



## END USER AGREEMENT

THIS END USER AGREEMENT (“**AGREEMENT**”) IS MADE BY AND BETWEEN COMPRISE, GMBH (“**COMPRISE**”), AN AUSTRIAN CORPORATION, HAVING A PRINCIPAL PLACE OF BUSINESS AT WIEDNER HAUPTSTRASSE 76/2/6, A-1040 WIEN, AUSTRIA, AND CUSTOMER (“**CUSTOMER**”) PURCHASING, LICENSING OR SUBSCRIBING A PRODUCT AND/OR SUPPORT THROUGH AN AUTHORIZED COMPRISE RESELLER. CUSTOMER SHOULD REVIEW THIS AGREEMENT PRIOR TO SUBMITTING A PURCHASE ORDER TO RESELLER. IF CUSTOMER DOES NOT AGREE TO BE BOUND BY THIS AGREEMENT, THEN CUSTOMER MUST NOT PURCHASE OR USE ANY COMPRISE PRODUCTS OR SUPPORT OFFERED BY RESELLER.

### 1. Definitions

- a. “**Availability**” means the subscription start date identified in the subscription confirmation issued to Customer by COMPRISE.
- b. “**Certified Hardware**” means hardware that has been certified by COMPRISE for compatibility with the Products.
- c. “**Documentation**” means the current, generally available, technical documents describing the Products.
- d. “**Products**” means the COMPRISE software, in object code, including, but not limited to, the ArchiveKeeper DMS.
- e. “**Reseller**” means a third party authorized to resell COMPRISE Products and Support to Customer.
- f. “**Support**” means any technical support and maintenance services provided by COMPRISE.
- g. “**Statistical Data**” means information and data provided by Customer through the use of the Products, which may include configuration data, systems logs, core dumps, performance and capacity statistics, and hardware and software failure alerts.

### 2. Product Subscription

- a. Subject to the terms of this Agreement, COMPRISE grants to Customer a non-exclusive, non-transferable, worldwide, limited and revocable subscription, without the right to sublicense, to use the Products during the Product subscription term, for internal business purposes only and use the Documentation in support of the Products.
- b. Restrictions. Customer will not, nor will Customer allow a third party to, (i) copy (except for archival purposes), modify, decrypt, disassemble, reverse compile, reverse engineer (except to the extent expressly permitted by applicable law) the Products; (ii) sell, sub- license, rent or offer the Products on service bureau basis; (iii) use the Products in any manner other than installed on Certified Hardware or on a standalone basis as a virtual machine or cloud instance; (iv) remove any copyright or notices; (v) disclose any performance or benchmarking results; (vi) use the Products for competitive analysis or to copy any features, functions or graphics for competitive purposes; or (vii) use the Products in a manner that contradicts the subscription type.
- c. Statistical Data – Customer agrees and acknowledges that (a) if the Products have a remote support and “phone home” functionality; (b) such functionality is optional and that Customer may opt in to allow such access when configuring the Products; and (c) that by opting in, Customer is expressly granting to COMPRISE permission to connect to the Products via remote access. The remote access allows COMPRISE to quickly troubleshoot and respond to technical issues.

- d. Customer grants COMPRISE a non-exclusive, worldwide, royalty-free right and license to use Statistical Data as necessary to provide technical support and to carry out its obligations under this Agreement (or any other agreement in force between COMPRISE and Customer) and for no other purpose; provided, however, that COMPRISE may (a) observe and report back to Customer on Customer’s usage of the Products; and make recommendations for improved usage of the Products; and (b) retain and use de-identified and anonymized Statistical Data to improve COMPRISE’s products and services.
- e. If the Products are in preview or pre-release, provided for evaluation purposes, or made available to Customer without payment, (collectively, “Evaluation Products”) then Customer may only use the Evaluation Products for internal testing and evaluation purposes using non-production data. Notwithstanding anything to the contrary in this Agreement, Evaluation Products are provided “AS IS,” AND WITHOUT A WARRANTY OF ANY KIND.

### 3. Support

- a. Subject to the terms of this Agreement, COMPRISE agrees to provide Support to Customer during the term identified in the applicable purchase order or other ordering document.
- b. COMPRISE will use commercially reasonable efforts to correct or fix any failure of a Product to substantially conform to the Documentation. Support are limited to addressing problems that are demonstrable and reproducible. COMPRISE makes no commitment or representation regarding the amount of time it will take to diagnose or resolve a problem once reported.
- c. COMPRISE reserves the right to update, modify or remove available Support at its sole discretion, however, such changes will not reduce the level of Customer’s active Support.
- d. Customer may receive Support through the COMPRISE Care website, by email, by telephone or by any other means available to COMPRISE and Customer. COMPRISE will have the right to terminate or suspend Customer’s access to the COMPRISE Care website in the event of any security breach caused by Customer. Customer acknowledges that COMPRISE will be entitled to track usage and other statistics on the website, which information may be used by COMPRISE to improve its Support or otherwise for its internal business without restriction.
- e. Support does not include the correction of (a) issues caused by Customer’s failure to implement any newer version of a Product made available to Customer by COMPRISE; (b) changes by Customer, or other third parties, to an operating system, network configuration, or environment that adversely affects the Products; (c) any alterations or modifications of, or additions to, the Products by Customer, or other third parties; (d) use of the Products in a manner for which they were not designed or other than specified in the Documentation; (e) the combination, use or interconnection of the Products with other software, hardware or application not supplied or authorized by COMPRISE; or (f) use of the Products on or with hardware other than Certified Hardware.

#### 4. Fees and Payment

- a. Where Customer purchases from a Reseller, terms related to pricing, payment and other terms of sale shall be agreed upon directly between Customer and Reseller. COMPRISE disclaims all liability arising out of disputes between Customer and Reseller. This Agreement may be terminated by COMPRISE effective upon notice to Customer if Customer fails to pay in full all fees for the Products or Support.

#### 5. Limited Warranties

- a. **Limited Product Warranty.** COMPRISE warrants that, during the term of this Agreement, the Products will substantially conform to its published Documentation. Except for the foregoing, the Product is provided AS IS. In no event, does COMPRISE warrant that the Product is error free, that the Product will operate with any hardware other than Certified Hardware, or that the Product will satisfy Customer's own specific requirements.
- b. **Remedies.** Customer's exclusive remedy and the entire liability of COMPRISE under these limited warranties is to repair or replace any Product that fails to substantially conform to published Documentation during the warranty period.
- c. **Restrictions.** The foregoing limited warranties do not apply if a Product (a) has been altered or serviced, except by COMPRISE or an COMPRISE-authorized service provider; (b) has not been installed, operated, repaired, or maintained in accordance with COMPRISE's instructions; (c) is subscription for beta, evaluation, testing or demonstration purposes for which COMPRISE does not receive a payment of full purchase price or subscription fee; or (d) has been operated outside the usage parameters stated in the Product Documentation.
- d. EXCEPT FOR THE WARRANTIES SPECIFICALLY DESCRIBED HEREIN AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, COMPRISE DISCLAIMS ANY AND ALL WARRANTIES AND GUARANTEES, EXPRESS, IMPLIED OR OTHERWISE, WITH RESPECT TO THE PRODUCT DOCUMENTATION AND SUPPORT DELIVERED HEREUNDER, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

#### 6. Intellectual Property Indemnification

- a. **Claims.** COMPRISE will, at its expense, defend any suit brought against Customer based upon a claim that the Products directly infringe a patent, copyright, or trade secret and will pay costs and damages finally awarded against Customer that are directly attributable to any such claim, but only on condition that (a) COMPRISE is notified promptly in writing of such claim by Customer, (b) COMPRISE has sole control of the defense and settlement negotiations, (c) Customer provides COMPRISE all information and communications received by Customer concerning such claim, and (d) Customer provides reasonable assistance to COMPRISE when requested. Should COMPRISE become aware of, or reasonably believe, the Products may be subject to an infringement claim, COMPRISE will have the right, at its option and expense, (i) to obtain for Customer the rights to use the Product, (ii) to replace or modify the Product so it becomes non-infringing, or (iii) if (i) and (ii) are not commercially reasonable, accept return of the Product in exchange for a refund not to exceed the purchase price paid by Customer for such Product.
- b. **Restrictions.** COMPRISE will have no liability for any claim of infringement based on: (i) Customer's use of a Product version that has been superseded by a subsequent version or release where the newer release would have avoided infringement; (ii) use of the Product in combination with other products, equipment or software; (iii) use of the Product in violation of this Agreement; (iv) services offered or revenue generated by Customer; (v) any data or information stored on the Products by Customer or any other third party; (vi) Product that has been altered or modified in any way by anyone other than COMPRISE or according to COMPRISE's instructions; or (vii) changes to the Product at the request of Customer.

#### 7. Limitation of Liability and Precautions

- a. **INDIRECT DAMAGES.** NEITHER COMPRISE NOR CUSTOMER WILL HAVE ANY OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE OR IMPUTED NEGLIGENCE, STRICT LIABILITY OR PRODUCT LIABILITY) OR OTHERWISE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION, LOSS OF REVENUE, LOSS OF BUSINESS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE PRODUCTS OR SUPPORT DELIVERED TO CUSTOMER, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- b. **CUMULATIVE LIABILITY.** THE COLLECTIVE LIABILITY OF COMPRISE AND ITS SUPPLIERS UNDER THIS AGREEMENT SHALL BE THE PRICE PAID TO COMPRISE FOR THE PRODUCTS FROM WHICH THE CLAIM ARISES. FOR PRODUCTS PROVIDED FREE OF CHARGE, COMPRISE'S LIABILITY IS LIMITED TO DIRECT DAMAGES OF UP TO \$5,000 USD.
- c. **EXCEPTIONS.** THE LIMITATIONS SET FORTH IN SECTIONS 7(a) AND 7(b) ABOVE WILL NOT APPLY TO COMPRISE'S INTELLECTUAL PROPERTY INDEMNIFICATION OBLIGATIONS OR VIOLATIONS OF COMPRISE'S INTELLECTUAL PROPERTY RIGHTS.

#### 8. Confidentiality

- a. Confidentiality. "Confidential Information" means nonpublic information that either party discloses, or has disclosed, to the other which is designated as being confidential or proprietary, or which is of a nature or presented under circumstances that would cause one to reasonably conclude it should be treated as confidential. Confidential Information will not include any information that: (i) is or subsequently becomes publicly available without breach of any obligation of confidentiality by the receiving party; (ii) became rightfully known to the receiving party prior to disclosure of such information by the disclosing party; (iii) became known to the receiving party from a source other than the disclosing party hereunder, other than by breach of an obligation of confidentiality owed to the disclosing party; or (iv) is independently developed by the receiving party without the use of any Confidential Information received from the disclosing party. Neither party will disclose the Confidential Information of the other party to any third party except to its directors, employees, contractors, or consultants to the extent necessary to carry out the purposes of this Agreement, provided that all such recipients are obligated by a written agreement of confidentiality substantially the same as that described herein. Each party will protect Confidential Information from unauthorized disclosure in the same manner it uses to protect its own proprietary information, and at least a reasonable degree of care. Each party may use the Confidential Information of the other party solely for performing its obligations or exercising its rights under this Agreement. Each party may disclose Confidential Information to the extent required by judicial or governmental order or as necessary to comply with any applicable law or regulation, provided that, unless prohibited, the party making the disclosure gives the other party reasonable notice prior to such disclosure. Each party will promptly return, or destroy, all Confidential Information at the other party's request or upon termination. Each party acknowledges that monetary damages may not be a sufficient remedy for the unauthorized disclosure of Confidential information of the other party, and the disclosing party may be entitled, without waiving any other rights or remedies, to seek such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.

#### 9. Compliance with Laws.

- a. Customer will comply with all applicable laws related to its use of the Products and all applicable import, sanctions, anti-boycott, and export control laws issued by governments.

#### 10. Term and Termination

- a. These terms are effective until terminated or until Customer's subscription type has expired. Customer may terminate this Agreement

ninety (90) days after written notice to COMPRISE, and COMPRISE may terminate this Agreement immediately if Customer is in breach of its payment obligations or in material breach of this Agreement. If COMPRISE chooses to terminate this Agreement due to Customer's breach of its payment obligations, Customer will have thirty (30) days after written notice to correct the breach before this Agreement terminates. Upon termination, Customer's subscription to the Products shall immediately cease and Customer shall return or destroy all Products and Documentation in its possession.

g. **Force Majeure.** Neither party will incur any liability to the other party because any loss or damage resulting from any delay or failure to perform all or any part of this 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 the parties. Such events, occurrences, or causes will include, without limitation, acts of God, strikes, lockouts, riots, acts of war, natural disaster, fire and explosions, or any other events reasonably beyond the control of either party, but the inability to meet financial obligations is expressly excluded.

## 11. Miscellaneous

- a. **Choice of Law and Venue.** This agreement shall be governed by Austrian law without regard to its choice of law provisions. The provisions of the United Nations Convention on Contracts for the International Sale of Goods shall not apply. The parties hereby consent to the exclusive jurisdiction of the commercial courts in Vienna for the settlement of disputes arising from this agreement.
- b. **Severability.** Any provisions found to be unenforceable will not affect the enforceability of the other provisions contained herein but will instead be replaced with a provision as similar in meaning to the original as possible.
- c. **Entire Agreement.** This Agreement, and those additional terms referenced within, constitute the entire agreement between the parties with regard to its subject matter. No modification will be binding unless in writing and signed by the parties.
- d. **Assignment.** This Agreement and any rights or obligations of Customer under it may not be assigned, subcontracted or otherwise transferred by Customer, in whole or in part, whether voluntarily or by operation of law, including by way of sale of assets, merger or consolidation (except where the successor is not a competitor of COMPRISE and agrees to be bound by all the terms and conditions of this Agreement, in which case COMPRISE's consent shall not be required), without the prior written consent of COMPRISE, which consent will not be unreasonably withheld. Subject to the foregoing, this Agreement will be binding upon and will inure to the benefit of the parties and their respective successors and assigns.
- e. **Waiver.** Failure or delay by a party to enforce the provisions of this Agreement or its rights or remedies at any time, will not be construed and will not be deemed to be a waiver of such party's rights under this Agreement and will not in any way affect the validity of the whole or any part of this Agreement or prejudice such party's right to take subsequent action.
- f. **Independent Contractors.** The relationship of COMPRISE and Customer established by this Agreement is that of independent contractors. Nothing contained herein shall constitute either party the agent of the other party, or otherwise grant either party the authority to bind the other party to any obligation or constitute the parties as partners or joint venturers and neither party shall hold itself out as being an agent having such authority.