

ZENTERAI IT CLOUD CONSULTING INC.

SECURITY SERVICES SUBSCRIPTION AGREEMENT

Last updated: October 10, 2023

IMPORTANT – READ THIS SECURITY SERVICES SUBSCRIPTION AGREEMENT (THIS “AGREEMENT”) CAREFULLY. THIS AGREEMENT IS INCORPORATED BY REFERENCE INTO EVERY ORDERING DOCUMENT (THE “PURCHASE AGREEMENT”) BETWEEN ZENTERAI IT CLOUD CONSULTING INC. (“ZENTERAI”, “WE”, “US” OR “OUR”) AND THE CUSTOMER SPECIFIED IN THE PURCHASE AGREEMENT (“CUSTOMER”, “YOU”, OR “YOUR”). YOU ACKNOWLEDGE THAT YOUR EXECUTION OF A PURCHASE AGREEMENT REFERENCING THIS AGREEMENT CONFIRMS YOUR AGREEMENT TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, AS MAY BE AMENDED FROM TIME TO TIME IN ACCORDANCE WITH THE TERMS PROVIDED HEREIN.

THIS AGREEMENT is for the subscription of security services and products (“Security Services”) between ZENTERAI and the Customer of Security Services that ZENTERAI subscribes to Customers from third parties, including for the subscription of ConnectWise (“ConnectWise”).

1. MASTER AGREEMENT AND ADDENDUMS

(1) Third Party Master Agreement and Addendums. The Customer acknowledges and agrees that the master agreement and addendums, as may be amended from time to time, from third parties services used by Customer, are hereby incorporated by reference into, and form an integral part of this Agreement, and Customer agrees to be bound by same at all times this Agreement is in effect. ZENTERAI shall provide Customer with website domain for master agreement and addendums. Except as otherwise provided in this Agreement, if any provision in this Agreement conflicts with any provision in the said master agreement, the provision contained in this Agreement shall govern to the extent of any conflict.

(2) ConnectWise Master Agreement. If the Customer subscribes for a product supplied by or supported by ConnectWise, the Customer acknowledges and agrees that the ConnectWise Master Agreement and Addendums, and the agreements referenced therein, each as may be amended from time to time, are hereby incorporated by reference into, and form an integral part of, this Agreement, and Customer agrees to be bound by same at all times this Agreement is in effect. Except as otherwise provided in this Agreement, if any provision in this Agreement conflicts with any provision in the ConnectWise Master Agreement, the provision contained in this Agreement shall govern to the extent of any conflict.

2. SUBSCRIPTION

(1) Subscription. The Customer agrees and commits to the subscription for Security Services, as may be amended from time to time (the “Subscription”), as set out in the Purchase Agreement.

(2) Term. The Subscription shall be effective on the date your Subscription is activated or the date on which your Subscription is renewed, as applicable. If you are in the initial term of your Subscription, your Subscription shall continue in effect for the initial subscription term set out in the Purchase Agreement (the “Initial Term”). At the end of the Initial Term, this Agreement shall terminate and the Subscription shall automatically renew on the terms set forth using the version of this Security Services Subscription Agreement in effect at such time (each

such renewal is a “Renewal Term”). Customer must notify ZENTERAI with at least 90 days prior written notice to terminate the Subscription before the Renewal Term. The Renewal Term will continue in effect for a twelve month term (along with the same number of current active licenses for the remainder of the Renewal Term), unless written agreement otherwise. Automatic Renewal Terms shall continue each twelve month period unless given the required written 90 day notice prior to each Renewal Term.

3. ORDERING, FEES AND PAYMENT

(1) Ordering Procedure. The Subscription for the Initial Term shall be set out in the Purchase Agreement. At any time prior to the end of the Initial Term or any Renewal Term, the Customer may submit a Subscription Change Request in writing to ZENTERAI containing a full description of any requested changes to the Subscription, including a request for termination of the Security Services. Upon receipt of a Subscription Change Request and ZENTERAI's agreement thereto, ZENTERAI will make such amendments to Customer's Subscription as are necessary. Such amendments may not take effect until the next billing cycle and will not be retroactive.

(2) Subscription Fee. Customer shall pay a “Subscription Fee” on a monthly basis during the Initial Term and any Renewal Term. You acknowledge that the Subscription Fee may be based on the quantity of Security Services you ordered (including a commitment to a term). All prices are subject to change with thirty (30) days-notice to the Customer.

(3) Payment. The Subscription Fee is due and payable when invoiced and shall be deemed overdue if it remains unpaid for thirty (30) days. Prices are exclusive of any taxes unless otherwise specified on the invoice as tax inclusive. Customer is responsible for goods and services tax, harmonized sales tax, value added tax, sales tax, and all other taxes associated with the Subscription Fee, however designated. Interest on any late payments shall accrue at the rate of (2%) per month or the highest rate permitted by applicable law, whichever is less. Customer shall reimburse ZENTERAI for all reasonable costs incurred (including solicitor's fees) in collecting past due amounts.

4. SUPPORT

(1) Support. Customer may have the option of purchasing support services from ZENTERAI, wherein ZENTERAI will provide online, telephone, email and onsite support to Customer during the Initial Term and/or any Renewal Term.

(2) Consulting for Security Breach. If Customer has a security breach or incident and purchased our support services to unwind the security breach, the Customer must pay for our services prior to the commencement of our services.

5. CUSTOMER PRIMARY CONTACT

Customer shall identify and name an appropriate individual, with corresponding contact information, including electronic mail address, as the “Primary Contact” with whom ZENTERAI should communicate matters regarding the Subscription and the Security Services. The Primary Contact shall have the authority to submit Subscription Change Requests and other configuration changes on behalf of Customer. By default, the individual who signs the Purchase Agreement on behalf of the Customer shall be the Primary Contact.

6. CUSTOMER'S OBLIGATIONS

You are responsible for maintaining your hardware and network, as well as providing your users with network access to the Security Services. You are also responsible for ensuring that your users comply with this Agreement. You shall provide connectivity and security to the Internet for your location(s) for purposes of providing adequate access to the

Security Services. You shall provide accurate input information in the manner reasonably prescribed by ZENTERAI in connection with the Security Services. You shall advise ZENTERAI in writing of any changes to your operations, Primary Contact, or other information that would require a change in the support, operation or configuration of the Security Services. You shall configure necessary user accounts via the administrator account provided by ZENTERAI. You shall be responsible for ensuring that any of your content is accurate, not corrupt in any way, and does not contain any viruses or other security threats.

7. RESTRICTIONS

Use of the Security Services is restricted to the Customer only, and only for Customer's internal business purposes. Customer may not use the Security Services for the benefit of any third parties or provide other access or use of the Security Services to third parties. Customer may not, directly or indirectly, sublicense, assign, transfer, sell, rent, lend, lease or otherwise provide the Security Services (or any portion thereof, including, without limitation, any capacity) to any third party, and any attempt to do so is null and void and Customer shall be considered in default under this Agreement. Customer may not reverse engineer, disassemble, decompile or make any attempt to ascertain, derive or obtain the source code for the Security Services.

8. AUDIT RIGHTS

ZENTERAI shall have the right to audit Customer's use of the Security Services and compliance with this Agreement, including at Customer's premises, from time to time in ZENTERAI's sole discretion. Customer agrees to permit ZENTERAI to have access to its facilities and personnel during normal business hours for the purpose of conducting such audits. In the event such audit reveals Customer is exceeding the scope of use permitted by this Agreement, then Customer shall pay ZENTERAI's additional fees for such use (at the then-current list price) and reimburse ZENTERAI for the costs of the audit.

9. CONFIDENTIAL INFORMATION

- (1) Definition.** The term "Confidential Information" shall mean: (a) any and all information which is disclosed by either party ("Owner") to the other ("Recipient") verbally, electronically, visually, or in a written or other tangible form which is either identified or should be reasonably understood to be confidential or proprietary; and (b) the terms, including without limitation, the pricing of the Security Services including the Subscription Fee and any proposals or other documents that preceded this Agreement.
- (2) Treatment of Confidential Information.** Owner's Confidential Information shall be treated as strictly confidential by Recipient and shall not be disclosed by Recipient to any third party, except as authorized by the Owner.
- (3) Rights.** The Recipient shall not obtain, by virtue of this Agreement, any rights, title or interest in any Confidential Information of the Owner.
- (4) Survival.** The terms of this Section 9 shall survive termination of this Agreement.

10. EVENTS OF DEFAULT

For the purposes of this Agreement, any one of the following shall be considered to be an event of default (an "Event of Default") by the Customer: (i) a breach of any term or condition of this Agreement or any Purchase Agreement; (ii) an assignment of this Agreement without the prior written consent of ZENTERAI; (iii) a change of corporate control without the prior written consent of ZENTERAI; or (iv) if Customer becomes insolvent or bankrupt or subject to the provisions of the Winding-up Act (Canada) or the Bankruptcy and Insolvency Act (Canada), or goes into liquidation, either voluntarily or under an order of a court of competent jurisdiction, or makes a general assignment for the benefit of its creditors.

11. RIGHTS ON EVENTS OF DEFAULT / TERMINATION

- (1) In the event that Customer commits an Event of Default which is not cured within a period of ten (10) days of receipt of notice thereof, ZENTERAI may: (i) terminate this Agreement upon written notice to the Customer; (ii) suspend Customer's Security Services until such Event of Default is cured; and/or (iii) require Customer to provide ZENTERAI with a Security Deposit in an amount equal to two months of Customer's Subscription Fee. The Security Deposit shall be applied to Customer's account upon Customer remaining in good standing for a consecutive period of 6 months, or at the termination of this Agreement.
- (2) In the event that ZENTERAI materially breaches any term or condition of this Agreement or any Purchase Agreement, and such breach continues for a period of thirty (30) days after written notice from Customer, Customer may terminate this Agreement.
- (3) In the event of termination of this Agreement pursuant to Section 11(1)(i), the Subscription shall be immediately cancelled and the following amounts shall become immediately due and payable to ZENTERAI: (i) any amounts owed to ZENTERAI before such termination; and (ii) as liquidated damages, the monthly Subscription Fee multiplied by the remaining months in the Initial Term or Renewal Term, as applicable.
- (4) In the event of termination pursuant to Section 11(2), the Subscription shall be immediately cancelled and any amounts owed to ZENTERAI before such termination will be immediately due and payable.
- (5) Termination of this Agreement shall not limit either party from pursuing any other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that accrued prior to such termination.
- (6) In addition to your termination rights under Section 11(2), you may terminate a Subscription at any time during its term by providing a Subscription Change Request; however, you must pay all amounts due and owing before the termination is effective, including paying for the remainder of the Initial Term or Renewal Term, as applicable, and no refunds will be provided.

12. TRANSITION OF SERVICES

- (1) On termination or expiry of this Agreement, Customer may request ZENTERAI provide transition assistance services to allow for the orderly transition of services to Customer or its designee(s). ZENTERAI will provide an hourly rate and disbursements estimate for the cost of reasonable transition assistance to the Customer and, if accepted, Customer shall be responsible for payment of same on the terms outlined by ZENTERAI at such time.

13. NO WARRANTY

THE SUBSCRIPTION AND THE SECURITY SERVICES ARE PROVIDED "AS IS" WITHOUT ANY WARRANTY WHATSOEVER. CUSTOMER RECOGNIZES THAT THE "AS IS" CLAUSE OF THIS AGREEMENT IS AN IMPORTANT PART OF THE BASIS OF THIS AGREEMENT, WITHOUT WHICH ZENTERAI WOULD NOT HAVE AGREED TO ENTER INTO THIS AGREEMENT. ZENTERAI DOES NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS OBTAINED BY CUSTOMER IN USING THE SUBSCRIPTION AND THE SECURITY SERVICES, OR THAT THE SUBSCRIPTION AND THE SECURITY SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR THAT THE DELIVERY OF THE SUBSCRIPTION AND THE SECURITY SERVICES WILL BE UNINTERRUPTED OR ERROR FREE. ZENTERAI EXPRESSLY DISCLAIMS ALL REPRESENTATIONS, WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE SUBSCRIPTION AND THE SECURITY SERVICES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE AND INFRINGEMENT.

14. INDEMNITY

(1) **By Customer.** Customer shall indemnify and defend ZENTERAI against any third party claims: (a) resulting from Customer's use of the Security Services; (b) that any Customer content infringes or violates any rights of third parties; or (c) arising from or relating to Customer's or its users' failure to comply with this Agreement.

(2) **Mutual Indemnity.** Each party ("Indemnifying Party") shall indemnify and hold the other party ("Indemnified Party") harmless against any third party claim, including costs and reasonable lawyer's fees, in which the Indemnified Party is named as a result of the negligent or the intentional acts or omissions by the Indemnifying Party, its employees or agents, while performing its obligations under this Agreement.

15. LIMITATION OF LIABILITY

EXCEPT FOR THE INDEMNIFICATION FOR THIRD PARTY CLAIMS PROVIDED IN SECTION 14, ZENTERAI'S MAXIMUM LIABILITY FOR ANY ACTION ARISING UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION AND WHETHER IN TORT, CONTRACT OR OTHER FORM OF LIABILITY, SHALL IN NO EVENT EXCEED THE FEES PAID BY CUSTOMER DURING THE SIX-MONTH PERIOD PRECEDING NOTICE TO ZENTERAI OF CUSTOMER'S LOSS. IN NO EVENT SHALL ZENTERAI BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION, LOST DATA, LOST PROFITS, OPPORTUNITIES OR CONTRIBUTIONS, LOSS OF USE, GOODWILL, BUSINESS INTERRUPTION, ANY SECURITY BASED MIS-CONFIGURATIONS, SECURITY BREACHES INCLUDING BUT NOT LIMITED TO MALWARE ATTACKS, RANSOMWARE ATTACKS AND HACKING, OR OTHER PECUNIARY OR NON-PECUNIARY LOSS, HOWEVER ARISING, EVEN IF ZENTERAI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

16. GENERAL

(1) **Notices.** Any notice required or permitted to be given in this Agreement shall be in writing and shall be delivered in person, transmitted by electronic mail or sent by registered mail, charges prepaid.

(2) **Assignment.** Neither party shall assign this Agreement without the prior written consent of the other party. Any purported assignment is null and void.

(3) **Entire Agreement.** This Agreement together with the Purchase Agreement constitutes the entire agreement between the parties.

(4) **Our Right to Change this Agreement.** We have the right to revise and amend this Agreement from time to time for any reason.

(5) **Waiver.** No waiver of any provision of this Agreement is binding unless it is in writing and signed by all the parties entitled to grant the waiver.

(6) **Severability.** If any Section of this Agreement is determined to be unenforceable or invalid, the remaining provisions shall continue in full force.

(7) **Governing Law.** This Agreement shall be governed by and decided in accordance with the laws of the Province of Ontario.

(8) **Jurisdiction and Venue.** The parties submit to the exclusive jurisdiction of any court located within the Province of Ontario.

(9) **Headings for Convenience Only.** Headings are for convenience of reference only and shall not affect interpretation.

(10) **Number and Gender.** Words importing the singular include the plural and vice versa; words importing gender include all genders.

AGREED AND ACCEPTED — ZENTERAI IT CLOUD CONSULTING INC.	AGREED AND ACCEPTED — CUSTOMER / CLIENT
Authorized Signature: _____	Authorized Signature: _____
Print Name: _____	Print Name: _____
Title: _____	Title: _____
Date: _____	Date: _____
Company: ZENTERAI IT CLOUD CONSULTING INC.	Company: _____

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