connectivity or any connectivity services that the customer or a user obtains or manages independently. The Customer is solely responsible for obtaining and managing support for their own connectivity services. Carbyne does not provide support for these services, and any assistance offered is on a best-effort basis and is not subject to the support response and resolution times specified in these Support Terms.

With respect to use of Customer Provided Connectivity, Customer understands, acknowledges, and agrees that:

- Customer must meet Carbyne APEX System Requirements & Solution Reference document;
- Carbyne is not providing an internet connection for Customer

Carbyne does not control and is not responsible for:

- Customer's internet connection;
- The quality of Customer's internet connection;
- Any third-party products and/or services related to Customer's internet connection; or
- Issues with the Services that are caused by or related to Customer's internet connection.
- Carbyne will not contact any internet providers and/or service or product providers on Customer's behalf.

Chapter 6

On-Site Support Services

The On-Site Support Services are not included in Essentials Support Services. On-site Support Services are available for additional fees, including travel costs and fees for time and labor. On-Site Support is also available if you have purchased Premium Support Services.

6.1 On-Site Support Services Description

The purpose of on-site Support Services is to provide assistance with issues that require smart-hands troubleshooting and restoration at your site and which cannot be resolved remotely.

On-Site Support Services may be provided by third-party vendors.

On-Site Support Services includes quarterly preventive and routine maintenance reviews (four per year) of your system which is connected to the Platform and/or Software. We may also provide installation of Software updates, if applicable.

6.2 Our On-Site Support Services Responsibilities

- If the reported problem cannot be resolved remotely, we may recommend dispatching a technician to your site
- We will collaborate with your personnel to analyze applicable components (such as those provided by Carbyne or third party components which are connected to the Platform) to help resolve the issue

6.3 Your Responsibilities

- Perform responsibilities as detailed in the Report 2.1.b section
- Provide remote connectivity access (if required)
- Team with our on-site technical support personnel to perform all reasonable or necessary actions towards resolving the issue

We do not provide any technical assistance or Support Service with respect to any third party components that are not part of the Platform and/or Software. Such third party components may include any cable, hardware, or software operation activities, or any other network changes.

Chapter 7

Monitoring Services

The Monitoring Services are not part of Essentials Support Services, and are available if you have purchased Premium Support Services.

7.1 Monitoring Services Description

Monitoring Services are offered to provide you with remote visibility of the Platform, through a managed dashboard hosted by a third party (currently operated by Datadog).

By using the Monitoring Services, you will receive up to date information regarding the Platform health, such as Platform usage insights.

If you purchase this service, we will make a dashboard available to you and your authorized personnel.

7.2 Our Monitoring Services Responsibilities

- We will work with you to design the Monitoring Services dashboard.
- We will provide training to your authorized personnel who will access and use the Monitoring Services dashboard.
- If an issue on the Platform is detected, the Carbyne NOC representative will use reasonable efforts to address the issue.
- We will work with you to help optimize and improve the monitoring dashboard if there are changes to any integrations with the Platform.

7.3 Your Responsibilities

- Assign the champion to work with us to design, build and maintain the Monitoring Services dashboard.
- Update Carbyne's NOC with any changes to the authorized personnel contact information.
- Validate network connectivity to the relevant IPs, listed under the Carbyne APEX System Requirements & Solution Reference document.
- Inform Carbyne's NOC prior to any scheduled changes to your systems which may inadvertently trigger the Monitoring Services dashboard.

Chapter 8

Remote Operating System Maintenance and Update Services (for APEX customers)

The Remote Operating System Maintenance and Update Services are not included with Essentials Support Services, and are available for additional fees.

8.1 Service Description

The purpose of Remote Operating System Maintenance and Update Services is to verify the APEX Platform is running on up-to-date operating systems which we have tested for compatibility with APEX. This service is currently available only for APEX.

8.2 Our Remote Operating System Maintenance and Update Service Support Responsibilities

- We will download and install Operating System updates for workstations or computers which we have provided to you (i.e. workstations or computers we have provided to you through an authorized reseller) and which have APEX installed. We are not responsible for any other workstations or computers.
- We will test and validate compatibility of applicable Operating System updates in test environments, prior deploying to your production environment.

8.3 Your Responsibilities

- Whitelist port 80 for HTTP and port 443 for HTTPS to obtain updates.
- Whitelist the following domains to obtain updates:
 - http://*.microsoft.com
 - https://*.microsoft.com
 - http://*.windowsupdate.com
 - https://*.windowsupdate.com
- Restart your work stations or take other action as required by Microsoft for updates to take effect.

Chapter 9

Premium Offerings

Support Level Subscription Plans

We offer two levels of Support Services as follows. Essential Technical Support is included in your subscription to the Platform. Premium Technical Support is available for an additional fee.

Support Service	Essentials	Premium
Communications via email, global support line, and customer support portal	Included	Included
SLA-based response and resolution	Included	Included
On-demand ticket reports	Included	Included
24×7×365 NOC	Included	Included
Third-party ticket management	Included	Included
Ticket summary meetings and reports	Not included	Monthly
Direct contact with Tier-2 support with escalation to Tier 3-4	Not included	Via a designated remote engineer
Preventive maintenance and troubleshooting	Not included	Up to 4 times per year
External Dashboards and usage monitoring	Not included	Tailored to Customer's needs
Advanced Performance Tuning	Not included	Detailed performance analysis to help optimize system efficiency and resource utilization
Root Cause Analysis Report	Root cause stated in the ticket	Incident report with root cause analysis, actions taken, and preventive measures (within 5 business days)
Disaster Recovery Planning and Testing	Not included	Collaborate on disaster recovery planning, conduct regular testing, and refine procedures to minimize downtime and data loss
Purchased Hardware Support	Standard maintenance as agreed in the contract	Proactive hardware maintenance designed to keep hardware in peak condition

ADDENDUM

Product and Feature Service Level Agreement (SLA)

We currently use Amazon Web Services (AWS) to host the Platform. Our back-end applications are clustered and deployed globally, designed to provide redundancy with disaster recovery capabilities and minimal service restoration time ("Carbyne's System").

During any calendar month, uptime for core capabilities of the applicable Product shall be operational no less than:

Product	Feature	Uptime*	System Unavailability Example
APEX	Inbound 911 Call Flow (911 Voice Call, Text2911, TTY, RTT, 911 Location)	99.999%	26s
	Carbyne Location, AML, Chat, Imagery	99.99%	4m 22s
	Audio Recordings, NLP, Live Video	99.95%	21m 54s
Universe	Carbyne Location, Chat	99.99%	4m 22s
	Live Video	99.95%	21m 54s
Bridge Desk	Presenting Units, Map Layers, Weather Capabilities	99.9%	43m 49s
Customer Control Center, APEX Analytics	Customer Control Center Features Call Control Live Data Call Control Analytics	99.5%	3h 37m 21s
Smart API	Emergency Communications as a Service (ECaaS) Carbyne Connect IoT Capability	99.9%	43m 49s

Artificial Intelligence (AI) powered features and products (such as Admin Assist, Emergency Call Triage, Transcription & Translation, and Event Assist) are provided on a best efforts basis due to the nature of third party AI components which are incorporated in such features and products.

** The Uptime specified In this ADDENDUM excludes Planned Maintenance (as defined below) of the Platform. We are not responsible for System Unavailability caused by your IT infrastructure (such as internet services, electricity, modems, servers, workstations, hardware and operating systems), applications, by Third-Party integrations (such as your use of the Platform with your applications, software and equipment) over which we have no control or by Integrated Third-Party Components. Such System Unavailability will not count against the service levels specified in this SLA and Support Terms document. In addition, the Uptime will be defined based on the connectivity type described in Chapter 5.2 and 5.3 in this SLA and Support Terms document.*

1. System Availability and Scheduled System Unavailability

"Planned Maintenance" refers to our scheduled System Unavailability period.

- a. We may require Planned Maintenance for the reasons such as following:
 - i. Upgrade or installation of software components (which is usually done without service implication on end-users)
 - ii. Maintenance procedures required to upkeep the system
 - iii. Database or cloud services configuration changes
- b. We will use reasonable efforts to notify you of any Planned Maintenance no less than 2 business days before the System Unavailability period as follows:
 - i. By email to your contacts registered in Carbyne's support portal
 - ii. Published in Carbyne's support portal under the relevant message board
- c. We will not exceed more than sixty (60) minutes of Planned Maintenance for any of the core functionalities of the applicable Platform in any consecutive 30-day period.
 - i. Planned Maintenance for non-core functionality - Monday-Thursday during business hours
 - ii. Planned Maintenance for core functionalities (excluding 911/10 digit emergency call flow) - Monday and Thursday between 02:00-05:00 am EST (no longer than 60 minutes, or upon predefined notification agreed with the customer)
- d. We will not exceed more than twenty six (26) consecutive seconds at a time of service degradation for the 911/10 digit emergency call flow.
- e. We shall use commercially reasonable efforts to provide prompt notification (by email or phone) as soon as we become aware of any actual or potential unscheduled System Unavailability of the applicable Platform (or a functionality of the Platform) as well as provide regular updates during the unscheduled System Unavailability regarding progress in restoring the service and the estimated timeframe when the Platform (or the affected functionality) will be available.

- f. "System Unavailability" is defined as the percentage of seconds per month during which the feature or core functionality of the Platform, as applicable, is completely unavailable for your use. System Unavailability does not include any unavailability attributable to: (a) any Planned Maintenance; (b) your acts or omissions; (c) to connectivity issues resulting from third-party-managed integrations which access the Platform servers or from your internal network problems; (d) defects or bugs in the Platform or Software caused by any city, county or business, any PSAP Users, or any employee, agent or independent contractor of city, county or business; or (e) any other cause(s) beyond our reasonable control, including but not limited to those caused by Third-Party Data services over which we have no control (e.g. customer's internet service provider), Third-Party Components or a Force Majeure event. You are responsible for immediately notifying Carbyne of all third-party-managed related access, internal or external (e.g. internet service provider) network problems that arise.

2. System Availability with Third-Party Integrations

a. The Integrated Third-Party Component which is integrated with the Platform to provide additional external data to the Platform through an Application Program Interface (API) will be operational no less than 99.9% (43 minutes and 28 seconds System Unavailability in a calendar month) for a calendar month, excluding any scheduled maintenance of such Integrated Third-Party Component, whether scheduled by Carbyne or by the Third-Party Provider. This specified uptime applies only to the Integrated Third-Party Component as integrated with the Platform and/or Software and not to the Integrated Third-Party Component itself. We will use commercially reasonable efforts to schedule any Planned Maintenance for such integrations on minimal traffic days. Carbyne shall use commercially reasonable efforts to not schedule more than sixty (60) minutes of any such Planned Maintenance in any consecutive 30-day period.

b. We will use commercially reasonable efforts to provide you with notice as soon as we become aware of any actual or potential unavailability of a third party application, software or service which is integrated with the Platform which is outside of Planned Maintenance, as well as provide regular updates during the Integrated Product Unscheduled System Unavailability regarding the progress in restoring the service and the estimated timeframe when the integrated product will be available.

c. You will provide us with prompt notice, and in no case fewer than thirty (30) days advance notice, of any planned upgrade, whether by you or by any other third-party provider, of software or applications integrated with the Platform that we have no control of, such as power outages, ISP connections, IP or LAN connections or PBX maintenance, upgrades or updates of IT related hardware or software. Any downtime as a result of such upgrades or updates does not count against the service levels specified in this SLA.

d. In case of degradation of inbound or outbound non-emergency voice capability (provided by Twilio or Bandwidth) which results in failure to meet the SLA in Section 2(a) above, we will reach out to the applicable service provider (Twilio or Bandwidth) to submit a Critical Severity request. If possible, we may failover the voice services from one provider to the other while resolving such initial degradation of services.

3. Service Credits

Calculation

If we do not meet the applicable uptime for the features in the SLA table set forth above, you may be eligible for credits which may be applied toward your subscription fees (the "Service Credits"), as follows:

Service Credits are calculated as a percentage of the monthly subscription fee for the applicable product or feature based on the System Unavailability as described below. You may receive up to a maximum Service Credit of the percentage of one month's subscription fee paid for such product or feature. Service credits will not apply if the issue was resulted in by a Third-Party integration, as described in Chapter 2 above in this Addendum.

System Availability	Product (see SLA table in this Addendum for specific features)	Service Credit Percentage
Less than 99.999% but equal to or greater than 99.99%	APEX Platform, Call Control (only Inbound 911 Call Flow)	2%
Less than 99.99% but equal to or greater than 99.9%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	2%
	APEX Platform, Call Control	4%
Less than 99.9% but equal to or greater than 99.5%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	4%
	APEX Platform, Call Control	6%
Less than 99.5% but equal to or greater than 99.0%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	6%
	APEX Platform, Call Control	8%
Less than 99.0% but equal to or greater than 98.5%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	8%
	APEX Platform, Call Control	10%
Less than 98.5% but equal to or greater than 98.0%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	12%
	APEX Platform, Call Control	15%
Less than 98.0%	Universe Platform, Bridge Desk, Carbyne Connect, ECaaS	20%
	APEX Platform, Call Control	25%
Equal or less than 75.0%	APEX Platform, Call Control	100%

Requesting Service Credits

To receive a Service Credit, you must notify us using one of the following options:

- Open a "Service Credit Request" ticket by emailing to support@carbyne.com, or by using the customer portal; or
- In writing at 45 W 27th St. Floor 2, New York, NY 10001, US, Attn: Legal Department, with a copy to legal@carbyne.com, or such other address provided by Carbyne from time to time

The request should be submitted within fifteen (15) days following the end of the month in which the System Unavailability occurred.

Claims must include the words "Service Credit Request" in the subject line; the dates and times of each System Unavailability incident; and any documentation to corroborate your claim of System Unavailability. You are required to remove or redact any confidential or sensitive or personal information in these logs.

All claims are subject to our review and verification before any Service Credits are granted. We will acknowledge requests for Service Credits within fifteen (15) business days of receipt and will use reasonable efforts to inform you of whether such a claim request is approved or denied within thirty days from receipt of the request.

If we confirm that the applicable uptime has not been met in the applicable calendar month, for which the Customer already paid, we will issue a Service Credit within one billing cycle from such confirmation. If you do not meet the submission requirements above, you will not be eligible to request a Service Credit for the applicable System Unavailability.

Service Credits will not entitle you to any refund or other payments from us and Service Credits are non-transferable. Service Credits will be provided only to a customer who has purchased and paid for the applicable Platform and has entered into a valid agreement with us governing such Platform, and followed the above process to request Service Credits.

The parties acknowledge and agree that Service Credits are intended as genuine pre estimates of loss that may be suffered as a result of any failure to achieve the applicable uptime specified above and are not deemed as penalties. To the extent legally permitted, our issuance of a Service Credit is your sole and exclusive remedy for our failure to meet the applicable uptime level specified above.