

## RocketCX End User License Agreement

This End User License Agreement is entered into between you (or the entity for which you are acting) ( the “Customer”) and ECS Europe Limited, a company incorporated and registered in Scotland with company number SC357435 whose registered office is at Parkview House, 6 Woodside Place, Glasgow, G3 7QF (the “Supplier”).

## Background

1. The Supplier has developed certain software applications and platforms in relation to computer telephony integration between Amazon Connect and ServiceNow which it makes available to subscribers.
2. The Customer wishes to use the Supplier's service in its business operations.
3. The Supplier has agreed to provide, and the Customer has agreed to take and pay for the Supplier's service subject to the terms and conditions of this agreement.

## Agreed Terms

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# 1. Interpretation

1. 1.1 The definitions and rules of interpretation in this clause apply in this agreement.**Authorized Users:** those employees, agents and independent contractors of the Customer who are authorised by the Customer to use the Services and the Documentation.**Business Day:** a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.**Call Handling charges:** the fees payable by the Customer to the Supplier for calls handled via the Software (including both inbound and outbound), as set out in paragraph Schedule 1 and as amended in accordance with this agreement.**Confidential Information:** information that is proprietary or confidential and is either clearly labelled as such or identified as Confidential Information in [clause 11.5](#) or [clause 11.6](#). **Controller, processor, data subject, personal data, personal data breach, processing and appropriate technical and organisational measures:** as defined in the Data Protection Legislation.**Customer Data:** the data inputted by the Customer, Authorised Users, or the Supplier on the Customer's behalf for the purpose of using the Services or facilitating the Customer's use of the Services.**Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.**Documentation:** the document made available to the Customer by the Supplier online via [RocketCX Portal](#) or such other web address notified by the Supplier to the Customer from time to time which sets out a description of the Services and the user instructions for the Services.**Effective Date:** the date this agreement is accepted by the Customer.**Normal Business Hours:** 9.00 am to 5.00 pm local UK time, each Business Day.**Services:** the subscription services provided by the Supplier to the Customer under this agreement and as described in the Documentation.**Software:** the online software applications provided by the Supplier as part of the Services.**Subscription Term:** has the meaning given in [clause 14.1](#).**Virus:** any thing or device (including any software, code, file or programme) which may: prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any programme or data, including the reliability of any programme or data (whether by re-arranging, altering or erasing the programme or data in whole or part or otherwise); or adversely affect the user experience, including worms, trojan horses, viruses and other similar things or devices.**Vulnerability:** a weakness in the computational logic (for example, code) found in software and hardware components that when exploited, results in a negative impact to the confidentiality, integrity, or availability, and the term **Vulnerabilities** shall be construed accordingly.
2. 1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this agreement.

3. 1.3 A person includes an individual, corporate or unincorporated body (whether or not having separate legal personality) and that person's legal and personal representatives, successors or permitted assigns.
4. 1.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
5. 1.5 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
6. 1.6 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.
7. 1.7 A reference to a statute or statutory provision is a reference to it as it is in force as at the date of this agreement.
8. 1.8 A reference to a statute or statutory provision shall include all subordinate legislation made as at the date of this agreement under that statute or statutory provision.
9. 1.9 References to clauses and schedules are to the clauses and schedules of this agreement; references to paragraphs are to paragraphs of the relevant schedule to this agreement.

## 2. Use Of Services

1. 2.1 Subject to the restrictions set out in this [clause 2](#) and the other terms and conditions of this agreement, the Supplier hereby grants to the Customer a non-exclusive, non-transferable right, without the right to grant sub-licences, to permit the Authorised Users to use the Services and the Documentation during the Subscription Term solely for the Customer's internal business operations.
2. 2.2 The Customer shall not access, store, distribute or transmit any Viruses, or any material during the course of its use of the Services that:
  - a. is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive;
  - b. facilitates illegal activity;
  - c. depicts sexually explicit images;
  - d. promotes unlawful violence;
  - e. is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or
  - f. is otherwise illegal or causes damage or injury to any person or property;

and the Supplier reserves the right, without liability or prejudice to its other rights to the Customer, to disable the Customer's access to the Services in the event of a breach of the provisions of this clause.

3. 2.3 The Customer shall not:
  - a. except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties and except to the extent expressly permitted under this agreement:
    - i. attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or
    - ii. attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software; or
  - b. access all or any part of the Services and Documentation in order to build a product or service which competes with the Services and/or the Documentation; or
  - c. use the Services and/or Documentation to provide services to third parties; or
  - d. subject to [clause 22.1](#), license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services and/or Documentation available to any third party except the Authorised Users, or
  - e. attempt to obtain, or assist third parties in obtaining, access to the Services and/or Documentation, other than as provided under this [clause 2](#); or
  - f. introduce or permit the introduction of, any Virus or Vulnerability into the Supplier's network and information systems.
4. 2.4 The Customer shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Services and/or the Documentation and, in the event of any such unauthorised access or use, promptly notify the Supplier.
5. 2.5 The rights provided under this [clause 2](#) are granted to the Customer only, and shall not be considered granted to any subsidiary or holding company of the Customer.

### 3. Policies

1. 3.1 The Customer's use of the Services shall at all times be subject to the Supplier's then current policies available at [EULA](#) and [Privacy Policy](#).
2. 3.2 The Customer shall ensure that all Authorised Users have seen the Policies prior to their use of the Services.

### 4. Services

1. 4.1 The Supplier shall, during the Subscription Term, provide the Services and make available the Documentation to the Customer on and subject to the terms of this agreement.
2. 4.2 The Supplier shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for maintenance which the Supplier

will use reasonable endeavours to undertake in a manner which causes minimal disruption to the Customer's use of the Services.

3. 4.3 The Supplier will, as part of the Services, provide the Customer with the Supplier's standard customer support services during Normal Business Hours.

## 5. Customer Data

1. 5.1 The Customer shall own all right, title and interest in and to all of the Customer Data that is not personal data and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of all such Customer Data.
2. 5.2 Both parties will comply with all applicable requirements of the Data Protection Legislation. This [clause 5](#) is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.
3. 5.3 The parties acknowledge that:
  - a. if the Supplier processes any personal data on the Customer's behalf when performing its obligations under this agreement, the Customer is the controller and the Supplier is the processor for the purposes of the Data Protection Legislation.
  - b. Schedule 2 sets out the scope, nature and purpose of processing by the Supplier, the duration of the processing and the types of personal data and categories of data subject.
  - c. the personal data may be transferred or stored outside the EEA or the country where the Customer and the Authorised Users are located in order to carry out the Services and the Supplier's other obligations under this agreement.
4. 5.4 Without prejudice to the generality of [clause 5.4](#), the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the personal data to the Supplier for the duration and purposes of this agreement so that the Supplier may lawfully use, process and transfer the personal data in accordance with this agreement on the Customer's behalf.
5. 5.5 Without prejudice to the generality of [clause 5.4](#), the Supplier shall, in relation to any personal data processed in connection with the performance by the Supplier of its obligations under this agreement:
  - a. process that personal data only on the documented written instructions of the Customer unless the Supplier is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Supplier and/or Domestic UK Law (where **Domestic UK Law** means the Data Protection Legislation and any other law that applies in the UK) to process personal data (**Applicable Laws**). Where the Supplier is relying on Applicable Laws as the basis for processing personal data, the Supplier shall promptly notify the Customer of this before performing the processing required by the Applicable

Laws unless those Applicable Laws prohibit the Supplier from so notifying the Customer;

- b. not transfer any personal data outside of the European Economic Area and the United Kingdom unless the following conditions are fulfilled:
    - i. the Customer or the Supplier has provided appropriate safeguards in relation to the transfer;
    - ii. the data subject has enforceable rights and effective legal remedies;
    - iii. the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
    - iv. the Supplier complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
  - c. assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
  - d. notify the Customer without undue delay on becoming aware of a personal data breach;
  - e. at the written direction of the Customer, delete or return personal data and copies thereof to the Customer on termination of the agreement unless required by Applicable Law to store the personal data (and for these purposes the term "delete" shall mean to put such data beyond use); and
  - f. maintain complete and accurate records and information to demonstrate its compliance with this [clause 5](#) and immediately inform the Company if, in the opinion of the Supplier, an instruction infringes the Data Protection Legislation.
6. 5.6 Each party shall ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the other party, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to personal data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it).
7. 5.7 The Customer consents to the Supplier appointing Amazon Web Services as a third-party processor of personal data under this agreement. The Supplier confirms that it has entered or (as the case may be) will enter with the third-party processor into a written agreement substantially on that third party's standard terms of business and in either case which the Supplier undertakes will reflect and will continue to reflect the requirements of the Data Protection Legislation. As between the Customer and the Supplier, the Supplier shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this [clause 5](#).

8. 5.8 Either party may, at any time on not less than 30 days' notice, revise this clause 5 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when replaced by attachment to this agreement).

## 6. Third party providers

1. 6.1 The Customer acknowledges that the Services may enable or assist it to access the website content of, correspond with, and purchase products and services from, third parties via third-party websites and that it does so solely at its own risk. The Supplier makes no representation, warranty or commitment and shall have no liability or obligation whatsoever in relation to the content or use of, or correspondence with, any such third-party website, or any transactions completed, and any contract entered into by the Customer, with any such third party. Any contract entered into and any transaction completed via any third-party website is between the Customer and the relevant third party, and not the Supplier. The Supplier recommends that the Customer refers to the third party's website terms and conditions and privacy policy prior to using the relevant third-party website. The Supplier does not endorse or approve any third-party website nor the content of any of the third-party website made available via the Services.

## 7. Supplier's Obligation

1. 7.1 The Supplier undertakes that the Services will be performed substantially in accordance with the Documentation and with reasonable skill and care.
2. 7.2 The undertaking at [clause 7.1](#) shall not apply to the extent of any non-conformance which is caused by use of the Services contrary to the Supplier's instructions, or modification or alteration of the Services by any party other than the Supplier or the Supplier's duly authorised contractors or agents. If the Services do not conform with the foregoing undertaking, Supplier will, at its expense, use all reasonable commercial endeavours to correct any such non-conformance promptly, or provide the Customer with an alternative means of accomplishing the desired performance. Such correction or substitution constitutes the Customer's sole and exclusive remedy for any breach of the undertaking set out in [clause 7.1](#).
3. 7.3 The Supplier:
  - a. does not warrant that:
    - i. the Customer's use of the Services will be uninterrupted or error-free;
    - ii. that the Services, Documentation and/or the information obtained by the Customer through the Services will meet the Customer's requirements; or
    - iii. the Software or the Services will be free from Vulnerabilities.
  - b. is not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Customer acknowledges that the Services and

Documentation may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

4. 7.4 This agreement shall not prevent the Supplier from entering into similar agreements with third parties, or from independently developing, using, selling or licensing documentation, products and/or services which are similar to those provided under this agreement.

## **8. Customer's Obligation**

1. 8.1 The customer shall:

- a. provide the supplier with:
  - i. all necessary co-operation in relation to this agreement; and
  - ii. all necessary access to such information as may be required by the Supplier;

in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;

- b. without affecting its other obligations under this agreement, comply with all applicable laws and regulations with respect to its activities under this agreement;
- c. carry out all other Customer responsibilities set out in this agreement in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the parties, the Supplier may adjust any agreed timetable or delivery schedule as reasonably necessary;
- d. ensure that the Authorised Users use the Services and the Documentation in accordance with the terms and conditions of this agreement and shall be responsible for any Authorised User's breach of this agreement;
- e. obtain and shall maintain all necessary licences, consents, and permissions necessary for the Supplier, its contractors and agents to perform their obligations under this agreement, including without limitation the Services;
- f. ensure that its network and systems comply with the relevant specifications provided by the Supplier from time to time; and
- g. be, to the extent permitted by law and except as otherwise expressly provided in this agreement, solely responsible for procuring, maintaining and securing its network connections and telecommunications links from its systems to the Supplier's data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the internet.

## **9. Charges and payment**

1. 9.1 The Customer shall pay the Call Handling Charges and support fees to the Supplier in accordance with this clause 9 and Schedule 1.



2. 9.2 The Customer shall from the Effective Date pay the Supplier the Call Handling Charges via the Customer's monthly Amazon Web Services billing agreement.
3. 9.3 Payments shall be made monthly in arrears with the first payment being due one month from the Effective Date. The Supplier's determination of the Call Handling Charges shall be final.
4. 9.4 If the Supplier has not received payment within 30 days after the due date, and without prejudice to any other rights and remedies of the Supplier:
  - a. the Supplier may, without liability to the Customer, disable the Customer's account and access to all or part of the Services and the Supplier shall be under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid; and
  - b. interest shall accrue on a daily basis on such due amounts at an annual rate equal to 4% over the then current base lending rate of the Bank of England from time to time, commencing on the due date and continuing until fully paid, whether before or after judgment.
5. 9.5 All amounts and fees stated or referred to in this agreement:
  - a. shall be payable in USD;
  - b. are, subject to [clause 13.3\(b\)](#), non-cancellable and non-refundable;
  - c. are exclusive of value added tax, which shall be added to the Supplier's invoice(s) at the appropriate rate.
6. 9.6 The Supplier shall be entitled to increase the Call Handling Charges and the support fees payable on providing the Customer 90 days notice (such notice may be provided by email).

## 10. Proprietary rights

1. 10.1 The Customer acknowledges and agrees that the Supplier and/or its licensors own all intellectual property rights in the Services and the Documentation. Except as expressly stated herein, this agreement does not grant the Customer any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Services or the Documentation.
2. 10.2 The Supplier confirms that it has all the rights in relation to the Services and the Documentation that are necessary to grant all the rights it purports to grant under, and in accordance with, the terms of this agreement.

## 11. Confidentiality and compliance with policies

1. 11.1 Each party may be given access to Confidential Information from the other party in order to perform its obligations under this agreement. A party's Confidential Information shall not be deemed to include information that:

- a. is or becomes publicly known other than through any act or omission of the receiving party;
  - b. was in the other party's lawful possession before the disclosure;
  - c. is lawfully disclosed to the receiving party by a third party without restriction on disclosure; or
  - d. is independently developed by the receiving party, which independent development can be shown by written evidence.
2. 11.2 Subject to [clause 11.4](#), each party shall hold the other's Confidential Information in confidence and not make the other's Confidential Information available to any third party, or use the other's Confidential Information for any purpose other than the implementation of this agreement.
3. 11.3 Each party shall take all reasonable steps to ensure that the other's Confidential Information to which it has access is not disclosed or distributed by its employees or agents in violation of the terms of this agreement.
4. 11.4 A party may disclose Confidential Information to the extent such Confidential Information is required to be disclosed by law, by any governmental or other regulatory authority or by a court or other authority of competent jurisdiction, provided that, to the extent it is legally permitted to do so, it gives the other party as much notice of such disclosure as possible and, where notice of disclosure is not prohibited and is given in accordance with this [clause 11.4](#), it takes into account the reasonable requests of the other party in relation to the content of such disclosure.
5. 11.5 The Customer acknowledges that details of the Services, and the results of any performance tests of the Services, constitute the Supplier's Confidential Information.
6. 11.6 The Supplier acknowledges that the Customer Data is the Confidential Information of the Customer.
7. 11.7 No party shall make, or permit any person to make, any public announcement concerning this agreement without the prior written consent of the other parties (such consent not to be unreasonably withheld or delayed), except as required by law, any governmental or regulatory authority (including, without limitation, any relevant securities exchange), any court or other authority of competent jurisdiction.
8. 11.8 11.8 The above provisions of this [clause 11](#) shall survive termination of this agreement, however arising.

## 12. Indemnity

1. 12.1 The Customer shall defend, indemnify and hold harmless the Supplier against claims, actions, proceedings, losses, damages, expenses and costs (including without limitation court costs and reasonable legal fees) arising out of or in connection with the Customer's use of the Services and/or Documentation, provided that:
  - a. the Customer is given prompt notice of any such claim;

- b. the Supplier provides reasonable co-operation to the Customer in the defence and settlement of such claim, at the Customer's expense; and
  - c. the Customer is given sole authority to defend or settle the claim.
- 2. 12.2 The Supplier shall defend the Customer, its officers, directors and employees against any claim that the Customer's use of the Services or Documentation in accordance with this agreement infringes any patent effective as of the Effective Date, copyright, trade mark, database right or right of confidentiality, and shall indemnify the Customer for any amounts awarded against the Customer in judgment or settlement of such claims, provided that:
  - a. the Supplier is given prompt notice of any such claim;
  - b. the Customer provides reasonable co-operation to the Supplier in the defence and settlement of such claim, at the Supplier's expense; and
  - c. the Supplier is given sole authority to defend or settle the claim.
- 3. 12.3 In the defence or settlement of any claim, the Supplier may procure the right for the Customer to continue using the Services, replace or modify the Services so that they become non-infringing or, if such remedies are not reasonably available, terminate this agreement on 2 Business Days' notice to the Customer without any additional liability or obligation to pay liquidated damages or other additional costs to the Customer.
- 4. 12.4 In no event shall the Supplier, its employees, agents and sub-contractors be liable to the Customer to the extent that the alleged infringement is based on:
  - a. a modification of the Services or Documentation by anyone other than the Supplier; or
  - b. the Customer's use of the Services or Documentation in a manner contrary to the instructions given to the Customer by the Supplier; or
  - c. the Customer's use of the Services or Documentation after notice of the alleged or actual infringement from the Supplier or any appropriate authority.
- 5. 12.5 The foregoing and [clause 13.3\(b\)](#) states the Customer's sole and exclusive rights and remedies, and the Supplier's (including the Supplier's employees', agents' and sub-contractors') entire obligations and liability, for infringement of any patent, copyright, trade mark, database right or right of confidentiality.

## 13. Limitation of liability

- 1. 13.1 Except as expressly and specifically provided in this agreement:
  - a. the Customer assumes sole responsibility for results obtained from the use of the Services and the Documentation by the Customer, and for conclusions drawn from such use. The Supplier shall have no liability for any damage caused by errors or omissions in any information, instructions or scripts provided to the Supplier by the Customer in connection with the Services, or any actions taken by the Supplier at the Customer's direction;

- b. all warranties, representations, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this agreement; and
  - c. the Services and the Documentation are provided to the Customer on an "as is" basis.
- 2. 13.2 Nothing in this agreement excludes the liability of the Supplier:
  - a. for death or personal injury caused by the Supplier's negligence; or
  - b. for fraud or fraudulent misrepresentation.
- 3. 13.3 Subject to [clause 13.1](#) and [clause 13.2](#):
  - a. the Supplier shall not be liable whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation, restitution or otherwise for any loss of profits, loss of business, depletion of goodwill and/or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect or consequential loss, costs, damages, charges or expenses however arising under this agreement; and
  - b. the Supplier's total aggregate liability in contract (including in respect of the indemnity at [clause 12.2](#)), tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement shall be limited to the total Call Handling Charges paid during the 12 months immediately preceding the date on which the claim arose.

## 14. Term and Termination

- 1. 14.1 This agreement shall, unless otherwise terminated as provided in this [clause 14](#), commence on the Effective Date and shall continue until terminate by the Customer for any or no reason ("Term"). The Customer may terminate this agreement for any or no reason on notice to the Supplier. If the Customer terminates this agreement in accordance with this [clause 14.1](#) all sums due for Services provided up to the date of termination shall be paid in accordance with [clause 9](#).
- 2. 14.2 Without affecting any other right or remedy available to it, either party may terminate this agreement with immediate effect by giving written notice to the other party if:
  - a. the other party fails to pay any amount due under this agreement on the due date for payment and remains in default not less than 60 days after being notified in writing to make such payment;
  - b. the other party commits a material breach of any other term of this agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
  - c. the other party repeatedly breaches any of the terms of this agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this agreement;

- d. the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, as if the words "it is proved to the satisfaction of the court" did not appear in sections 123(1)(e) or 123(2) of the Insolvency Act 1986;
  - e. the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
  - f. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
  - g. an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party;
  - h. the holder of a qualifying floating charge over the assets of that other party has become entitled to appoint or has appointed an administrative receiver;
  - i. a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
  - j. a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
  - k. any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in [clause 14.2\(d\)](#) to [clause 14.2\(j\)](#) (inclusive);
  - l. the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or
  - m. the Supplier decides to discontinue provision of the Services.
3. 14.3 On termination of this agreement for any reason:
- a. all licences granted under this agreement shall immediately terminate and the Customer shall immediately cease all use of the Services and/or the Documentation;
  - b. the Customer shall pay all sums due in relation to the Services provided prior to the date of termination.
  - c. each party shall return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party;
  - d. the Supplier may destroy or otherwise dispose of any of the Customer Data in its possession in accordance with [clause 5.7\(c\)](#), unless the Supplier receives, no later than 10 days after the effective date of the termination of this agreement, a written request for the delivery to the Customer of the then most recent back-up of the Customer Data. The Supplier shall use reasonable commercial endeavours to deliver the back-up to the Customer within 30 days of its receipt of such a written

request, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). The Customer shall pay all reasonable expenses incurred by the Supplier in returning or disposing of Customer Data; and

- e. any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination shall not be affected or prejudiced.

## **15. Force majeure**

1. 15.1 The Supplier shall have no liability to the Customer under this agreement if it is prevented from or delayed in performing its obligations under this agreement, or from carrying on its business, by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, availability of third party software, services or solutions (including but not limited to ServiceNow and Amazon Web Services), strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport or telecommunications network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors, provided that the Customer is notified of such an event and its expected duration.

## **16. Conflict**

1. 16.1 If there is an inconsistency between any of the provisions in the main body of this agreement and the Documentation the provisions in the main body of this agreement shall prevail.

## **17. Variation**

1. 17.1 Other than expressly stated in this agreement, no variation of this agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

## **18. Waiver**

1. 18.1 No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

## **19. Rights and Remedies**

1. 19.1 Except as expressly provided in this agreement, the rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

## **20. Severance**

1. 20.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement.
2. 20.2 If any provision or part-provision of this agreement is deemed deleted under [clause 20.1](#) the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

## **21. Entire Agreement**

1. 21.1 This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
2. 21.2 Each party acknowledges that in entering into this agreement it does not rely on, and shall have no remedies in respect of, any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this agreement.
3. 21.3 Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.
4. 21.4 Nothing in this clause shall limit or exclude any liability for fraud.

## **22. Assignment**

1. 22.1 The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this agreement.
2. 22.2 The Supplier may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under this agreement.

## **23. No partnership or agency**

1. 23.1 Nothing in this agreement is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the

other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

## **24. Third party rights**

1. 24.1 Other than the right for Amazon Web Services to collect payment from the Customer in accordance with [clause 9.2 \(b\)](#), this agreement does not confer any rights on any person or party (other than the parties to this agreement and, where applicable, their successors and permitted assigns) pursuant to the Contracts (Rights of Third Parties) Act 1999.

## **25. Notices**

1. 25.1 Any notice required to be given under this agreement shall be in writing and shall be delivered by hand or sent by pre-paid first-class post or recorded delivery post to the other party at its address set out in this agreement, or such other address as may have been notified by that party for such purposes, or sent by fax to the other party's fax number as set out in this agreement.
2. 25.2 A notice delivered by hand shall be deemed to have been received when delivered (or if delivery is not in business hours, at 9 am on the first business day following delivery). A correctly addressed notice sent by pre-paid first-class post or recorded delivery post shall be deemed to have been received at the time at which it would have been delivered in the normal course of post. A notice sent by fax shall be deemed to have been received at the time of transmission (as shown by the timed printout obtained by the sender).

## **26. Governing Laws**

1. 26.1 This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England.

## **27. Jurisdiction**

1. 27.1 Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

This agreement has been entered into on the Effective Date.

## **Schedule 1 - Call Handling Charges**



### **Call Handling Charges**

The Call Handling Charges shall amount to \$0.01 per call handled. A call handled can be either an inbound or outgoing call initiated or received using the Software.

## **Schedule 2 - Processing, Personal Data and Data Subjects**

**Subject matter:** The subject matter of the data processing is the Customer Data.

**Duration:** The duration of the processing will be the term for which the Supplier provides the Services to the Customer.

**Purpose:** The purpose of the data processing is the provision of the Services

**Nature of the processing:** As detailed in the Documentation.

**Type of Data:** All Customer Data uploaded to the Services by the Customer.

**Categories of data subjects:** All categories of data subjects included in the Customer Data