

# Master Services Agreement

Last Revised: 01-01-2025

This Master Services Agreement governs the use of the Services (defined below) and Professional Services (defined below) and are an agreement between the client identified on the Order Form (“Client”) and LightBox Parent, L.P. or its Affiliate as set forth on the Order Form (“Provider”). This Master Services Agreement is part of the Order Form (defined below) and is incorporated into the Order Form as if fully set forth therein. This Master Services Agreement (as may be amended from time to time), together with any Order Form(s) and Additional Service Terms (defined below) and any applicable Third-Party Terms (defined below), form a binding agreement (the “Agreement”) between Client and Provider.

## **1. Definitions and Interpretation.**

1.1 Definitions. The following terms used in the Agreement have the meanings provided below, and other terms are defined in the body of this Master Services Agreement:

- (a) “Additional Service Terms” means the applicable Service’s additional terms and descriptions and a description of the delivery methods which are available at <https://www.lightboxre.com/additionaltermsofuse/> as updated from time to time. Client’s use of the Services constitutes Client’s agreement to be bound by these additional terms (including the updates) which are incorporated herein by reference.
- (b) “Affiliate” means an entity owned by, controlling, controlled by, or under common control with, directly or indirectly, a party. For this purpose, one entity “controls” another entity if it has the power to direct the management and policies of the other entity (for example, through the ownership of voting securities or other equity interest, representation on its board of directors or other governing body, or by contract).
- (c) “Commencement Date” means the date set forth on the Order Form as the Commencement Date.
- (d) “Documentation” means any user guides, manuals, on-line help, software release notes, instructions, performance descriptions, design documents, test materials, operation guides, training materials and other materials and documentation provided by Provider in written or electronic format referring to or relating to the use of the Services.
- (e) “Hosted Services” means any hosted software as-a-service platform provided by Provider to Client under the Agreement, as specified in an Order Form.
- (f) “Input Data” means the data and other information and content provided by Client to Provider (including through the Services) for use in connection with the Services.
- (g) “Order Form” means the order form, order and pricing form, purchase form or similar document for the Services (as it may be amended from time to time). The Order Form incorporates therein by reference this Master Services Agreement, the Additional Service Terms and any applicable Third-Party Terms. By executing the Order Form, the parties agree to the Master Services Agreement, the Additional Service Terms and any applicable Third-Party Terms. The Order Form may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. Signatures provided electronically, whether by email, e-signature software, or other electronic means, shall be deemed to have the same legal effect as original handwritten signatures. Provider explicitly rejects any additional or revised terms, including those added or appended by Client to the Order Form, unless both parties have expressly agreed to them in writing prior to executing the Order Form.
- (h) “Professional Services” means services provided by Provider in connection with the Services as described more fully in a Statement of Work. Professional Services shall not include the Services.

- (i) “Protected Information” means: (i) Social Security number; (ii) passport numbers or other government-issued identification numbers; (iii) health or medical information; (iv) date of birth; (v) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to an individual’s financial account other than payment information entered using Provider’s online payments module; or (vi) other information that a reasonable person would recognize as being highly sensitive (but excluding, for avoidance of doubt, contact information such as name, title, company name, mailing address, email address, and phone number).
- (j) “Provider Data” means certain data or information owned by Provider or any of its Affiliates or licensed to Provider or any of its Affiliates and to be provided as a Service or provided through any Services to Client. Provider Data includes information portrayed or rendered in any manner, including without limitation maps, data, analysis, and images of any kind.
- (k) “Services” means the Software, Hosted Services, Provider Data, Professional Services, and Documentation, together with any upgrades, modified versions, bug fixes or updates thereto as provided by Provider.
- (l) “Software” means any software distributed by Provider to Client under the Agreement for use in connection with a Service, including any APIs, pixels, and applications (but excluding any hosted software used to provide the Hosted Services).
- (m) “Statement of Work” means a document that describes certain Professional Services purchased by Client. Each Statement of Work shall incorporate this Master Services Agreement by reference.
- (n) “User” means all employees, contractors, and other parties specifically referenced on the Order Form who are authorized by Client to access and use the Services under Client’s account and on its behalf.

## **2. Term and Termination.**

2.1 Term. The term of the Agreement shall commence on the Commencement Date and shall continue in full force until the End Date set out on the Order Form (the period starting on the Commencement Date and ending on the End Date shall be defined as “Initial Term”), and will automatically renew thereafter for successive one year periods, unless a different period is set out on the Order Form (each a “Renewal Term” and collectively with the Initial Term, the “Term”) unless Client or Provider gives the other party written notice of termination at least thirty (30) days prior to the end of the Initial Term or the then-current Renewal Term. Any notice not delivered within such thirty (30) day period shall be null and void.

2.2 Termination for Non-Payment. Provider may terminate the Agreement immediately on written notice if Client fails to make any payment due under the Agreement within ten (10) days of the due date.

2.3 Termination for Cause. Provider or Client may terminate the Agreement with immediate effect by written notice to the other party if the other party:

- (a) commits a material breach of any of the terms of the Agreement and (if such material breach is remediable) fails to remedy that material breach within thirty (30) days of that party being notified (in accordance with Section 22) under this sub-clause of the material breach, such notice (x) to provide a reasonable description of the material breach, (y) to set forth which sections of the Agreement have been materially breached, and (z) to specify notifying party’s intent to terminate the Agreement unless the material breach is remedied (any notice which does not comply fully with clauses (x), (y) and (z) is null and void); or
- (b) enters any arrangement with its creditors or becomes subject to external administration or ceases to be able to pay its debts as and when they become due or ceases to carry on business.

2.4 Payment Obligations. If Provider terminates the Agreement pursuant to Section 2.2 or 2.3, all Fees (defined below) for the Initial Term or the Renewal Term, to extent not paid as of the date of termination shall be automatically accelerated and immediately due and payable by Client.

2.5 Effect of Termination. Upon termination or expiration of the Agreement:

- (a) All access and use rights of Client in and to the Services (including, for clarification, Provider Data) under the Agreement shall immediately terminate.
- (b) Client and all Users shall immediately cease using the Services (including, for clarification, Provider Data) and shall have no further right to access or use the Services.
- (c) Client must return, delete, or destroy all copies of any Provider Data or other data and information contained in or retrieved from the Services in the possession or control of Client or any of its Users (other than Input Data); provided that Client shall not be obligated to delete or destroy (i) any information contained in any reports written by Client for any of its customers, or (ii) any information required for statutory or regulatory purposes (provided further that any information described in clauses (i) and (ii) shall remain subject to the provisions of the Agreement which survive termination). Client must certify in writing to Provider as to the return, deletion or destruction of such items. Such certification shall be signed by an authorized officer of Client and shall be provided to Provider within ten (10) days of the termination or expiration of the Agreement.
- (d) Provider shall have no obligation to preserve or maintain any Input Data or to deliver any Input Data to Client or any User.

2.6 Sections Surviving Termination. The provisions of Sections 1, 2.5, 2.6, 4.5, 4.6, 4.7, 4.8, 5 – 7, 10 – 15, 17 – 24 of this Master Services Agreement and obligations to pay Fees under the Agreement shall survive any termination or expiration of the Agreement.

### **3. Fees; Payment.**

3.1 Fees. The fees for the Services and Professional Services, and any Vendor Fees (defined below) (collectively, “Fees”) are calculated and set forth in the Order Form and the Statement of Work (but are subject to adjustment pursuant to the terms of the Agreement, including without limitation Section 3.5 and Section 4.14). Fees shall be due and payable in accordance with the billing schedule set forth on the Order Form or Statement of Work (and if no billing schedule is provided, Client will pay Fees as invoiced by Provider). Unless otherwise set forth on the Order Form or in a Statement of Work, all Fees and other payments pursuant to the Agreement (i) are due upon invoice; (ii) shall be paid via ACH to the bank account set forth on the invoice; and (iii) shall be in U.S. Dollars. All Fees shall be paid in full without any right of set-off or deduction. Provider may accept any payment without prejudice to its rights to recover the balance due or to pursue any right or remedy. No endorsement or similar statement on any payment shall be construed as an accord or satisfaction. All Fees are non-refundable except as set forth in Section 8.2. In addition to the Fees set forth in the Order Form, Provider may also charge a fee to cover expenses related to any Client requirement to use a proprietary vendor management, procurement, or invoice program. Provider shall not be bound to use any third-party payment vendor or accept credit card payments, and in the event Provider permits any payment through a third-party payment vendor or credit card, to the extent permitted by applicable law, and to the limit permitted by applicable law, Provider reserves the right to apply, and Client agrees to be responsible for, a convenience fee determined by Provider for use of a third-party payment vendor or payment by credit card. Such amounts shall be added to the Fees payable hereunder and as outlined on the payment portal screen where Client remits such payment or on the applicable invoice delivered to Client. Should Client make a payment for Services by credit card, Client represents and warrants that by doing so Client is authorized to use such credit card for payment. In the event of a chargeback for Services delivered to Client, Client shall remain responsible to Provider for Services plus the cost of any fees charged to Provider for such chargeback.

3.2 Taxes. Fees do not include and may not be reduced to account for any taxes including any local, state, provincial, federal or foreign taxes, levies, duties or similar governmental assessments of any nature, including sales, value-added, goods and services, use or withholding taxes (collectively, “Taxes”). Client is solely responsible for paying all Taxes which may be levied as a result of the Agreement and the transactions contemplated by the Agreement (excluding taxes

based on Provider's net income or property) unless Client provides Provider with a valid tax exemption certificate authorized by the appropriate taxing authority.

3.3 Late Payments; Charges. If any Fees or other amounts payable by Client under the Agreement are not paid when due, Provider reserves the right (i) to charge a finance charge on the overdue amounts at a rate of 1.5% per month (compounded monthly to the extent allowable by law), until paid, and /or (ii) to suspend Client's access to the Services and said suspension shall not represent a breach of the Agreement by Provider. Client shall reimburse Provider for all reasonable costs and expenses incident to the collection of overdue amounts, including without limitation collection agency fees and reasonable attorneys' fees.

3.4 Autopay. If autopay is selected as a payment option by Client on the Order Form, the following terms shall apply:

(i) Client authorizes Provider to charge Client's credit card or to initiate electronic funds transfers (EFTs) from Client's bank account to pay all charges billed to Client's account on or after the invoice date. Such charges may include one-time charges, monthly charges, annual charges, and subscription charges incurred and pursuant to the Agreement. Provider shall not assume any responsibility for any interest, late fees or penalties associated with credit card payments. Subject to applicable law, this authorization will remain in effect during the Term (including, for purposes of clarification, any Renewal Term) or until any written request for termination of autopay by Client is approved by Provider in writing (which approval may be withheld in Provider's sole discretion). Stopping future withdrawals through autopay does not terminate the Agreement. All scheduled payments remain due and payable per the terms of the Agreement.

(ii) Client agrees to indemnify and hold Provider harmless from any liability or loss occurring due to the dishonor of any debit presented as a result of any charge made or refused to be made under this authorization for autopay.

(iii) When Client makes any changes to Client's autopay account, such updates may not take effect immediately, and Client's old payment method may apply to its next billing event. All future charges will be charged/withdrawn from Client's new payment method going forward.

3.5 Increases Following Initial Term or Renewal Term. Provider may increase the Fees for any Service and/or Professional Service, and/or any Vendor Fees, or the basis for calculating any of the foregoing, after the Initial Term or any Renewal Term provided that Provider has given Client notice of such increase or adjustment at least sixty (60) days prior to the end of the Initial Term or Renewal Term; provided further that in the event Provider does not provide any such written notice, Provider reserves the right to increase the Fees for any Service and/or Professional Service, and/or any Vendor Fees, or the basis for calculating any of the foregoing after the Initial Term or after any Renewal Term by the greater of (i) 7% or (ii) the increase in the Consumer Price Index for All Urban Consumers (CPI-U); U.S. City Average; All items, not seasonally adjusted, 1982-1984=100 reference base (as reported by the Bureau of Labor Statistics of the U.S. Department of Labor). Notwithstanding Section 22, such notice may be provided by email to Client.

#### 4. Use.

4.1 Permitted Use. Subject to the terms and condition of the Agreement, Provider grants to Client during the Term a non-exclusive, non-transferable, non-sublicensable, right to access and use the Services as set forth in the Order Form, solely for the permitted use set forth on the Order Form, and if no permitted use is set forth on the Order Form, then solely for the internal business purposes of Client, in each case subject to the limitations herein and in the Additional Service Terms ("Permitted Use"). The Permitted Use includes the following; provided such is explicitly included in the Permitted Use on the Order Form:

- (i) distributing, leasing, sublicensing, or otherwise disclosing or giving anyone else access to the Services;
- (ii) using the Services for benchmarking purposes;

- (iii) creating derivative works (including without limitation models or algorithms) from the Services (including any of the Provider Data and other data and information contained in or retrieved from the Services); and
- (iv) copying, electronic extracting, downloading or compiling data or any other activity designed to obtain, re-use or reformat information contained within the Services.

In the event Client breaches any of the terms of this Section 4.1, in addition to Provider's other rights and remedies herein, Provider shall have the right to suspend Client's access and use of the Services until Client fully complies with the terms of this Section 4.1 and said suspension shall not represent a breach of the Agreement by Provider.

4.2 Restrictions. The Permitted Use does not, under any circumstance, include any of the following:

- (i) using the Services except as expressly permitted in the Agreement;
- (ii) accessing or using the Services if Client is a direct or indirect competitor of Provider or any of its Affiliates;
- (iii) providing any portion of the Services to any direct or indirect competitor of Provider or any of its Affiliates;
- (iv) using the Services in a manner that violates applicable law or any third-party's privacy rights or intellectual property rights;
- (v) using the Services to create a similar or competitive product or service to the Services (or any portion thereof) or to gather any information for a competitor or potential competitor of Provider or any of its Affiliates;
- (vi) decompiling, disassembling, reverse engineering or attempting to reconstruct, identify or discover any source code, underlying ideas, underlying user interface techniques or algorithms of the Services by any means whatsoever (unless this restriction is not permitted under applicable law);
- (vii) in any way reproducing or circumventing the integration system, encryption methods, copy protections, navigational structure or presentation of the Services or the data contained therein;
- (viii) using the Services in any way that threatens the integrity, performance, or availability of the Services;
- (ix) permitting direct or indirect access to or use of the Services in a way that circumvents contractual obligations or usage limits, or use the Services to access or use any Provider intellectual property except as permitted under the Agreement;
- (x) using or combining the Services (including any Provider Data) with any other material or otherwise that may subject the Services (or any Provider Data) to any open source software, open content, open database, licenses or other resembling terms where such licenses or terms would (a) cause the disclosure or distribution of the Services or Provider Data (or any part thereof); (b) grant any licenses to any derivative works of any Services or Provider Data (or any part thereof); (c) cause redistribution of the Services or Provider Data (or any part thereof) at no charge, as a condition for use, modification or distribution of such other material; or (d) otherwise restrict or impact the licensing or other use of the Services or Provider Data (or any part thereof);
- (xi) using robotic mechanisms, web crawlers, spiders, search engines, artificial or software based searches or any other form of manual or automated data collection processes, or engaging in data mining or screen scraping to access the Services or any of the data contained therein;
- (xii) publishing, posting, uploading or otherwise transmitting any Input Data or any other data, information or other materials via the Services that (a) contains any malicious code, viruses, worms, time bombs, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any systems, data, personal information or property of another; (b) contains any material

that is defamatory, obscene, indecent, abusive, offensive, harassing, violent, or hateful; (c) contains sexually explicit, pornographic, or violent material; (d) promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation, or age; (e) misappropriates, violates or infringes any patent, trademark, trade secret, copyright, or other intellectual property or other rights of any other person; (f) is known or, with the exercise of reasonable effort, should be known to be false, misleading or otherwise unreliable; (g) Client does not have a right to transmit under any law, contractual obligation (i.e., nondisclosure agreement) or fiduciary duty; (h) contains unauthorized advertising, promotional, "junk mail," spam," "chain letters," "pyramid schemes," or any other form of solicitation; (i) contains software viruses or any other computer code, files or programs designed to interrupt, modify, damage, improperly access, disable, destroy or limit the functionality of any computer software or hardware or telecommunications equipment; or (j) promotes any illegal activity, or advocates, promotes, or assists any unlawful act;

(xiii) using or accessing the Services in a manner that (in Provider's sole judgment) threatens or violates the security, integrity or availability of the Service; provided, however, Provider will use commercially reasonable efforts under the circumstances to provide Client with notice and an opportunity to remedy such violation or threat prior to such suspension;

(xiv) engaging in any activity that may result in unlawful bias or discrimination of an individual or group of individuals; or

(xv) using, reproducing, incorporating, training, fine-tuning, transferring to, or combining in any way, the Services or any other data, material or any other information contained in, or provided in or through the Services, with any artificial intelligence or machine learning system, or other similar software techniques or systems whatsoever, including but not limited to large language models, generative AI systems, or neural networks, whether now known or developed or devised following the Commencement Date.

In the event Client breaches any of the terms of this Section 4.2, in addition to Provider's other rights and remedies herein, Provider shall have the right to suspend Client's access and use of the Services until Client fully complies with the terms of this Section 4.2 and said suspension shall not represent a breach of the Agreement by Provider.

4.3 Evaluation. If an Order Form indicates that the Services are to be used by Client for evaluation purposes, Client shall be granted a non-exclusive, non-transferable, non-sublicensable, right to access and use the Services solely for Client's own non-production, internal evaluation purposes (an "Evaluation Use"). Each Evaluation Use shall be granted for an evaluation period of up to thirty (30) days (or such time period as set forth on the Order Form) from the date of delivery, plus any extensions granted by Provider in writing (the "Evaluation Period"). Provider reserves the right to terminate the Evaluation Period prior to the end of the Evaluation Period at its sole discretion upon written notice to Client. Unless otherwise set forth on the Order Form, there is no fee for the Evaluation Use during the Evaluation Period. Notwithstanding anything otherwise set forth in the Agreement, Client understands and agrees that the Services for any Evaluation Use are provided "AS IS" and that Provider does not provide warranties for or in connection with any Evaluation Use and shall have no liability in connection with Client's Evaluation Use.

4.4 Professional Services. Client and Provider may enter into Statements of Work that describe the specific Professional Services to be performed by Provider. Unless otherwise expressly set forth on the applicable Statement of Work, all right, title, and interest in and to all deliverables and content created or delivered under such Statement of Work are the property of Provider, its third-party suppliers or its Affiliates and no part thereof shall be considered a "work made for hire" or a work made in the course of employment. If applicable, while on Client premises for Professional Services, Provider personnel shall comply with reasonable Client rules and regulations regarding safety, security, and conduct made known to Provider. Provider warrants that the Professional Services will be performed in a good and workmanlike manner consistent with applicable industry standards. As Client's sole and exclusive remedy and Provider's entire liability for any breach of the foregoing warranty, Provider will, at its sole option and expense, promptly re-perform any Professional Services that fail to meet this limited warranty or refund to Client the fees paid for the non-conforming Professional Services.

4.5 Input Data. By submitting Input Data into the Services, Client represents and warrants that it exclusively owns such Input Data or has all rights necessary to grant all rights and licenses to the Input Data required for Provider and its Affiliates, subcontractors and service providers to access and use the Input Data in connection with the Services or otherwise permitted pursuant to the terms of the Agreement. Client acknowledges and agrees that it shall be responsible

in the event that any damage or loss of any kind results from Client's provision of Input Data. Without limiting the foregoing, Client shall defend, indemnify, and hold harmless Provider and its Affiliates and their respective partners, members, officers, directors, employees, agents, successors and assigns from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including reasonable attorneys' fees), arising from or relating to Client's provision of the Input Data, including any claim that the Input Data or Provider's use thereof in accordance with the terms of the Agreement infringes, violates or misappropriates a third-party's contractual rights, intellectual property rights or trade secret or violates any contract or obligation to which Client is bound.

4.6 Use of Input Data. Provider will use the Input Data to perform its obligations under the Agreement; provided that Client grants Provider and its Affiliates a perpetual, non-exclusive, royalty-free, license to use the Input Data in anonymized form (i) for Provider's and its Affiliates' internal business purposes (including without limitation consistent with business operations and product development); and (ii) to create, publish, sell, license, market, distribute and use derivative products ("Derivatives"). Any Input Data which has been anonymized by Provider or any of its Affiliates such that it is not identifiable shall not, after such anonymization, be considered Input Data or Client's Confidential Information, and Client shall have no further rights therein. Client will not claim any ownership interest in, or right to use any Derivative, nor will it contest Provider's or any of Provider's Affiliates' ownership interest in any Derivative. Client further agrees that (i) Provider or the applicable Provider Affiliate will maintain exclusive ownership and rights in each Derivative, and (ii) the Agreement will not be construed to vest in Client any rights with respect to any Derivative.

4.7 Feedback. In the event Client or any of its Users submit comments, feedback, suggestions or ideas about the Services, including without limitation about how to improve the Services or any other products or services of Provider or any of its Affiliates ("Feedback"), Provider and its Affiliates may use the Feedback without obligation to Client or any User, and Client and each User hereby irrevocably assigns to Provider and its Affiliates all right, title, and interest in such Feedback, including without limitation all intellectual property rights therein.

4.8 No Other Rights. As between Client and Provider, Provider shall own all right, title and interest (including all intellectual property rights and other proprietary rights embodied therein) in and to the Services and no part thereof shall be considered a "work made for hire" or a work made in the course of employment. Client agrees not to contest or challenge Provider's or its third-party suppliers' ownership of the Services and associated intellectual property rights, and shall not take any action that would infringe, misappropriate, constitute unfair competition with respect to, or otherwise violate Provider's ownership of or rights in the underlying structure, organization, and code of the Services (including the Provider Data). The products and services provided by Provider are the valuable trade secrets and Confidential Information of Provider, its third-party suppliers and/or its Affiliates. Provider will own all rights in any copy, translation, modification, adaptation, or derivation of the Services. Client will obtain, at Provider's request, the execution of any instrument that may be appropriate to assign these rights to Provider or perfect these rights in Provider's name. Except for the rights expressly granted under the Agreement, Provider and its third-party suppliers and its Affiliates retain all right, title, and interest in and to the Services, including without limitation all related intellectual property rights inherent therein. No rights are granted to Client other than as expressly set forth in the Agreement. Client hereby confirms and acknowledges that (i) it is entering into the Agreement in the course of its business, trade, or profession, and (ii) it will not use the Services for any personal, family or household purposes. Accordingly, the rights and remedies available to consumers under applicable consumer protection laws shall not apply to Client, the Services or the Agreement.

4.9 Modifications. Client agrees that Client's use of the Services is not contingent on the delivery of any future functionality or content, nor dependent on any oral or written public comments made by Provider regarding future functionality or content. Client agrees that Provider may make changes to the Services over time for any reason, without limitation, and that Provider may not continue to provide or support older versions of the Services. Without limiting the foregoing, in order to, to comply with applicable laws, to respond to requests or demands of a government or regulatory entity or concerning third-party privacy or intellectual property rights or to mitigate an emergency or threat to Provider's operations, Provider may change, discontinue, limit or remove functionality of certain Services at any time; provided that in such event, Provider will reasonably cooperate with Client to mitigate any material disruption to the Services. The sources from which Provider collects Provider Data and the information available from such sources may change from time to time. As a result, items of Provider Data may change from time to time. In the event the Provider Data includes third-party data and Provider's agreement with such third-party for such third-party data is terminated, the Provider Data shall cease to include such third-party data, and Provider shall not be deemed to be in breach of the Agreement, provided that Provider shall use commercially reasonable efforts to replace such terminated third-party data with equally suitable,

functionally equivalent, data.

4.10 Equipment. Client may access the Services utilizing any browser that meets the compatibility requirements established by Provider from time to time. Client shall, at its own expense, obtain, install, configure, and maintain any and all equipment necessary to access and use the Services. Client shall bear all risk and responsibility for ensuring the ongoing compatibility of access equipment with the Services.

4.11 Passwords. Any username and password issued to a User for access to the Services is personal to the User and such User is obligated to keep the username and password confidential and may not share the username or password with any third-party. Client shall immediately notify Provider if any third-party gains or has the potential to gain access to any of Client's passwords, and shall be fully responsible for any and all activities that occur under any password, whether conducted by a User, other employee or a third-party. Client shall advise each User of Client's obligations in the Agreement and, for purposes of the Agreement, all acts or omissions of Users shall be deemed to be acts or omissions of Client. Client shall be responsible for all activities of its Users relating to the Services, including without limitation any violation of the Agreement by its Users. Client shall safeguard and protect all profiles and passwords from disclosure or unauthorized use.

4.12 Application Programming Interface. Application Programming Interface ("API") shall be defined as Provider's application program interface which may include object code, software, libraries, software tools, sample source code, published specifications, documentation manuals, materials, and information appropriate or necessary for use in connection with the API. To the extent any API is used in connection with any Services, Provider grants to Client a non-sublicensable, non-transferable, non-exclusive, terminable, limited right to use the API solely to receive Provider Data from the Services and deliver Input Data to the Services. Without limiting anything herein, Client will not (i) make the API available for, or use the API for any purpose, industry, or beneficiary other than the as described in this Section 4.12, (ii) sell, resell, license, sublicense, distribute, rent, or lease any portion of the API, (iii) use the API to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights, (iv) attempt to gain unauthorized access to, interfere with, damage, or disrupt any parts of the API or any server, network, computer, database, or other resource or element connected to or providing the API, (v) copy, process, extract, store, conduct load testing on, or place undue load on any part of the Services without Provider's express written permission, (vi) access the API in order to build or enhance a competitive product or service, (vii) introduce into products or services of Provider or any of its Affiliates any viruses, worms, defects, Trojan horses, malware, or any items of a destructive nature, or (viii) use the API to conduct, or have conducted by a third-party, security penetration testing without the prior written consent of Provider. Notwithstanding the limitations imposed by Provider on the number of API requests set forth on the Order Form, if Provider makes access to any APIs available as part of the Services, Provider also reserves the right to and may monitor Client's usage of APIs. If Provider reasonably determines that Client's call volume may disrupt or threaten the integrity, security or function of Provider's system, Provider may limit the number of API calls or requests Client can make. No license is granted by Provider to any API directly, by implication, estoppel or otherwise, under any patent, copyright, trade secret or trademark or other intellectual property rights of Provider. Client agrees not to assert any patent rights related to the API or applications developed using the API against Provider, Provider's distributors, Provider's customers, or other licensees of the API for making, using, selling, offering for sale, or importing any products or technology developed using the API.

4.13 Data Security; No Protected Information. Provider has established and implemented an industry standard information security program regarding the protection of Input Data, including administrative, technical and physical security processes, the current version of which is located at [www.lightboxre.com/securityaddendum](http://www.lightboxre.com/securityaddendum) as updated from time to time. Notwithstanding the foregoing, Client is responsible for maintaining appropriate security, protection, and backup of its hardware, software, systems, information, and Input Data. Provider is not responsible for any unauthorized access to, alteration of, or the deletion, destruction, or loss of, or damage to, or failure to store or encrypt, any hardware, software, systems, information, or Input Data on such systems. Client further agrees that Client has established and implemented an industry standard information security program regarding protection of Provider Data, including administrative, technical and physical security processes. Those safeguards will include but will not be limited to measures designed to prevent unauthorized access to or disclosure of Provider Data (other than by Client or its Users). Client acknowledges and agrees that use of the Services does not require Client to upload, submit, input or provide any Protected Information into or through the Services and Provider shall have no liability to Client, any User or any other party related to any Protected Information. Client shall not (and shall ensure that its Users do not) upload, submit, input or

provide any Protected Information into or through the Services. Provider may upon notice suspend all or portion of Client or any User's access to the Services if Provider has a good faith belief that Client or any User has breached the restrictions in this Section 4.13.

4.14 **Third-Party Services.** The Services may enable Client to procure services, reports or products not provided by Provider or any of its Affiliates ("**Third-Party Services**"). Through the Services, Client may order and receive Third-Party Services in one of two ways: 1) Client may directly engage with the third-party vendor for the Third-Party Services, in which case Client shall be solely responsible for entering into a separate agreement with the third-party vendor and for making payments directly to the third-party vendor or 2) at Client's request, Provider may order the Third-Party Services on behalf of Client, in which case Provider will contract with the third-party vendor, pay any applicable fees to the third-party vendor and invoice Client for those fees, along with any applicable administrative or handling charges (collectively "**Vendor Fees**"). Any Vendor Fees listed on the Order Form are based on the fees charged to Provider by the third-party vendor for the applicable Third-Party Services as of the Commencement Date set forth on the Order Form. The Vendor Fees are subject to increase at any time during the Term if the third-party vendor increases the fees it charges to Provider for the applicable Third-Party Services. Third-Party Services may be discontinued by Third-Party Provider or Provider at any time for any reason and with no obligation to provide any explanation or notice. The Services may also contain certain links to websites of Third-Party Providers as well as functionality to transmit information or data to the Third-Party Providers. The Services provide access and links to the Third-Party Provider, and transmit information and data to Third-Party Provider, solely as a convenience to Client and not as an endorsement by Provider or any of its Affiliates. Client's use of such Third-Party Services is solely at its own risk. Provider and its Affiliates are not responsible for and make no representations or warranties with respect to any Third-Party Services, the actions of any Third-Party Provider, or the handling of Client's information or data.

4.15 **Terms Required by Third-Party Suppliers.** Certain third-party suppliers require Provider to flow down additional terms and attribution requirements to Client ("**Third-Party Terms**"). These third-party supplier terms are subject to change at such third-party's discretion and new third-party providers are added from time to time. Such additional terms and attribution requirements are available at <https://www.lightboxre.com/thirdpartyterms/>. Client's use of the Services constitutes Client's agreement to be bound by these additional terms (including the changes and additions described in this Section 4.15) which are incorporated herein by reference.

**5. Confidentiality.** "**Confidential Information**" means information that is not generally known to the public and at the time of disclosure is identified as or would reasonably be understood by the receiving party to be, proprietary or confidential. Client shall be liable for any breach of the confidentiality and use obligations in the Agreement by any of its Users as if such Users were party to the Agreement. Provider and Client agree that all Confidential Information, shall be considered confidential, and receiving party shall not, either during or after the Term reveal to any person, firm or corporation, nor use to its own advantage, any Confidential Information acquired in the course of performing its obligations under the Agreement, except when such disclosure is required by law, including, but not limited to, by subpoena or similar legal process; provided, that receiving party gives, to the extent allowed by law, disclosing party notice in a reasonable amount of time prior to receiving party's disclosure of Confidential Information to allow disclosing party to protect its proprietary interest therein, and receiving party shall minimize such disclosure and consult with and assist disclosing party in obtaining a protective order prior to such disclosure. Neither party will use the other's Confidential Information for purposes other than those necessary to directly further the purposes the Agreement or as otherwise permitted under the Agreement.

Confidential Information does not include information that: (i) is publicly available information or generally becomes available to the public without violation of any obligation of confidentiality or non-disclosure obligation; (ii) was already in possession of the receiving party prior to the Commencement Date; or (iii) was or is provided to the receiving party by others without violation of any confidentiality or non-disclosure obligation. Notwithstanding the foregoing, Client acknowledges and agrees that the Services and the Agreement constitute Confidential Information of Provider. Each of the parties acknowledges that any use or disclosure of Confidential Information in violation of the Agreement will cause irreparable injury to the disclosing party for which other remedies at law would be inadequate, and each of the parties agrees that a disclosing party shall have the right to seek and obtain injunctive or other equitable relief as may be necessary or appropriate to prevent any use or disclosure of Confidential Information in violation of the Agreement, and may also exercise such other rights and remedies as the disclosing party may have at law or in equity. Upon termination or expiration of the Agreement, each party shall permanently erase all Confidential Information of the disclosing party from

its computer systems.

**6. Limitation of Liability.** IN NO EVENT SHALL PROVIDER OR ITS SUBSIDIARIES, AFFILIATES OR THIRD-PARTY SUPPLIERS BE LIABLE TO CLIENT FOR ANY INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF USE, OR LOSS OF DATA), ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE AGREEMENT, THE SERVICES, OR ANY OF THE PROVIDER DATA OR OTHER DATA AND INFORMATION CONTAINED IN OR RETRIEVED FROM THE SERVICES, EVEN IF PROVIDER OR ITS SUBSIDIARIES, AFFILIATES OR THIRD-PARTY SUPPLIERS HAVE PREVIOUSLY BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, PROVIDER'S ENTIRE LIABILITY AND CLIENT'S EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIMS ARISING UNDER OR IN CONNECTION WITH THE AGREEMENT, THE SERVICES, OR ANY OF THE PROVIDER DATA OR OTHER DATA AND INFORMATION CONTAINED IN OR RETRIEVED FROM THE SERVICES REGARDLESS OF THE CAUSE OF ACTION, WHETHER IN CONTRACT OR IN TORT (INCLUDING WITHOUT LIMITATION, BREACH OF WARRANTY AND NEGLIGENCE CLAIMS) SHALL BE LIMITED TO CLIENT'S ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNTS ACTUALLY PAID BY CLIENT UNDER THE AGREEMENT DURING THE TWELVE MONTHS IMMEDIATELY PRECEDING THE MONTH IN WHICH THE CAUSE OF ACTION AROSE.

**7. Disclaimer of Warranties.** THE SERVICES (INCLUDING THE PROVIDER DATA AND THE DOCUMENTATION) ARE PROVIDED AND LICENSED "AS IS," "AS AVAILABLE" AND PROVIDER AND ITS SUBSIDIARIES, AFFILIATES AND THIRD-PARTY SUPPLIERS DISCLAIM ALL WARRANTIES, OF ANY KIND OR NATURE, EXPRESS OR IMPLIED, ARISING OUT OF OR RELATED TO THE AGREEMENT, THE SERVICES, OR ANY OF THE PROVIDER DATA OR OTHER DATA AND INFORMATION CONTAINED IN OR RETRIEVED FROM THE SERVICES, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES REGARDING, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, , EACH OF WHICH IS HEREBY EXCLUDED BY AGREEMENT OF THE PARTIES. THE PARTIES ACKNOWLEDGE AND AGREE THAT INFORMATION PROVIDED VIA THE SERVICES IS INTENDED TO BE INFORMATIVE AND SHOULD NOT BE CONSTRUED AS ADVICE OR RECOMMENDATIONS. NEITHER PROVIDER NOR ANY OF ITS AFFILIATES IS A FIDUCIARY, DEALER, BROKER, OR INVESTMENT ADVISOR.

THE SERVICES MAY INCLUDE OR EMPLOY MODELS, AND CLIENT AGREES THAT THE MODELS ARE BASED UPON CERTAIN ASSUMPTIONS AND METHODOLOGIES (WHICH ASSUMPTIONS AND METHODOLOGIES MAY BE CHANGED BY PROVIDER FROM TIME TO TIME WITHOUT ANY NOTICE), AND THAT THERE MAY BE ERRORS OR DEFECTS IN SUCH ASSUMPTIONS OR METHODOLOGIES THAT MAY CAUSE SUCH MODELS OR ANY OUTPUT THEREFROM TO BE INAPPROPRIATE FOR USE. CLIENT HOLDS PROVIDER COMPLETELY HARMLESS FOR ANY SUCH ERRORS OR DEFECTS.

THE SERVICES MAY ALLOW CLIENT THE ABILITY TO MAKE CHANGES TO THE FEATURES AND FIELDS REPORTED VIA THE SERVICES. CLIENT AGREES THAT PROVIDER IS NOT LIABLE FOR THE RESULTING FEATURES REPORTED AS A RESULT.

ANY ANALYSES, OPINIONS, ESTIMATES, RATINGS OR RISK CODES PROVIDED BY PROVIDER OR THROUGH THE SERVICES ARE PROVIDED FOR ILLUSTRATIVE PURPOSES ONLY, AND ARE NOT INTENDED TO PROVIDE, NOR SHOULD THEY BE INTERPRETED AS PROVIDING, ANY FACTS REGARDING, OR PREDICTION OR FORECAST OF, ANY PARTICULAR EVENT OR RISK.

No employee, agent, or other representative of Provider or any of its subsidiaries or Affiliates has any authority to bind Provider with respect to any statement, representation, warranty, or other expression not specifically set forth in the Agreement.

**8. Indemnification.**

8.1 Provider Indemnification. Subject to the terms of the Agreement, and provided that Client is not in unremedied default under the Agreement, Provider will defend Client against any claim by a third-party that Client's use of the

Services in accordance with the Agreement constitutes infringement of that party's U.S. patents or copyrights issued and existing as of the Commencement Date, and will pay the amount of any resulting adverse final judgment issued by a court of competent jurisdiction or of any settlement that Provider pre-approves in writing, including reasonable attorneys' fees, provided that Client promptly notifies Provider in writing of any such claim, gives Provider reasonable cooperation, information, and assistance in connection with such claim, and consents to Provider's sole control and authority with respect to the defense, settlement or compromise of the claim. Provider will not be obligated under this Section 8 to the extent the infringement results from: (i) a combination of the Services with devices or products not provided by Provider; (ii) use of the Services in applications, business environments or processes for which they were not designed or contemplated; (iii) modifications that Client makes to the Services; or (iv) use of the Services not in accordance with the Agreement and Client shall indemnify and hold harmless Provider and its Affiliates and their respective officers, directors, employees, agents, successors and assigns against any damages, losses, and expenses (including reasonable attorneys' fees) arising from any third-party action to the extent based upon a claim of any kind based on any of the foregoing factors in (i) through (iv) (inclusive) above. This Section 8 states Provider's sole obligations, and Client's sole remedies, in connection with intellectual property infringement claims.

8.2 **Election of Remedy.** If Provider reasonably believes the Services are or may be subject to an infringement claim, or if a court of competent jurisdiction enjoins Client's use of the Services as a result of an infringement claim, Provider may, at its expense and discretion: (i) procure for Client the right to continue using the Services; (ii) modify the Services to make it non-infringing; or (iii) replace the Services with a non-infringing functional equivalent. If none of these options is reasonably available, Provider may terminate Client's access and use of the allegedly infringing Services and refund to Client the Fees paid for the Services, adjusted from the effective date of such termination for that portion of the Fees attributable to the remaining portion of the Term.

9. **U.S. Government Restricted Rights.** To the extent Client is an agency of or otherwise represents the United States federal government, (i) it hereby agrees that each Service qualifies as a "commercial product" and/or "commercial service" as defined by FAR Part 2.101 or the state law corollary, and (ii) Provider provides the Services, for ultimate federal government end use solely in accordance with the following: Government technical data and software rights related to the Services include only those rights customarily provided to the public as defined in the Agreement. This customary commercial license is provided in accordance with the United States Federal Acquisition Regulation ("**FAR**") section 12.211 (Technical Data) and FAR section 12.212 (Software) and, for Department of Defense transactions, the United States Defense Federal Acquisition Regulation Supplement ("**DFARS**") section 252.227-7015 (Technical Data Commercial Items) and DFARS section 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation). If a government agency has a need for rights not granted under these terms, it must negotiate with Provider to determine if there are acceptable terms for granting those rights, and a mutually acceptable written addendum specifically granting those rights must be included in any applicable agreement.

10. **Export Law Assurances.** Client understands that the Services are or may be subject to export control laws and regulations. CLIENT MAY NOT DOWNLOAD OR OTHERWISE EXPORT OR RE-EXPORT THE SERVICES OR ANY TECHNICAL OR OTHER DATA PROVIDED IN CONNECTION THEREWITH OR ANY UNDERLYING INFORMATION OR TECHNOLOGY EXCEPT IN FULL COMPLIANCE WITH ALL APPLICABLE LAWS AND REGULATIONS, IN PARTICULAR, BUT WITHOUT LIMITATION, UNITED STATES EXPORT CONTROL LAWS. NONE OF THE SERVICES OR ANY UNDERLYING INFORMATION OR TECHNOLOGY MAY BE DOWNLOADED OR OTHERWISE EXPORTED OR RE-EXPORTED: (A) INTO (OR TO A NATIONAL OR RESIDENT OF) ANY COUNTRY TO WHICH THE UNITED STATES HAS EMBARGOED GOODS; OR (B) TO ANYONE ON THE U.S. TREASURY DEPARTMENT'S LIST OF SPECIALLY DESIGNATED NATIONALS OR THE U.S. COMMERCE DEPARTMENT'S LIST OF PROHIBITED COUNTRIES OR DEBARRED OR DENIED PERSONS OR ENTITIES. CLIENT HEREBY AGREES TO THE FOREGOING AND REPRESENTS AND WARRANTS THAT CLIENT IS NOT LOCATED IN, UNDER CONTROL OF, OR A NATIONAL OR RESIDENT OF ANY SUCH COUNTRY OR ON ANY SUCH LIST.

11. **Information; Audit and Certification.** Client shall keep complete and accurate records and accounts pertaining to its compliance with its obligations under the Agreement. Upon Provider's written request, Client shall provide Provider (i) reasonable information relating to the usage and distribution of the Services (including any Provider Data) and (ii) a written certification of a duly authorized officer of Client that Client is in compliance with the material terms of the Agreement (including without limitation any terms relating to limitations on the usage and distribution of the Services

(including any Provider Data)). Additionally, Provider (and Provider's representatives and third-party suppliers of data included in the Provider Data), on reasonable prior notice, during the Term and for the one (1) year period following the termination or expiration of the Agreement may periodically examine, inspect and audit Client's systems and records to confirm compliance with the terms of the Agreement.

**12. Provision of Services / Assignment.** To the extent that the Services or any portion thereof to be provided under the Agreement are owned by or licensed to, any Affiliate of Provider, Provider will cause such Affiliate to provide such Services or portion thereof to Client. Additionally, Provider may cause certain of its Affiliates to perform all or some of the services to be performed under the Agreement (including without limitation the Professional Services). Notwithstanding the foregoing, Provider shall be solely responsible for the Services or such other services (including without limitation the Professional Services), and Client's sole recourse with respect to the Services or such other services (including without limitation the Professional Services) shall be against Provider, subject to, and in accordance with the terms, provisions and limitations set forth herein. Client shall not be permitted to assign or delegate any rights or obligations under the Agreement. Any transfer of a majority of the stock, membership interests, partnership interests or other evidence of ownership of Client shall be deemed to be an assignment of the Agreement. Provider may assign the Agreement or assign or delegate any of its rights, duties, or obligations under the Agreement to any Affiliate of Provider without notice to Client. In addition, Provider may assign the Agreement to any third-party in the event of merger, reorganization, sale of all or substantially all of Provider's assets, change of control or operation of law. The Agreement shall be binding on and shall inure to the benefit of the parties hereto, and their successors and permitted assigns.

**13. Governing Law; Jurisdiction.** This paragraph shall apply if Provider is any party other than DMTI Spatial ULC. The Agreement and the rights and obligations of the parties under the Agreement shall be exclusively governed by and construed in accordance with the laws of the State of Delaware without giving effect to any choice or conflict of law provision or rule. Client agrees that the exclusive venue and jurisdiction for any controversy, dispute or claim arising out of or relating to the Agreement shall be the federal and state courts located in the State of Delaware. Client submits to the exclusive venue and jurisdiction of such courts, agrees that it will not bring any suit or judicial proceeding in any forum other than such courts, and agrees not to assert any objection that it may have to the venue or jurisdiction of such courts. In the event Provider employs attorneys to enforce any right arising out of or relating to the Agreement, Client shall reimburse Provider its reasonable attorneys' fees and costs.

**This paragraph shall apply only in the event that Provider is DMTI Spatial ULC.** The Agreement and the rights and obligations of the parties under the Agreement shall be exclusively governed by and construed in accordance with the laws of the Province of Ontario, and the federal laws of Canada applicable therein, without regard to principles of conflict of law that would impose a law of another jurisdiction. Client irrevocably and unconditionally attorns to the exclusive jurisdiction of the courts of the province of Ontario, and where applicable, including the Federal Court of Canada, and all courts competent to hear appeals therefrom, and Client explicitly waives any jurisdictional or venue defenses. In the event Provider employs attorneys to enforce any right arising out of or relating to the Agreement, Client shall reimburse Provider its reasonable attorneys' fees and costs.

**14. Headings Not Controlling.** Headings used in this Master Services Agreement are for convenience only and shall not be considered in construing or interpreting this Master Services Agreement.

**15. Severability.** If any provision hereof is held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or operation of any other provision and such invalid provision shall be deemed to be severed from the Agreement to the extent necessary to comply with law.

**16. Force Majeure.** Neither party will incur any liability to the other party on account of any loss or damage resulting from any delay or failure to perform all or any part of the Agreement if such delay or failure is caused, in whole or in part, by events, occurrences, or causes beyond the control and without negligence of such party, but the inability to meet financial obligations is expressly excluded. Such events, occurrences, or causes will include, acts of God, epidemic, pandemic, government order, strikes, lockouts, riots, acts of war, earthquake, fire and explosions.

**17. Independent Contractor.** The relationship between Client and Provider is solely contractual and not in the nature of an employer/employee, partnership, joint venture, or general agency. Neither party may speak nor act on behalf of the other, nor legally commit the other.

**18. Entire Agreement.** The Agreement constitutes the sole and entire agreement between Client and Provider regarding the subject matter herein and supersedes all prior and contemporaneous understandings, agreements (including those with Affiliates of Provider), representations, and warranties, both written and oral, regarding the subject matter herein. The United Nations Convention for the International Sale of Goods is expressly excluded. No purchase order or similar document issued by Client shall be binding on Provider. Any purchase order or similar document issued by Client in connection with the Agreement or the Services is for administrative convenience only and shall not be deemed to terminate the Agreement or modify, amend, or supplement any of the terms of the Agreement. Any terms and conditions included in or referenced by such purchase order or similar document are void, nonbinding, and shall have no effect on the parties.

**19. Amendments; Waiver.** The Agreement may not be altered, amended or modified except by a written amendment signed by Provider and Client. Notwithstanding the foregoing, Provider may provide written notice of changes to the Agreement to Client not less than sixty (60) days prior to the end of the Initial Term or Renewal Term and Client will have thirty (30) days from the date of such notice to provide written notice of rejection of such changes to Provider and if such written notice is not received by Provider within such thirty (30) day period, such changes shall be deemed agreed and incorporated into the Agreement. No waiver of any condition, term or provision of the Agreement shall be deemed to be a waiver of any preceding or succeeding breach of such condition, term or provision or of any condition, term or provision hereof.

**20. Publicity.** Neither party may use the other party's name, logo or marks without such other party's written pre-approval; provided that Provider and its Affiliates may: (i) after the Commencement Date, issue one (1) or more press releases or similar materials announcing that Client is a customer and user of the Services; (ii) use Client's name, logo and/or marks on Provider's or its Affiliates' customer lists, websites, and other marketing materials subject to any standard trademark usage guidelines that Client expressly provides to Provider; and (iii) develop use cases based on Client's use of the Services with respect to which Client will provide all reasonable cooperation requested by Provider.

**21. Advice of Legal Counsel.** Each party acknowledges and represents that, in executing the Agreement, it has had the opportunity to seek advice as to its legal rights from legal counsel and that the person signing on its behalf has read and understood all the terms and provisions of the Agreement. The Agreement shall not be construed against any party by reason of the drafting or preparation thereof.

**22. Notices.** All notices, requests, demands, claims and other communications under the Agreement shall be in writing. Any notice, request, demand, claim or other communication under the Agreement shall be deemed duly delivered four (4) business days after it is sent by registered or certified mail, return receipt requested, postage prepaid, or one (1) business day after it is sent for next business day delivery via a reputable international courier service, in each case to the intended recipient as follows:

- (i) if to Provider, to 5201 California Avenue, Suite 200, Irvine, CA 92617: Attention: Contracts
- (ii) if to Client, to the address set forth on the Order Form.

A party may change the address to which notices, requests, demands, claims and other communications under the Agreement are to be delivered by giving the other party notice in the manner set forth herein.

**23. Cumulative Remedies.** All rights and remedies of the parties under the Agreement are cumulative and not exclusive of any other rights or remedies provided by law, equity, or otherwise. The exercise or partial exercise of any right or remedy shall not preclude or limit the exercise of any other right or remedy available under the Agreement or applicable law.

To the maximum extent permitted by law, Client agrees that any claims or disputes arising out of or relating to the Agreement shall be resolved on an individual basis in accordance with Section 13. Client waives any right to participate in any class, collective, or representative action against Provider, whether through a court or arbitration. Any dispute resolution proceeding shall be conducted only on an individual basis in accordance with Section 13, and Client shall not seek to bring or join claims on behalf of a class or as part of a collective action.

**24. Order of Precedence.** If there is a conflict or inconsistency between the terms of this Master Services Agreement (or an amendment thereto), the Additional Service Terms and the Order Form or Statement of Work, the order of precedence shall be as follows: (a) the amendment to this Master Services Agreement, and then (b) this Master Services Agreement, and then (c) the Additional Service Terms, and then (d) the Order Form or Statement of Work. Notwithstanding the foregoing, a term of the Order Form or Statement of Work may control and take precedence over this Master Services Agreement (or an amendment thereto) and the Additional Service Terms if a term of the Order Form or Statement of Work specifically provides that it will control and take precedence, and recites the specific Section of this Master Services Agreement (or amendment thereto) or Additional Service Terms being modified or superseded, in which case such term shall control and take precedence with respect to such Order Form or Statement of Work only.

[END OF MASTER SERVICES AGREEMENT]