

SOFTWARE AS A SERVICE AGREEMENT

SOFT4RE/SaaS/000

1. PARTIES

Supplier: UAB "Softera Baltic", company code 301566552, with office at K.Donelaicio str. 62/V.Putvinskio str. 53, LT-44248 Kaunas, Lithuania, tel. +370 37 75 27 72, ask4soft@soft4.eu, Acct./IBAN No. LT49 7044 0600 0631 5468 at AB SEB bank, bank address Gedimino pr. 12, LT-01103 Vilnius, Lithuania, bank code 70440, SWIFT code CBVILT2X (hereinafter referred to as "**We/Us/Our**");

Customer: <Name> ABN, <address>, <postal code>, <city>, <country> (hereinafter referred to as "**You/Your**")

(Reseller and Customer (collectively) are hereinafter referred to as the "Parties".)

THE CUSTOMER ACKNOWLEDGES AND AGREES THAT THIS SOFTWARE AS A SERVICE AGREEMENT TERMS SET FORTH HERETO SHALL APPLY TO ALL SOFTWARE AND SERVICES PROVIDED TO THE CUSTOMER TO THE EXCLUSION OF ALL OTHER TERMS AND CONDITIONS.

2. TERM

The Agreement is valid from 1st of October 2018 ("Agreement Effective Date") to 30th of September 2021 ("Expiry Date") (referred to as the "Initial Term") and will automatically renew for a further term (the "Renewal Term") unless written notice is received in accordance with section 6. clauses 2.3 & 2.4.

3. JURISDICTION

The Agreement shall be governed by and construed in accordance with the substantive laws of Australia without respect to its principles of conflict of law. Any dispute, controversy or claim arising out of or in connection with the agreement to be entered into on the basis of the Agreement, shall be finally settled through arbitration under the Rules of the Arbitration. However, this article shall not prevent either Party from obtaining injunctive relief from a court of competent jurisdiction to preserve the status quo, while it seeks to enforce its rights under this article.

4. NOTICES

- i) Any notice required to be given pursuant to this Agreement shall unless otherwise stated in it, be in writing, sent by You to Us, marked for the attention of the person at the address specified in this Agreement (or to such other address as either party may from time to time notify to the other in writing in accordance with this clause).
- ii) For the purpose of notices to be given by us in writing, the expression "writing" or "written" shall be deemed to include email communications (ask4soft@soft4.eu). At our option, we may as an alternative to written notice by post, send you written notice addressed to the email at the email address you supply to us.
- iii) A correctly addressed notice sent by first-class post shall be deemed to have been delivered 72 hours after posting, and correctly addressed emails shall be deemed to have been delivered 24 hours after sending (unless the sender has received a delivery failure notice).

5. DEFINITIONS

The following terms apply to this Agreement:

“Access”	links provided to User to access and use the Self-Provisioning Service.
“Availability”	number of minute’s operational uptime of the Access divided by total number of possible minutes of uptime of the Self-Provisioning Service and multiplied by 100.
“Configurations”	an arrangement of settings to run the Self-Provisioning Service.
“Data”	data, which belongs to the Customer, including, but not limited to, all text, sound, software, code, image, or any other information files that are transmitted, processed or stored through the use of the Self-Provisioning Service by the Customer.
“Data Protection Law”	means any law, rule, regulation, decree, statute, or other enactment, order, mandate or resolution, applicable to the Customer or Supplier , relating to data security, data protection and/or privacy, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to processing of personal data and the free movement of that data (hereinafter the “GDPR”), and any implementing, derivative or related legislation, rule, regulation, and regulatory guidance, as amended, extended, repealed and replaced, or re-enacted.
“User”	representative of the Customer that has a User Account to use the Self-Provisioning Service.
“Emergency Maintenance”	solving or preventing problems related to cases when any of the elements of Self-Provisioning Service is down and/or is incapable of performing.
“Incident”	an issue related to any elements of the Self-Provisioning Service. An Incident can be related to, without limitations, user education, bug, change requests, support enquiry, non-access and error in Configurations.
“Initial Term”	means the first period of this Agreement and described in Article 2 TERM.
“Maintenance Notification”	notification to the Customer by the Us as described in the SLA.
“Microsoft Azure”	means a cloud platform provided by Microsoft.
“Monitoring”	continuous (24/7) supervision activities to ensure that Self-Provisioning Service meets Service Levels.
“Non-Availability”	Service Levels for Availability deducted by actual Availability.
“Patching”	update of any part of the software running on Microsoft Azure.
“Personal Data”	any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
“Renewal Term”	means a period, during which this Agreement is extended automatically, the first of which periods, if any, begins upon expiration of the Initial Term as set forth in Article 3.

“Response”

either commencing, evaluating or resolving an Incident.

“Scheduled Maintenance”	maintenance and general service performed regularly in order to prevent any elements of Self-Provisioning Service from incapability of performing and downtime.
“Sensitive Personal Data”	personal data, revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership; data concerning health or sex life and sexual orientation; genetic data or biometric data.
“Self-Provisioning Service”	service that consists of access to Soft4Lessee Subscription Software on Microsoft Azure platform and any related services, described in Article 7.
“Service Levels”	metrics that measure the performance and availability of the Self-Provisioning Service. Service Levels for the Self-Provisioning Service are defined in Article 7 to the Agreement.
“Service Level Occurrence”	means any set of circumstances or incidents resulting in a failure to meet a Service Levels.
“Service Request”	an Incident submitted by the Customer to the us for resolution in accordance with the procedure defined in the Service Description and the SLA.
“SLA Services”	the services needed to maintain the Service Levels.
“SQL Server”	database server used by Microsoft to store data.
“Subscription”	User Account’s enrolment for Self-Provisioning Service for the Subscription Term.
“User Account”	allows Users to authenticate themselves and be granted authorization to access the Self-Provisioning Service in accordance with their access rights.

6. SOFTWARE AS A SERVICE AGREEMENT TERMS

1 Scope of the Agreement

- 1.1 We will make the software stipulated in Annex A of the Software as a Service Agreement (hereinafter Agreement), owned and operated by the Supplier, available to the Customer by setting up an account for the Customer and providing to the Customer login details for that as per Customer’s project schedule described in Annex A.
- 1.2 We grant to the Customer a non-exclusive, non-transferable, worldwide and royalty-free right to access and use the Self-Provisioning Service and ordered Subscriptions as further described in this Agreement and in accordance with Annex A, for your own use only and not for distribution. This right is conditional on the Customer’s continued compliance with the terms of this Agreement and other applicable documents (if any).
- 1.3 We shall provide to Customer services stipulated in Annex A (hereinafter Services).
- 1.4 The Supplier shall obtain all necessary permissions, consents, releases and approvals from third parties relating to the performance of the Services under this Agreement.
- 1.5 The Supplier shall maintain appropriate, sufficient and necessary insurance in relation to the performance of the Services.

2 Term and termination

- 2.1 The Agreement shall come into force and effect upon the date stipulated in Article 3. of the Software as a Service Agreement subject to signing by duly authorised representatives of the Parties. Such date is hereinafter called the Agreement Effective Date and the period as the Initial Term.

- 2.2 The Initial Term is stipulated in Article 2 TERM, of the Software as Service Agreement, the Agreement shall be valid for that period, and is thereafter subject to automatic renewal for a further one-year Renewal Term or other Term agreed in writing.

- 2.3 The Agreement shall be valid for the Term as indicated in Article 3 of the Software as Service Agreement, and can be terminated (not automatically renewed), by the Customer giving written notice at least 3 months prior to the next expiry date, no refunds of unexpired Term will apply, and by Us, by giving 6 months prior written notice to the next expiry date.
- 2.4 During the renewal period(s) (Renewal Term) the Agreement can be terminated (not automatically renewed), by Customer by giving written notice at least 3 months prior to the next expiry date and by Us by giving 6 months prior written notice.
- 2.5 Either Party shall have the right to terminate the Agreement without liability to the other Party, by written notice to the other Party, if the other Party goes into liquidation, enters into composition proceedings with its creditors, initiates a restructuring, becomes insolvent or is unable to pay its major debts or the majority of its debts or fails or admits in writing its inability to pay its major debts or the majority of its debts as they become due, makes a general assignment for the benefit of creditors or if a petition under bankruptcy or under any insolvency law is filed by or against the other Party and such petition filed by a third party is not dismissed within sixty (60) days (or such longer period agreed upon between the Parties) after it has been filed or a secured part takes possession of all or substantially all of its assets and such process is not dismissed or restrained within thirty (30) days.
- 2.6 Either Party shall have the right to terminate the Agreement without liability to the other Party, by written notice to the other Party, if the other Party commits a material breach of its obligations provided, however, that in case of any breach which is capable of being cured, neither Party shall terminate the Agreement unless and until the other Party shall have failed to cure such breach within thirty (30) days after it shall have been served with a notice requiring that such breach be cured and stating the sending Party's intention to terminate the Agreement if compliance with the notice to cure is not met.

3 Trial period

- 3.1 Not Applicable in this Agreement.

4 Service Levels

- 4.1 The Service Levels are described within Article 7 "Support and Service Level Agreement (SLA)".
- 4.2 We shall execute all aspects of the Services with the skill, speed and care that Customer is entitled to expect from a reputable Supplier in the industry.
- 4.3 The Parties may establish a time schedule for the provision of the Services, the time schedule forms a part of the Agreement and we shall execute the Services in accordance therewith.

5 Ordering and Cancelling Subscriptions

- 5.1 Additional/Existing Subscriptions are ordered and/or cancelled (subject to Section 6 clauses 2.3 & 2.4) by the Customer, sending an Order form as provided in Annex B to this Agreement, by email to us at ask4soft@soft4.eu
- 5.2 The Software as a Service is provided on a Subscription basis, subscription term is calculated from the first day of the order date Pro Rated to the next expiry date (hereinafter, the "Term" or part thereof). All Subscriptions are renewed automatically on the anniversary of the renewal Term unless terminated in accordance with Section 6 clauses 2.3 & 2.4.
- 5.3 The Customer may terminate the Subscription by sending Termination request in the form



provided in Annex B to this Agreement, to ask4soft@soft4.eu without any cancellation fee; however, no refunds of unexpired Term will apply.

6 Prices and Billing Terms

- 6.1 Payment of the Initial Term is required upon signing this agreement. The Customer shall pay a software subscription fee for the right to use the Software, in accordance with the order form.
- 6.2 Payments shall be made by Customer to us at the beginning of the Initial Term; and upon the renewal of the Initial /Renewal Term, an invoice for such subsequent Term will be issued, 30 days prior to the expiry of the current term, if applicable. Payment of this invoice is required prior to the commencement date of the renewal.
- 6.3 The Customer will be invoiced for the Subscription Term as indicated in the order form, for all current Subscriptions. For Subscriptions that have not been cancelled and/or added during the prior Term, any User Accounts and Subscriptions that are created or terminated within the Subscription Term, will be made coterminous. (We will not compensate amounts for unused days to the Customer).
- 6.4 Payment terms are 7 (seven) days from the date of the invoice. Late payment will constitute a material breach of this Agreement.
- 6.5 We may revise the prices for the Software, informing Customer in advance about such change by email sent to the address, indicated in this Agreement. It is a responsibility of the Customer to inform Us if the mailing address has changed. Revised prices will be applied automatically after a renewal of the Subscription Term.

7 Warranties

- 7.1 The Supplier warrants that the Software and Service is performed with the necessary care and competence, lives up to good professional standards and complies with the SLA during the Subscription term.
- 7.2 Disclaimer of Warranties. WHILE THE SERVICES ARE PROVIDED IN GOOD FAITH, THE SUPPLIER DOES NOT GUARANTEE THAT THE SERVICE WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED; THE SUPPLIER WILL USE ITS BEST EFFORTS TO CORRECT ALL SERVICE ERRORS. THE CUSTOMER ACKNOWLEDGES THAT THE SUPPLIER DOES NOT CONTROL THE TRANSFER OF THE DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICE MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. THE SUPPLIER IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.
- 7.3 Other than warranties stated herein, the Supplier provides no warranties, whether express, implied, statutory, or otherwise, including warranties of merchantability or fitness for a particular purpose. These disclaimers will apply except to the extent applicable law does not permit them.
- 7.4 The Supplier represents and warrants to the Customer that: (i) it has all necessary right, title and interest to provide the Software and Service, including the right to license any software included with the Service; and (ii) the Software and Service shall not include any virus, worm, trap door, back door, timer, clock, counter, or other limiting routine, instruction, or design that would erase data or programming or otherwise cause any system to become inoperable or incapable of being used in the full manner for which it was designed and created.

8 Ownership and Intellectual Property Rights

- 8.1 The Supplier warrants that it has the right to grant rights to the Software and Services as stated

in this Agreement and that the Software will not infringe any intellectual property rights held by any third parties.

- 8.2 The Supplier shall indemnify and hold the Customer harmless from and against any claim brought by a third party against the Customer and directly arising out of the Supplier's breach of third party rights.
- 8.3 The Customer is responsible for obtaining the necessary licenses not leased through the Supplier and represents and warrants that there are no violations of third party rights. The Supplier assumes no responsibility or liability for infringement of third party rights, and the Customer will indemnify and hold the Supplier harmless from and against any claim brought by a third party against the Supplier relating to the Customer's breach of third party rights, even after the termination of the Agreement.
- 8.4 The Software and Services are protected by copyright laws, trademark laws, and other laws regarding trade secrets and intellectual property rights. The Supplier retain all copyrights and other intellectual property rights in and to the Software and Services, including supporting documentation, and all copies, parts and translations hereof.
- 8.5 All rights not expressly granted under this Agreement are reserved by the Supplier.
- 8.6 This Article 8 shall survive the termination or expiration of the Agreement for any reason.

9 Use of Services

- 9.1 **Acceptable Use.** The Customer may use the Self-Provisioning Service only in accordance with this Agreement. The Customer may not reverse engineer, decompile, disassemble, or work around technical limitations in the Self-Provisioning Service, except to the extent that applicable law permits it despite these limitations. The Customer may not disable, tamper with, or otherwise attempt to circumvent any billing mechanism that meters Customer's use of the Self-Provisioning Service.

The Customer shall not use the Self-Provisioning Service:

- in a way prohibited by law, regulation, governmental order or decree;
 - to violate the rights of others;
 - to try to gain unauthorized access to or disrupt any service, device, data, account or network;
 - to spam or distribute malware;
 - in a way that could harm the Self-Provisioning Service or impair anyone else's use of it;
- or
- in any application or situation where failure of the Self-Provisioning Service could lead to the death or serious bodily injury of any person, or to severe physical or environmental damage.

Violation of the terms in this section may result in suspension of the Self-Provisioning Service. Unless the Supplier believes an immediate suspension is required, the Supplier will provide a reasonable notice before suspending the Self-Provisioning Service.

- 9.2 **Users.** The Customer shall provide the list of Users (name, last name, email) that should have access to the Self-Provisioning Service. The list should be sent by email to ask4soft@soft4.eu or other e-mail provided by Supplier.
- 9.3 **Content of the Data.** The Customer is solely responsible for the content of all the Data. The Customer will secure and maintain all rights in the Data necessary for the Supplier to provide the Self-Provisioning Service without violating the rights of any third party or otherwise obligating the Supplier to the Customer or to any third party. The Supplier does not and will not



assume any obligations with respect to the Data or to Customer's use of the Self-Provisioning Service other than as expressly set forth in this Agreement or as required by applicable law.

- 9.4 Responsibility for User Accounts. The Customer is responsible for maintaining the confidentiality of any non-public authentication credentials associated with use of the Self-Provisioning Service. The Customer shall promptly notify the Supplier about any possible misuse of accounts or authentication credentials or any security incident related to the Self-Provisioning Service.

10 Information and Data Protection

- 10.1 Nothing contained in this Agreement shall be construed as conferring any right to Supplier to use any of Customer's information or data (including, but not limited to customer data), regardless of media, except as required for fulfilling Supplier's obligations under this Agreement.
- 10.2 Supplier shall treat any and all information and data acquired by Supplier under this Agreement as strictly confidential and warrants that Supplier will not disclose any such information or data to any third party.
- 10.3 Insofar as the Supplier processes personal data for the Customer in connection with the performance of the Agreement, Supplier shall act as a data processor and, among other things, observe applicable Data Protection Laws. Personal data shall be stored in accordance with the security requirements and any additional requirements following from applicable laws and regulations. Customer shall document the systems in which personal data is stored and/or processed according to any requirements following from applicable laws and regulations.

11 Miscellaneous

- 11.1 The Parties agree to indemnify and hold each other harmless from and against all (i) damage or injury (including death) to property or person belonging to or employed by the other Party, and (ii) liabilities to third parties and all losses incurred in connection with claims by third parties (including without limitation, all losses, claims, demands, penalties and damages) resulting from the acts or omissions from the other Party, the other Party's officers, agents, employees or subcontractors in connection with the performance of the Agreement.
- 11.2 Notwithstanding anything to the contrary in this Agreement, neither Party shall be liable to the other Party in connection with this Agreement for any indirect damages i.e. loss of production, loss of business, loss of revenue and loss of goodwill. The direct liability arising from this Agreement is limited to the amounts paid by the Customer to the Supplier under this Agreement during the last 12 months before causing the damage.
- 11.3 Involvement of Subcontractors. The Supplier may engage subcontractors to provide Self-Provisioning Service at its own discretion, provided that the Supplier remains responsible for its subcontractors' compliance with the obligations set forth in this Agreement.
- 11.4 Assignment. This Agreement shall not be assigned or otherwise transferred by either party without the prior written consent of the other. Said consent shall not be unreasonably withheld.
- 11.5 By signing the Agreement, the Customer grants the Supplier a non-exclusive right to use the Customer's trade name and logo on official reference lists.
- 11.6 Force Majeure. Neither party shall be liable for events that constitute force majeure, including, but not limited to, war, riots, insurrection, acts of God, general strike, fire, natural disasters, exchange controls, embargoes, failure of telecommunications, electricity, or internet, power failure, serious computer virus and force majeure affecting Supplier that are not caused by obligated party.

In the event of force majeure, the affected party shall inform the other party of its occurrence without undue delay, and both parties may require a renegotiation of the terms of delivery

affected by force majeure. If the force majeure event continues for more than 30 (thirty) days, both parties shall be entitled to terminate the Agreement for the future.

- 11.7 Validity. Whenever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision of this Agreement shall be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity and shall not invalidate the remainder of such provision or the remaining provisions of this Agreement that shall continue in full force and effect.
- 11.8 Independent Parties. This Agreement does not create any agency, joint venture, employment, or other form of association which could impose the liability of one party upon the other.
- 11.9 Entire Agreement. This agreement is the entire agreement concerning its subject matter and supersedes any prior or concurrent communications.
- 11.10 Amendments to and modifications of the agreement as well as the waiver of claims under the agreement shall be made in writing and be signed by authorized persons in order to be valid.
- 11.11 If individual provisions of the Agreement should be or become invalid, the remaining provisions shall not be affected thereby. The provision which is or has become invalid shall be replaced by a provision which, with respect to its economic purpose, comes as close as possible to the provision being replaced.

7. SUPPORT AND SERVICE LEVEL AGREEMENT (SLA)

1. Scope of the Agreement

This Service Level Agreement (hereinafter, the "SLA") outlines the Service Levels for the Self-Provisioning Service, provided to the Customer by the Supplier, on the Microsoft Azure platform.

2. Definitions

The terms defined in the Agreement will apply to this SLA.

3. SLA Services

3.1. Scope of SLA Services

To meet Service Levels, the following SLA Services are performed as a part of the Self-Provisioning Service:

- Continuous Monitoring of Microsoft Azure platform (24/7). The Supplier will use its best efforts to proactively handle any issues discovered on Microsoft Azure platform.
- Monthly Microsoft Azure system maintenance and Microsoft Azure Patching. Microsoft Azure Patching is handled automatically by Microsoft on all parts of Microsoft Azure platform.
- Critical and security updates provided by Microsoft are automatically applied on a monthly basis for all operating systems and components including SQL in accordance with the regular maintenance schedule.

4. Service Levels

4.1. Prerequisites

The Customer shall provide the following prerequisites in order for Us to meet the Service Levels:

- a) Availability of the Customer's representatives. Active and timely involvement of the Customer

is considered essential in order for Us to meet Service Level for Response on 1st Line Support successfully and in time. The representatives of the Customer shall respond to inquiries within 4 (four) working hours when working on an Incident.

- b) All Soft4 Software Support requests must be entered in Supplier’s Help Desk - JIRA system <http://support.softera.lt/>.
- c) We evaluate time required to resolve the Soft4 Support Request and send for the confirmation to Customer via Help Desk or email.

4.2. Availability of the Self-Provisioning Service

Description	Metric formula	Frequency	Service Level
Availability of the Self-Provisioning Service (Microsoft Azure, the Configurations and the Access)	Number of minutes operational uptime / Total number of possible minutes of uptime * 100	Monthly	>=99,5%

5. SLA Exclusions

5.1. General

Excluded in the case of the following:

- a) Downtime of Non-production environments.
- b) Inappropriate use of the access rights granted by Supplier to the Customer.
- c) Operating errors by Users of the Customer.
- d) Erroneous instructions delivered by the Customer to the Supplier.
- e) Non-compliance with the provisions of the Agreement including this SLA.
- f) DDOS attempts and general internet malfunctions.
- g) Downtime or degradation caused by malfunctions of the Microsoft Azure platform as delivered by Microsoft to the Supplier.
- h) Unavailability or degradation ration as a result of maintenance by Microsoft on the Azure platform is not calculated as Downtime.
- i) Force majeure and any, and all (other) situations that cannot be attributed to the Supplier.

Supplier can perform Emergency Maintenance activities on an as needed basis to safeguard the integrity and consistency of the Services. In the case of an Emergency Maintenance that occurs outside of the Maintenance Windows, Supplier will notify the Parties about the nature of the maintenance. In the event that notification is not possible prior to the commencement of the maintenance activities, notification will be provided as soon as possible after the completion of the maintenance activities.

6. Contacting the Soft4 Support desk

- 6.1. All Soft4 Software Support requests must be entered in Supplier’s Help Desk - JIRA system <http://support.softera.lt/>.
- 6.2. All support queries are managed via email and phone. A Support Ticket is created, and notifications are sent to our support consultants immediately when a support issue has been logged. Each support query is allocated a unique ticket number and you will be given this for future reference.
- 6.3. Emergency contact for urgent support issues during Australian work-hours (issue can’t wait for Soft4 team to reply within Soft4 standard business hours: Monday to Friday, 8.30AM – 5.30PM UTC+3)

- 6.4. Support requests are charged at 95 EUR/ hour.
- 6.5. Inquiries, which take **less than two hours** to complete, are confirmed for billing automatically.
- 6.6. Supplier shall bill their support services in arrears for actual support hours.
- 6.7. Customer undertakes to set the Report Status as “Closed” in the Help Desk system or provide the Feedback to Supplier if Report cannot be closed, within 3 business days after the Report Status changes to “Resolved”. If no feedback on the issue reported is received within 5 business days, the Report Status will be set as “Closed” automatically and the task will be considered as completed.
- 6.8. Customer shall pay for Supplier’s support services in Euros (eur) within 15 (fifteen) days after the invoice for the services is issued, after the Report Status is set to “Closed” in the Supplier’s Help Desk system.

Signed:
For and on behalf of:
Softera Baltic, UAB

Signed:
For and on behalf of CUSTOMER:

by: Tomas Kazokas
Position: CEO

<Name Last name>
Position

SOFTWARE AND SERVICE DESCRIPTION

Software:

Software:	Soft4RealEstate on Microsoft Dynamics 365 Business Central
Number of Standard Subscriber Access Licenses:	-
Number of Limited Subscriber Access Licenses:	-
Additional functional modules:	-
Monthly Subscription fee:	179 EUR/ user/ month -15% discount for a 3-year contract term Total:
Subscription term:	
Standard system set-up fee:	
Support fee:	95 EUR/ hour

Services provided:

1. System standard set-up:
 - 1.1. System installation on Microsoft Azure
 - 1.2. Support with system configuration (chart of accounts, asset categories, legal entities, dimensions, users, etc.)
 - 1.3. Set-up of users and User permission rights
 - 1.4. Data validation as per Customer’s Lease Data File upload
 - 1.5. Users’ self-training

2. Hosting services (as per Article 7 “Support and Service Level Agreement”)

3. Incident management and support (as per Article 7 “Support and Service Level Agreement”)

Signed:
For and on behalf of:
Softera Baltic, UAB

Signed:
For and on behalf of CUSTOMER:

by: Tomas Kazokas

<Name Last name>

Position: CEO

Position

Annex B
to the Agreement No.
SOFT4RE/SaaS/000

PURCHASE/ TERMINATE USER LICENSE ORDER

Customer' reference

Company
<Ordering Name Last name, email, phone>

Supplier's reference

E-mail: ask4soft@soft4.eu

Request Date	License type	Add/ remove?	User name and last name	User's email
	<input type="checkbox"/> Standard Subscriber Access License <input type="checkbox"/> Limited Subscriber Access License	<input type="checkbox"/> Add <input type="checkbox"/> Remove		
	<input type="checkbox"/> Standard Subscriber Access License <input type="checkbox"/> Limited Subscriber Access License	<input type="checkbox"/> Add <input type="checkbox"/> Remove		

Name Last Name
Position

Signature