

**SUBSCRIPTION LICENSE AGREEMENT:
GENERAL TERMS AND CONDITIONS**

VERSION 2.0 OF MAY 21, 2022

1. Recitals

- 1.1. These general terms and conditions (these “Terms”) are incorporated into the subscription license agreement (the “Agreement”) between (i) **Handsoncode** Sp. z o. o., a Polish corporation, with its registered office in Gdynia (address: ul. Aleja Zwycięstwa 96-98, 81-451 Gdynia, Poland; registration: District Court Gdansk-Północ in Gdansk, company no.: 538651; tax ID no.: PL 5862294002; share capital: PLN 62,800.00; “Licensor” or “We”) and (ii) **You** (also “Licensee”), entering into the Agreement exclusively in connection with Your business or professional activity.
- 1.2. By clicking “I accept” or otherwise accepting these Terms, You are entering into the Agreement. Unless expressly agreed otherwise by You and Licensor (collectively, the “Parties”), installation, copying, or other use of Deliverables (as defined in Section 2 of these Terms) indicates Your acceptance of these Terms. The Agreement enters into force on the date You have indicated Your acceptance of these Terms (“Effective Date”).
- 1.3. Your use of Deliverables is subject to full acceptance of, and strict adherence to, the terms and conditions of the Agreement.

2. Definitions

In these Terms, the following definitions apply:

- 2.1. “Authorized User” – a Developer and/or an End User, as defined in these Terms.
- 2.2. “Confidential Information” – all information and know-how transmitted, disclosed, or otherwise made available by one (disclosing) Party to the other (receiving) Party that have been identified as proprietary or confidential or that, by the very nature of the circumstances surrounding the disclosure, ought in good faith to be treated as proprietary and confidential. Confidential Information does not include information which the receiving Party can demonstrate to be: (i) generally available to the public through no act or omission on the part of the receiving Party or its officers, employees, or representatives; (ii) known to the receiving Party prior to its receipt thereof; (iii) disclosed to the receiving Party at any time by a third party without violation of any obligation of confidentiality known by the receiving Party; or (iv) independently developed by the receiving Party through no use whatsoever of the Confidential Information.
- 2.3. “Deliverables” – the Software, License Key, or other products and Services delivered or performed by Licensor under the Agreement, as well as the License and other entitlements to such products and Services.
- 2.4. “Developer” – Licensee’s employee, agent, or independent contractor, personally carrying out development of the Software, whether by order of Licensee or in fact.
- 2.5. “End User” – an individual afforded, courtesy of Licensee, an opportunity to use, but in no event exercise any copyright in, the Software.
- 2.6. “Evaluation Purpose” – the sole purpose of testing the suitability, performance, and usefulness of the Software for Your business needs; in no event may such purpose be exercised or testing performed in the production environment.
- 2.7. “GDPR” – Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).
- 2.8. “License” – permission to exercise copyright in the Software, granted under the Agreement, within the limits set forth in an applicable License Confirmation.
- 2.9. “License Confirmation” – a permanent (written, electronic, and the like) record of agreement between the Parties as to certain metrics used to assess Licensee’s permitted usage of Deliverables, including (i) the number of Software Modules, Developers and/or End Users and (ii) the level and period of support,

issued by Licensor and provided to Licensee, which – along with these Terms – forms part of the Agreement.

- 2.10. “License Key” – a string of numbers and/or characters used to activate the Software.
- 2.11. “Personal Data” – personal data within the meaning of Article 4 GDPR, relating to Licensee, its representatives and Developers, including their names, email addresses, and other such identifiers as may reasonably be processed by Licensor for the purposes related to the Agreement;
- 2.12. “Services” – maintenance and support services set forth in Section 7 of these Terms, schedules hereto, and Our policies incorporated into these Terms; and any such other services, if any, as expressly provided for in these Terms.
- 2.13. “Software” – a software product created, developed, and/or supported by Licensor, delivered in source and/or compiled form; the Software may contain external open-source code.
- 2.14. “Software Module” – part of the Software/business component representing particular Software tasks that meets a single business need of an End User.
- 2.15. “Subscription” – the business model adopted by Licensor and spelled out in these Terms in which You get to access Deliverables pursuant to the Agreement.
- 2.16. “Your Product” – a Licensee offering, such as a standalone product or service, with which the Software is integrated under the Agreement, and which contains a significant additional functionality not incorporated in the Software.

3. Ownership and restrictions

- 3.1. The Software is licensed, not sold. Unless otherwise expressly provided in these Terms or by applicable laws, all rights – including copyright – in the Software remain and vest in or with Us or their respective licensors.
- 3.2. Licensor retains all right, title and interest in and to any work product created by Licensor in the course of providing Deliverables under the Agreement, and to all suggestions, ideas, enhancement requests, feedback, code, recommendations or other information provided by Licensee or any third party relating to the Software, which are hereby assigned to Licensor.
- 3.3. Neither Licensee nor Authorized Users may remove, alter, or obscure any of Our (or Our licensors’) copyright notices, proprietary legends, trademark or service mark attributions, patent markings or other indicia of Our (or Our licensors’) ownership or contribution from the Deliverables. Additionally, Licensee agrees to reproduce and include Our (and Our licensors’) proprietary and copyright notices on any copies of the Deliverables, or on any portion thereof, including reproduction of the copyright notice. Licensee further agrees that neither it nor Authorized Users will, without Our express written permission: (i) make the Deliverables available to, or use the Deliverables for the benefit of, anyone other than Licensee or End Users; (ii) assign, transfer, sell, resell, license, sublicense, distribute, rent or lease the Deliverables, or include any Deliverables in a service bureau or outsourcing offering (except as expressly otherwise permitted under the Agreement); (iii) permit direct or indirect access to or use of the Deliverables in a way that circumvents applicable metrics; (iv) copy the Deliverables or any part, feature, function, or user interface thereof (except as expressly otherwise permitted under the Agreement); (v) create any derivative work based on the Software; or (vi) access or use any Deliverables in order to build a competitive product or service.
- 3.4. For the avoidance of doubt, You are liable for acts or omissions of Authorized Users in relation to these Terms as if such acts and omissions were Your own.

4. Grant of license

- 4.1. Under the Agreement Licensor grants You a limited (pursuant to a pertaining License Confirmation), non-perpetual, non-transferable, non-exclusive, worldwide License to use, copy, integrate, and distribute to End Users the Software solely as part of Your Product.

- 4.2. Except as expressly set forth herein, Licensor grants and You receive no other rights or licenses to the Software, derivative works, or any intellectual property rights related to the Software whether by implication, estoppel, or otherwise.
- 4.3. You grant Licensor a non-exclusive, worldwide, and royalty-free license to any intellectual property to the extent necessary for Licensor to perform its obligations under the Agreement.

5. Payment of fees

- 5.1. If the Agreement has been entered through a negotiated sale, You agree to pay Licensor the Subscription fees specified in the License Confirmation, subject to Section 5.3 of these Terms. The Subscription fees are payable in advance.
- 5.2. If the Agreement has been entered otherwise than through a negotiated sale, You agree to pay Licensor the Subscription fees specified on a dedicated webpage (<https://handsontable.com/pricing>, or Our authorized resellers' webpages, or other webpages referencing Licensor's business name, product, and/or pricing by Our consent) throughout the term of the Agreement, subject to Section 5.3 of these Terms. If payments are made:
 - 5.2.1. monthly, Subscription fees will be paid in advance on a month-to-month basis and charged automatically;
 - 5.2.2. annually, Subscription fees will be paid in advance for each subsequent year and charged automatically.
- 5.3. Licensor reserves the right to unilaterally increase applicable Subscription fees on each anniversary of the Effective Date by 5% over the immediately preceding one (1) year period.
- 5.4. The Subscription fees are:
 - 5.4.1. payable in United States dollars or such other currency as acceptable to Licensor and made by credit card, PAYPAL or wire transfer unless agreed otherwise – in no event will Licensor accept payments by check;
 - 5.4.2. non-refundable unless terminated for breach by Licensor pursuant to Section 8.2 of these Terms – You may modify the applicable metrics during the Subscription period but lowering them will not result in any rebate, credit or other type of refund.
- 5.5. All stated fees are exclusive of any taxes, duties or other amounts, however designated, including value added and withholding taxes that are levied or based upon such charges, or upon the Agreement. Any taxes related to the Deliverables, including withholding taxes, will be effectively paid by You. However, You will not be liable for taxes imposed on Licensor based on Our income.
- 5.6. Should You, for whatever reason, fail to pay as due, Your use of Deliverables will be restricted to the Evaluation Purpose and limited to thirty (30) days. In order to use Deliverables beyond (i) the permitted thirty-(30)-day evaluation period or (ii) the Evaluation Purpose, please contact Licensor at sales@handsontable.com.

6. License key

- 6.1. Licensor provides You with a License Key. A new License Key is delivered to You every twelve (12) months, unless agreed otherwise.
- 6.2. The License Key works with the Software versions released within twelve (12) months after first activation of the License Key, meaning its first assignment and provision to Licensee. If You want to use the Software in any version released after the twelve-(12)-month period, the License Key must be replaced with a new one.

7. Services

- 7.1. Under the Agreement, Licensor will provide support to Licensee: (i) in accordance with an applicable support plan set forth in Schedule A to these Terms; (ii) for the Software version released no later than twelve (12) or twenty-four (24) months prior, depending on the support plan in place; and (iii) within the

Software's built-in functionality and any such environments, including web browsers, as specified in the pertinent documentation.

- 7.2. Licensor will provide support subject to Licensee's use of appropriate communication channels, involving: (i) first, support@handsontable.com email address; (ii) second, dedicated contact forms published on <https://handsontable.com>; and (iii) third, direct phone calls and teleconferences. Under the top-level support plan, Licensor will make use of such other communication channels as indicated by Licensee so long as they are readily available, compatible with MAC and WINDOWS platforms, secure, and free of charge for Licensor. Only upon Licensee's consent, may Licensor record support calls to: (i) help identify Licensee's needs; (ii) help improve Licensor performance; (iii) facilitate quality control and assurance; (iv) help protect Licensor from and act on abusive or nuisance calls. Licensor will store call recordings electronically.
- 7.3. Without limitation, Licensee will use its best efforts to: (i) promptly notify Licensor of any failures of the Software to perform substantially in conformity with the pertinent documentation, by means of established communication channels; (ii) maintain the Software up to date; (iii) undertake remedial corrective actions as instructed by Licensor; and (iv) comply with all applicable laws and regulations. Licensee will promptly address Licensor queries concerning Software-related issues and, if possible, provide Licensor with diagnostic data such as, without limitation, the console log, step-by-step reproduction scenarios, screenshots, and environment identification data. If support involves access to Licensee's application, Licensee will ensure Licensor is not exposed to any production data, personal data, or trade secrets otherwise processed in such application. Licensee will promptly notify Licensor of any circumstances that may affect Licensee's use of support or applicability of support plans, including any changes in the number of developers or other material metrics.
- 7.4. The period of support and support plan You are entitled to are indicated in the License Confirmation. An upgrade from one support plan to another is possible at any time during an active support period, provided Licensor continues to make such levels of support generally available for purchase. Any support plan upgrades and all access to support will be bound to the term of the then-active support period. As a matter of principle, Licensee may not downgrade its support plan during the support period, and Licensor provides no automated mechanism available to Customer by which to downgrade
- 7.5. Licensor may provide Licensee with certain marketing and educational content, including tutorials, insights, and good practices related to the Software or its other business activities, at Licensee's email addresses indicated in, or in connection with, the Agreement, until Licensee chooses to opt out of such newsletter offering.
- 7.6. Licensor will make available to Licensee updates that Licensor releases during the term of the Agreement. Updates will be advised and made available through standard industry means. Solely Licensor determines the features and the release schedule of all updates.
- 7.7. Licensor has no obligation to provide any support: (i) for anything other than the Software; (ii) if Licensee or a third party has altered or modified any portion of the Software; (iii) if Licensee has not used the Software in accordance with the pertinent documentation or instructions provided by Licensor; (iv) if Licensee can resolve the issue themselves by updating the Software to its newer version; or (v) for not released versions of the Software. In no event will Licensee provide any support to End Users.

8. Term and termination

- 8.1. The term of the Agreement will begin on the Effective Date and will continue for twelve (12) months, unless expressly agreed otherwise. The term of the Agreement will auto-renew for successive twelve-(12)-month periods until either Party notifies the other Party in permanent (written, email and the like) form of its decision to terminate the Agreement at least thirty (30) days before the end of the then current twelve-(12)-month period.
- 8.2. The Agreement may be terminated by either Party at any time in the event that: (i) the other Party is notified in permanent form (in writing, via email, and the like) that it is in material breach of the

Agreement; and (ii) such other Party fails to remedy such breach within thirty (30) days following such notice or three (3) days following such notice if the breach is a failure by Licensee to pay any fee required under Section 5 of these Terms.

- 8.3. To the extent allowed by law, Licensor may terminate the Agreement effective immediately upon written notice to You if You: (i) file a voluntary petition in bankruptcy or otherwise seek protection under any law for the protection of debtors; (ii) have a proceeding instituted against You under any bankruptcy law that is not dismissed within sixty (60) days; (iii) are adjudged as bankrupt; (iv) have a court assume jurisdiction of Your assets under a reorganization act; (v) have a trustee or receiver appointed by a court for all or a substantial portion of Your assets; (vi) become insolvent; (vii) suspend or cease to do business; (viii) make an assignment of Your assets for the benefit of Your creditors; or (ix) admit in writing Your inability to pay Your debts as they become due. In the event of Your bankruptcy, the Agreement will be accepted or rejected within a reasonable time, but in no event in less than sixty (60) days from the filing of the bankruptcy petition.
- 8.4. Upon expiration or termination of the Agreement You will immediately: (i) discontinue any use of Deliverables, including by Authorized Users; (ii) remove and/or return them to Licensor; and (iii) certify to said discontinuance and removal or return of the Deliverables. Furthermore, Licensor may remove Licensee's access to its customer dashboard.

9. Warranty and liability

- 9.1. Licensor warrants that it may lawfully grant You the License and that it has all necessary rights, licenses, and permissions to enter into the Agreement. The Software may implement, use, or invoke any such third-party software as set out in the documentation section at <https://handsontable.com/>, including open-source libraries which are subject to their respective licensing terms and conditions and expressly excluded from any and all warranty and liability obligations provided in these Terms or otherwise.
- 9.2. If the Software (or any part of it) is finally held to be infringing third-party intellectual property rights, Licensor will, at its sole discretion, either (i) replace the Software (or any part of it) with its non-infringing counterpart, or (ii) modify the Software (or any part of it) to make it non-infringing, or (iii) terminate the Agreement and return the paid-up fee on a pro-rata basis. The preceding sentence provides for Licensee's sole and exclusive legal remedies and Licensor's sole and exclusive liability.
- 9.3. Licensor warrants that the Software will perform in all material respects with specifications describing the use, operation, nature, and functionality of the Software, provided by Licensor, if any. Any such non-performance shall be dealt with under Section 7 and Schedule A to these Terms. The preceding sentence provides for Licensee's sole and exclusive legal remedies and Licensor's sole and exclusive liability.
- 9.4. SUBJECT TO SECTIONS 9.2 AND 9.3 OF THESE TERMS, YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT THE USE OF DELIVERABLES IS AT YOUR OWN RISK AND THAT DELIVERABLES ARE PROVIDED WITHOUT ANY WARRANTIES OR CONDITIONS WHATSOEVER. LICENSOR EXPRESSLY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. LICENSOR DOES NOT WARRANT THAT THE SOFTWARE AND ITS FUNCTIONALITY, RELIABILITY AND PERFORMANCE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. YOU ASSUME RESPONSIBILITY FOR SELECTING DELIVERABLES TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE USE OF AND RESULTS OBTAINED FROM THEM. YOU UNDERSTAND THAT THE SOFTWARE MAY PRODUCE INACCURATE OR INCOMPLETE RESULTS BECAUSE OF ERRORS WITHIN THE SOFTWARE OR YOUR FAILURE TO PROPERLY USE IT. YOU ASSUME FULL RESPONSIBILITY FOR ANY USE OF DELIVERABLES AND BEAR THE ENTIRE RISK FOR SUCH ERRORS AND FAILURES.
- 9.5. IN NO EVENT WILL LICENSOR BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR FOR ANY DAMAGES WHATSOEVER INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, PERSONAL INJURY, LOSS OF PRIVACY OR OTHER FINANCIAL OR OTHER LOSS WHATSOEVER ARISING OUT OF USE OR INABILITY

TO USE DELIVERABLES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. REGARDLESS OF THE FORM OF ACTION, LICENSOR'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THE AGREEMENT WILL NOT EXCEED THE AMOUNT OF FEE PAID BY YOU UNDER THE AGREEMENT OVER THE YEAR PRECEDING THE DAMAGE DONE.

- 9.6. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent allowed by applicable laws.

10. Miscellaneous

- 10.1. Confidentiality. The receiving Party undertakes to do the following with regard to the Confidential Information of the disclosing Party: (i) use it as strictly necessary to execute, perform, and enforce the Agreement; (ii) hold it in strict confidence and take such steps as may be reasonably necessary to prevent its disclosure to others with no less than the same degree of care which the receiving Party uses to prevent the unauthorized use or dissemination of its own confidential information (but with at least the same degree of care used by a reasonably prudent business person); (iii) not disclose it to any third party for any purpose whatsoever without prior written approval from the disclosing Party, and an obligation of confidentiality on the part of such third party, and a contractual stipulation naming the disclosing Party as a third-party beneficiary of said obligation and all the remedies available in the event of default; (iv) permit access to it only to its officers, employees, and agents who reasonably require such access for the performance of the Agreement, and are directed by the receiving Party to treat such Confidential Information in a manner consistent with this Section 10.1, and for whose breach of confidentiality the receiving Party assumes full liability; and (v) not conduct, or have conducted, any test that involves, includes, requires, causes, or results in the disassembly, destruction, or reverse engineering of the Software.
- 10.2. Confidentiality, continued. The confidentiality (non-use and non-disclose) obligations set forth in Section 10.1 of these Terms will survive termination of the Agreement and will continue for ten (10) years thereafter. Immediately upon (i) termination of the Agreement or (ii) any request of the disclosing Party, the receiving Party will return to the disclosing Party or destroy all documents and other writings supplied by the disclosing Party, together with all copies of any such documents or other writings, and an officer of the receiving Party will certify to the return or destruction of all tangible Confidential Information and references thereto and the destruction of any references thereto on electronic or other intangible media.
- 10.3. Personal Data. Licensor in its capacity as controller informs that: (i) in principle, Personal Data is processed as necessary for the performance of the Agreement or in order to take steps at Your request prior to entering into the Agreement, pursuant to Article 6(1)(b) GDPR; (ii) Personal Data may also be processed, pursuant to Article 6(1)(f) GDPR, based on the legitimate interest of Licensor such as security or asserting rights and claims, or, pursuant to Article 6(1)(c) GDPR, for tax settlement purposes; (iii) provision of Personal Data is not a statutory or contractual requirement, however, failure to do so will make the conclusion and performance of the Agreement impossible; (iv) Personal Data will be stored for no longer than it is necessary to perform the Agreement, or to assert or defend the rights and claims related to its non-performance, unless – and to the extent that – the provisions of applicable law provide otherwise; (v) Licensor may transfer Personal Data to the following categories of recipients, namely: accounting offices, providers of technical infrastructure or cloud applications and other entities that typically support the performance of the Agreement; (vi) subject to the exclusions, limitations or special conditions provided for in the provisions of the applicable law on the protection of personal data, You (meaning also, for the purposes of interpreting and enforcing the following rights, Your representatives and/or Developers as may be the case) have the right of access to Your Personal Data, the rights to: rectify, erase, restrict processing of Your Personal Data, as well as the rights to portability and to object to processing of Your Personal Data; and (vii) You have the right to lodge a complaint with the supervisory body.
- 10.4. Audit rights. Licensor has the right to verify Your compliance with the Agreement at any time. You must promptly provide any information requested by Licensor in furtherance of the verification, including the

number of Software Modules, Authorized Users and Your Products involved in the current and preceding Subscription periods. If such verification reveals any unlicensed use of the Software, then within thirty (30) days You must order sufficient licenses to cover its unlicensed use at 100% of the current list price.

11. Final provisions

- 11.1. Governing law and venue. The Agreement will be construed, governed, and litigated pursuant to the laws of the country, and any and all disputes concerning the Agreement will be resolved exclusively by the courts competent over the offices, of Licensor.
- 11.2. Notices. All notices required to be given pursuant to the Agreement will be delivered or mailed to the last known address of the applicable Party in person, by registered mail, or via email. Notice shall be deemed given on the date delivered or mailed in accordance with this Section 11.2.
- 11.3. Force Majeure. Licensor will not be liable for any breach of its obligations under the Agreement resulting from causes beyond its reasonable control, including but not limited to fires, floods, earthquakes, pandemic or epidemic illness, strikes (of its own or other employees), insurrection or riots, embargoes, requirements or regulations of any civil or military authority.
- 11.4. Non-assignment. You may not assign or transfer any part of Your rights or duties under the Agreement without Licensor’s prior written consent, except in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of Your assets of which You will promptly apprise Licensor in writing. Licensor may freely assign its rights or duties under the Agreement without restriction.
- 11.5. Publicity. Licensor may refer to the Agreement in a press release and/or use Your name, trademarks or logo on its website and/or in other promotional material or press release. You may withdraw consent to the above at Your convenience by sending Licensor a relevant email notice to this effect. The withdrawal of consent will not affect the lawfulness of Licensor’s use based on consent until after seven (7) days of its withdrawal.
- 11.6. Entire agreement. The Agreement contains the entire agreement and understanding between the Parties, and supersedes all prior and contemporaneous agreements, understandings, inducements and conditions, express or implied, oral or written, of any nature whatsoever, with respect to the subject matter of the Agreement. The express terms of the Agreement control and supersede any course of performance, standard conditions of purchase, or usage of the trade inconsistent with any of the terms of the Agreement.
- 11.7. Amendments. The Agreement may not be modified or amended except by an instrument in writing executed by the Parties. Without prejudice to the generality of the foregoing, these Terms may be modified by Licensor at its discretion, subject to their prior communication to You, and such modifications shall become part of the Agreement and be binding on You unless You have terminated the Agreement under Section 8.1 of these Terms without delay.

12. Schedules

- A. Support

SCHEDULE A: SUPPORT

SERVICE LEVELS

Severity level	Issue explained	Response time
Severity A	The issue (non-performance) has a critical impact on Licensee’s business, with severe degradation of performance or functionality in a production environment.	8 hours (24 hours a day, 365 days a year), if notified at critical@handsontable.com

Severity B	The issue (non-performance) has a moderate impact on Licensee's business in a production environment. Critical functionality can be continued with a temporary workaround.	12 hours, within business hours (7:30 a.m. through 5:00 p.m., Central European Time, Monday through Friday, excluding public holidays in Poland)
Severity C	The issue is a question, or a request for advice, and has minimum or no impact on Licensee's business in the development, testing, or production environment.	36 hours, within business hours (see: up, for definition)

SCOPE OF SUPPORT

	Type of support plan		
	Standard	Priority	Enterprise
Customer care			
Limit of support requests per month	2	5	Unlimited
Service level: Severity A	X	X	✓
Service level: Severity B	X	✓	✓
Service level: Severity C	✓	✓	✓
Dedicated account manager	X	X	✓
Dedicated technical consultant	X	X	Available for an additional fee.
Communication channels	Email	Email, Zoom, Google Meet	Email, Zoom, Phone, Google Meet, dedicated Slack channel, and Customer's own channels.
Support for Software versions older than 12 months	X	X	✓ (but not older than 24 months)
Guidance for effective implementation	✓	✓	✓
Creating API-based code snippets	✓	✓	✓
Review of the source code integrating Software with Your Product	X	✓ Up to 2 hours per year	✓ Up to 5 hours per year
Screen-sharing sessions for real-time collaboration	X	✓	✓

Performance review to make suggestions for improvement	X	X	✓
30-minute kickoff call	X	X	✓
30-minute new release webinar on demand	X	X	✓
Security and monitoring			
Critical security patches for Software and its dependencies	✓	✓	✓
Pre-release access to security patches	X	X	✓
Access to third-party security reports	X	X	✓
Source code escrow	X	X	Available for an additional fee.
Contractual relationship			
Extended assistance with providing regulatory information regarding security, vendor risk, and compliance	X	X	✓
Customized contract terms	X	X	Available for an additional fee.