

AGREEMENT BETWEEN YOU AND COMPANY. ONLY AN AUTHORIZED REPRESENTATIVE OF YOUR COMPANY MAY EXECUTE THIS AGREEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU DO NOT HAVE PERMISSION TO USE COMPANY SERVICES AND DO NOT HAVE ANY OTHER OF THE RIGHTS SET FORTH BELOW

This Master Service Agreement (this “MSA”) is entered into between NEC Australia Pty Ltd. (“NEC”) and customer (“You”).

You are not required to purchase voice services from NEC nor from any of its affiliates. If You elect to purchase voice services under this MSA, please be advised of the following: (i) voice services will be provided through Voice Telco Services (“Voice Telco Services”); (ii) **Your acceptance of, and agreement to, the terms of this MSA also constitutes your acceptance and acknowledgement of, and agreement to, (A) the important disclosures, notices and disclaimers contained in Attachment 1 to this MSA related to 000 calling and (B) the terms of the Schedule(s) and related documents provided or made available to You;** and (iii) the terms and conditions of this MSA will apply to the services you receive from Voice Telco Services as well as the terms and conditions in Voice Telco Services’ Schedules and related documents. If You instead choose to purchase voice services through an unrelated third party, this MSA will not govern the provision of any services provided by such third party, and such third-party-provided voice services are used at Your sole risk and pursuant to the terms and conditions you enter into with such third party.

In the event that You have purchased these services with the assistance or upon the recommendation of an NEC registered marketing agent (“Sales Partner”), You hereby grant that Sales Partner the right to manage Your Account, including creation, management and deletion of users and services. You acknowledge and agree that You are responsible for all charges, fees, surcharges, and taxes resulting from any changes made to Your Account by the registered Sales Partner. If you do not want Your registered Sales Partner to have the right to manage Your Account, You must select the option denying such a right in your control panel.

Any of the following actions constitutes Your agreement, without limitation or qualification, to be bound by, and to comply with, the terms of this Agreement: (i) registering for Service on NEC’s web page or portal and selecting “I Accept” as part of the registration process, (ii) ordering Service from NEC’s personnel and providing them with Your credit card number or other billing information, or (iii) use of the

Services or Your Account by You or Your Users.

You agree to be bound by all of the terms and conditions of (i) this MSA and (ii) the following:

- NEC’s Privacy Policy (the “Privacy Policy”);
- NEC’s Service Level Agreements for all of NEC’s Services that may be sold hereunder (each, a “Service Level Agreement” or “SLA”);
- NEC’s Acceptable Use Policy (“AUP”); and
- NEC’s Schedules (as defined below).

All of the above referenced documents are collectively referred to as the “Agreement.” Each of the foregoing is expressly incorporated herein by reference and may be amended or updated from time to time by NEC. Current copies of the MSA, Privacy Policy, SLA, AUP, and Schedules are located at <https://www.univerge.blue/legal>.

DEFINITIONS. For the purposes of this MSA, the following definitions apply:

“Access Information” means information that alone or together with other information, can provide access to any portion of Your Account, including but not limited to, Your Account number, login names, passwords, credit card or other financial information, security questions and their respective answers, and any other similar information. For the avoidance of doubt, Your Access Information will include any similar information for each of Your Users.

“Account” means the account created with NEC in connection with this Agreement that relates to Your purchase of and subscription to Services and the use of Services by You and Your Users.

“ACMA” means the Australian Communications and Media Authority.

“Administrative User” means any of Your employees, consultants, independent contractors or customers to whom You grant administrative permission to access the Services in accordance with NEC’s entitlements and procedures and this

Agreement (where “administrative permission” includes, but is not limited to, the right to create, modify and delete User accounts, as well as the right to access and modify Your billing information and other functionality available through the NEC administrative control panel).

“Applicable Law” means any applicable foreign, federal, state, provincial or other laws, rules, regulations or interpretations of relevant Governmental Authorities or self-regulatory bodies including the Telecommunications Act 1997 (Cth), Telecommunications (Interception) Act 1979 (Cth), State and Territory listening devices laws, Industry Codes or Industry Standards registered by the Australian Communications and Media Authority (“ACMA”) or Communications Alliance Ltd regarding the Emergency Call Service Requirements, Telecommunications Numbering Plan, Integrated Public Number Database, the Spam Act 2003, the Do Not Call Register Act 2006, Privacy Act 1988 (Cth) including the Australian Privacy Principles and any Act that amends the Privacy Act 1988..

“Beta Offerings” means any portion of the Services offered on a “beta” basis, as designated by NEC, including but not limited to, products, plans, services, and platforms.

“Consumer” means a consumer as defined by section 3 of the Australian Consumer Law;

“Consumer Contract” means a contract for the acquisition of goods or services as a ‘consumer’ as that term is defined in section 3 of the Australian Consumer Law;

“Data” means all data submitted by Your Users to NEC in connection with the Services, including all content, material, IP and similar addresses, recordings, messages, software, Account Information and Account-related settings.

“Governmental Authority” means a government, regulatory organization, self-regulatory organization, court of competent jurisdiction or similar body.

“NEC” means NEC Australia Pty Ltd with offices at Level 11, 717 Bourke Street Docklands 3008 Victoria, Australia (“NEC”).

“NEC Parties” means NEC’s affiliates (including parents and subsidiaries), vendors, licensors and partners, and its officers, employees, agents and representatives (including without limitation Voice Telco Services and its affiliates).

“Personal Information” is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

“Schedule(s)” means documents (including the Service-specific product schedules located at [<https://www.univerge.blue/legal>] and the order documentation generated through NEC’s administrative control panel) that specifically describe the Services used by You under this Agreement, including product descriptions, the currency to be used for billing and payment, pricing, and other terms. Each Schedule shall be deemed a part of and incorporated into this Agreement.

“Services” means NEC’s unified communications, hosting and other services, software and products, as such services, software and products that are offered by NEC from time-to-time in its discretion and subscribed to, purchased by, or used by You as set forth in a Schedule.

“Third-Party Service” means any service or product offered by a party that is not NEC.

“User” means any of Your employees, consultants, independent contractors or other individuals to whom You grant permission to access the Services in accordance with NEC’s entitlements procedures and this Agreement (including Administrative Users and end Users).

“You” and “Your” means the individual or entity on whose behalf this Agreement is accepted.

1. SCOPE; ACCESS; SECURITY.

1.1. Access to Services. Subject to and in accordance with the terms of this Agreement, including any Schedules, NEC grants You a non-exclusive, non-sublicensable, nontransferable, non-assignable, revocable license for the term of this Agreement to access and use the Services. Services may only be used by Your Users for internal business purposes only. You agree to comply with the terms and conditions of this Agreement, including any Schedules, and with all applicable NEC procedures and policies that further define use of the Services. You acknowledge and agree that the actions of any of Your Users with respect to the Services will be deemed to be actions by You and that any breach by any of Your Users of the terms of this Agreement, including any Schedule, will be deemed to be a breach by You.

1.2. Account Information and Ownership. You acknowledge that Your failure to timely update Your Account information, including authorized Administrative Users, can result in unauthorized personnel having access to Your Account and potentially doing harm to You. Accordingly, You agree to maintain accurate Account information by providing updates to NEC promptly, but no later than three (3) business days, when any of Your Account information requires change, including any relevant Account contact information. Failure by You, for any reason, to respond within three (3) business days to any inquiries made by NEC to determine the validity of information provided by You will constitute a material breach of this Agreement. You acknowledge and agree, and expressly consent, that in the event of any dispute regarding access to or legal ownership of any NEC account or any portion thereof, including Your Account, NEC will resolve such dispute in its sole discretion. In addition, in the event of such a dispute, NEC may immediately suspend, alter or terminate any relevant account, including Your Account, or any portion thereof. You will reimburse NEC for any legal fees and other fees incurred with respect to any dispute regarding control or ownership of Your Account or Your Data or the same of another NEC customer. You acknowledge and agree that (i) the legal owner of all Data on the Account is You (the counterparty to this Agreement) and not any individual User, including any Account contact registered with NEC, regardless of any administrative designation (e.g., Administrator, Billing Contact, Owner, etc.); (ii) You will provide NEC with any documentation it reasonably requests to establish ownership and rights to Your Account and any related Data; and (iii) any User identified as an Administrative User with respect to Your Account has the authority to bind You to any amendments, modifications or acknowledgements regarding this Agreement or otherwise relating to the Services.

1.3. Account Security and Activity. You acknowledge and agree that You are solely responsible for (i) maintaining the confidentiality and security of Your Access Information, and (ii) all activities that occur in connection with Your Account, whether initiated by You, by others on Your behalf or by any other means. You will notify NEC immediately of any unauthorized use of Your Account, Access Information or any other actual or potential breach of security. You acknowledge and agree that NEC will not be liable for any loss that You may incur as a result of any party using Your Access Information,

either with or without Your knowledge and/or authorization. You further agree that You may be held liable for losses incurred by NEC, any NEC Party, or another party due to any party using Your Access Information. NEC strongly recommends that You keep Your Access Information in a secure location, take precautions to prevent others from accessing it and change it when necessary to maintain its confidentiality and security. **NEC specifically disclaims all liability for any activity in Your Account, whether authorized by You or not.**

1.4. Failure of a Line Test. With respect to voice services, if a specific site fails a "VoIP line test" as part of the installation process, and You are unable or unwilling to upgrade the data circuit, router, switch, or faulty component responsible for the failure, NEC reserves the right to cancel the order for such site.

2. TERM AND TERMINATION.

2.1. Term. This Agreement shall be effective from Your acceptance of this Agreement (or a previous version of NEC's service agreement) and shall continue until the expiration or termination of all Schedules ("Agreement Term"). When You purchase Services from NEC, a Schedule will be created specific to such purchase, setting forth the contract term and other terms and conditions with respect to such purchase. The term of each Schedule ("Schedule Term") shall be an initial term with a duration to be agreed to by You and NEC (e.g., one month, one year or some other mutually agreed-upon period) (a "Schedule Initial Term"), followed by renewal periods with a duration to be agreed to by You and NEC (a "Schedule Renewal Term"). Termination of this Agreement shall not relieve either party from fulfilling its obligations prior to such termination.

(a) Monthly Plan Schedule Term. For a Monthly Plan with NEC, the Schedule Initial Term is the period from the date of Your acceptance of the Schedule through the remainder of that calendar month. The Schedule Renewal Term for a Monthly Plan is defined as one (1) calendar month beginning at the end of the Schedule Initial Term and each subsequent calendar month thereafter.

(b) Annual or Multi-Year Plan Schedule Term. For an Annual or Multi-Year Plan with NEC, the Schedule Initial Term is the period from the date of Your acceptance of the Schedule through the remainder of that calendar month and continuing through the remainder of the Schedule

Term. , unless the parties have agreed in writing to a longer term. A Schedule Renewal Term for an Annual or Multi-Year Plan is defined as the twelve-month period beginning at the end of the Schedule Initial Term and each subsequent twelve-month period thereafter.

(c) Automatic Renewal. Each Schedule will renew automatically at the end of the then-current Schedule Term for a Schedule Renewal Term unless terminated in accordance with this Agreement by either You or NEC.

2.2. Termination by You.

(a) Monthly Plan. For a Monthly Plan, You may terminate any Schedule for any reason by following the termination procedure located within the Account section of the administrative control panel prior to the beginning of any Schedule Renewal Term. If You terminate a Monthly Plan prior to the end of the then-current Schedule Term, NEC will not be required to refund to You any fees already paid, unless otherwise set forth in the applicable Schedule and You shall pay all unpaid amounts for Services provided through the date of termination and any third party cancellation/termination charges related to the installation and/or termination of Services and the non-recurring charges for any cancelled Services.

(b) Annual or Multi-Year Plan. For an Annual or Multi-Year Plan, You may terminate any Schedule for any reason by following the termination procedure located within the Account section of the administrative control panel at any time. If such a termination is effective prior to the end of the then-current Schedule Term, You will incur a fee that is equal to the sum of (a) all unpaid amounts for Services provided through the date of termination; (b) any third party cancellation/termination charges related to the installation and/or termination of Services, (c) the non-recurring charges for any cancelled Services, if such charges have not already been paid and (d) the percentage of the monthly recurring charges for the terminated Services calculated from the effective date of termination as (1) 100% of the remaining monthly recurring charges that would have been incurred for the Services for months 1-12 of the Services Term, plus (2) 50% of the remaining monthly recurring charges that would have been incurred for the Services for months 13 through the end of the Services Term. The early termination fee is not a penalty. It is an estimate of liquidated damages suffered by NEC as a result of Your early termination of the Services.

(c) Refunds/Fees for Termination by You. Fees for non-recurring Services and set up fees will not be refunded. Any fees previously waived, discounts, or rebates applied may be reinstated if You terminate the account during the Schedule Term or if You breach this Agreement, including any Schedule.

2.3. Termination by NEC.

(a) 30-Day Termination. NEC may terminate this Agreement or any Schedule for any reason by providing thirty (30) calendar days' notice. If NEC terminates this Agreement pursuant to this Section 2.3(a), then all Schedules will terminate at the end of the thirty (30) day notice period. If NEC terminates any Schedule pursuant to this Section 2.3(a), then (i) for a Schedule with a Monthly Plan, if the effective termination date occurs prior to the end of the then-current Schedule Term, NEC will refund (or refrain from charging You) the pro rata monthly fees for the month in which Services terminate and (ii) for a Schedule with an Annual Plan, NEC will refund (or refrain from charging You) the monthly fees for the month in which Services terminate. For Schedules with either a Monthly Plan or an Annual Plan, if NEC terminates this Agreement, including any Schedule, pursuant to this Section 2.3(a), NEC will not charge You monthly fees for any month following the month in which NEC terminates this Agreement, including any Schedule.

(b) Immediate Termination. NEC may terminate this Agreement, including any Schedule, (or suspend Your Account) immediately and without prior notice for any of the following reasons:

(i) Any material breach of this Agreement, including any Schedule, by You, as determined by NEC in its sole discretion, including, but not limited to, failure to make any payment when due, violation of the AUP or any other NEC policy or procedure applicable to the Services as notified to You from time to time, which remains uncured beyond thirty (30) days' notice by NEC; or

(ii) If Your use of the Services results in, or is the subject of, actual or potential legal action or threatened legal action, against NEC or any of its affiliates, vendors, partners, representatives or customers, without consideration for whether such actual or potential legal action or threatened legal action is eventually determined to be with or without merit.

(c) Termination or Suspension of Users. In lieu of terminating or suspending Your entire Account, NEC may suspend Your Account or terminate or suspend individual Users.

(d) No Refunds; Further Payment Due. If NEC terminates this Agreement, including any Schedule, pursuant to Section 2.3(b), (i) NEC will not refund to You any paid fees and (ii) You will be liable for any payment that would have been due had You terminated pursuant to Section 2.2.

2.4. Following Termination. Termination will not cancel or waive any fees owed to NEC or incurred prior to or upon termination. You agree that NEC may charge such unpaid balance to Your Account on file or otherwise bill You for such unpaid balance. Upon termination, You must promptly uninstall all software provided by NEC in connection with the Services. All of Your Data will be irrevocably deleted promptly (as soon as fourteen (14) calendar days) following the termination of this Agreement or the applicable Schedule, including but not limited to, databases, contacts, calendars, e-mail, website content, and any Data hosted by NEC. It will be solely Your responsibility to secure all necessary Data from Your Account prior to termination. NEC will not be responsible or otherwise liable for any loss of Your Data or any damages arising from the deletion of Your Data following termination of the Services.

3. FEES, BILLING, TAXES, CHARGES.

3.1. Fees. The fees initially charged upon ordering any Service will be effective for the applicable Schedule Initial Term and each Schedule Renewal Term, provided, that NEC will have the right to increase these fees at any time upon thirty (30) calendar days' notice to You. If You do not agree with such fee increase, You will have the right to terminate the applicable Schedule immediately upon notice received within thirty (30) calendar days of date of notice of the fee increase. All payments made to NEC shall be in Australian dollars (AUD) (or any other currency as may be permitted in the applicable Schedule(s)).

3.2. Billing and Payment Arrangements. NEC will bill You monthly for all established and recurring fees, and any applicable one-time fees in that month, including but not limited to interest, check paying program fees and returned check fees. Pro rata billing may occur throughout the course of a billing cycle for feature add-ons that You enable on your Account during any given month.

3.3. Payment by Automated Means.

(a) You may view and print an invoice for Your Account using the administrative control panel made available to You. On or about the first (1st) day of each month, NEC will apply the current monthly charges to Your automated payment method, the relevant information of which You entered on the billing information page in the administrative control panel. Payment by automated means includes any form of automated payment accepted by NEC from time to time, including credit card, debit card, direct debit or other means.

(b) You must provide NEC with valid automated payment information as a condition to receive or use the Services. You are responsible for and agree to update NEC with any changes to Your billing and/or automated payment information (e.g., new or updated credit card, credit card expiration date or other payment account information). **By providing NEC with the automated payment information, You authorize NEC to charge Your automated payment account for any amounts arising from or relating to the Services without further authorization from You.** It is Your responsibility to keep Your automated payment information up-to-date. If charges to Your automated payment account fail, NEC will email a warning to Your Account billing contacts.

(c) If NEC is unable to successfully process Your payment by automated means by the seventh (7th) calendar day of the month for which the payment is due, Your payment will be considered late and not paid in full. NEC may suspend or terminate Your Account in accordance with Section 2.3(b)(i) for failure to timely pay in full. Late payments are subject to a late-payment charge of the greater of (i) interest calculated at ten percent (10%) per year and (ii) twenty-five dollars (\$25). Such interest will accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You will pay the interest immediately on demand. You will pay all collection costs incurred by NEC (including, without limitation, reasonable attorneys' fees).

3.4. Fees for Excess Use. You agree to monitor and maintain Your Accounts within all NEC-specified limits and in a manner that does not disrupt the activities of NEC and other NEC customers and users. If Your usage exceeds the limits for Your Account or may disrupt the activities of other NEC customers, You agree that NEC may immediately, in its sole discretion, (i)

charge You for such excess usage via Your automated payment account, (ii) upgrade You to a plan or increase the limits on Your Account to address this excess usage, and/or (iii) suspend Your Account or terminate Your Account upon notice To You. Usage and associated charges for excess usage will be determined based solely upon NEC's collected usage information. Unused monthly allotments will not accrue or carry over from one month to any other month. Upon any upgrade or increase on the limits of Your Account, You will be responsible for the new costs and fees.

3.5. Taxes. In addition to NEC's charges, You will be liable for all taxes, governmental fees and assessments related to fees and charges charged to You under this Agreement or otherwise in respect of Your use of the Services. NEC will bill you for any sales, usage or other taxes that apply with respect to (i) the Services that You purchase and (ii) the jurisdiction of Your billing address (or, as required, any other relevant business locations).

3.6. Fees for Additional Services. You agree to pay NEC's then-current rates and expenses, including the cost of NEC's vendors, for any requests related to information retrieval, subpoenas, consulting and advisory services, or similar work.

3.7. Bill Disputes. You will notify NEC of any dispute relating to charges billed to Your Account by submitting a Billing Dispute Notification Form (available through NEC's customer service) to NEC within sixty (60) days of the date the disputed charges appeared on Your Account. The existence of a dispute will not relieve You from paying any and all amounts billed hereunder. You waive all rights to dispute any charges not disputed by written notice as required above.

3.8. Electronic Billing and Documentation. All billing and other documentation regarding the Services may be provided electronically ("Electronic Documentation"). You acknowledge and agree that You are able to view all Electronic Documentation and consent to receiving Electronic Documentation and decline to receive hard copies of any such materials. You agree to receive all such communications in the English language.

3.9. Modification made by Sales Partner. You acknowledge and agree that any charges, fees, surcharges, and taxes resulting from any changes made to Your Account by the registered

Sales Partner are Your sole and exclusive responsibility unless you select the option in your control panel indicating that You do not want Your registered Sales Partner to have the authority to manage Your Account.

4. USE OF THE SERVICES.

4.1. Internal Use. You will use the Services for Your own internal business, non-residential and non-personal use. You acknowledge and agree that You will not allow any third party, including Your vendors and service providers, to access or use the Services unless such third party is allowed access for the purpose of providing authorized customer support services or in connection with Your appropriate use of the Services for Your own business purposes.

4.2. Restricted Activities. You will not (i) use any Service for any purpose outside the Service's intended scope, features, and function set, (ii) use any Service for third-party training, (iii) use any Service as an application service provider or service bureau, unless You have entered into a separate written agreement with NEC to provide such services, (iv) use any Service for timesharing or rental, (v) use any Service to design software or other materials or services with similar or competitive functionality for any purpose, including distribution to third parties, (vi) except with respect to Your Data, duplicate any portion of the Services or display, distribute, publish, or otherwise disclose any Service; (vii) use any of the Services to interface with any other service or application that is outside the scope of intended use; (viii) decompile, disassemble, or otherwise reverse engineer any portion of the Services; (ix) make any modification or interface to any Service that is not specifically authorized by NEC without prior written consent of NEC; (x) resell or sublicense any portion of the Services, and any purported resale or sublicense will be void; and (xi) store, maintain, or use on or through the Service any Personal Information (xii). use the Service for making a communication which is defamatory, abusive or of a vulgar, obscene or menacing nature or is hateful or racially, ethnically or otherwise objectionable (xiii) use the Service to make a communication that may harm a minor in any way (xiv) use the Service to send unsolicited commercial e-mails in a way that contravenes the Spam Act 2003 or to make unsolicited telemarketing voice calls in a way that contravenes the Do Not Call Register Act 2006. (xv) You may not access the Services for purposes of monitoring their performance,

availability, or functionality, or for any other benchmarking or competitive purposes, without NEC's prior written consent. You may not, without NEC's prior written consent, access the Services if You are a direct competitor of NEC.

4.3. Applicable Law. You acknowledge and agree that access and use of the Services may be restricted or limited as a result of Applicable Laws and that You will not use, or allow the use of the Services in contravention of, and will comply with, any Applicable Law. You represent that (i) You and Your Users are not named on any Government Authority list of persons or entities prohibited from receiving exports, and (ii) You will not permit Users to access or use Services in violation of any export embargo, prohibition or restriction. You acknowledge and agree that that it is Your sole responsibility to use the Services in a lawful manner.

4.4 NEC's legislative and regulatory obligations and your corresponding obligations

(i) You acknowledge and understand that some of the Applicable Laws impose certain obligations upon NEC and that NEC must pass some of these obligations on to You as a user of the Services.

(ii) You must not do or cause to be done or omit to do anything that will cause NEC to breach any of its obligations under these Applicable Laws.

5. YOUR DATA; FEEDBACK.

5.1. Submission of Your Data. Any Data You provide to NEC in connection with the Services must comply with the AUP. Attempting to place or transmit, or requesting placement or transmission, of Data that does not comply with the AUP will be a material breach of this Agreement. NEC may, in its sole discretion, reject or remove Data that You have used or attempted to use with respect to the Services. Any Data used with respect to the Services by or through You will be free of any and all malicious code, including without limitation, disabling devices, drop dead devices, time bombs, trap doors, trojan horses, worms, computer viruses and mechanisms that may disable or negatively impact the Services or NEC's servers. You hereby represent and warrant to NEC that You have the right to use any patented, copyrighted, trademarked, proprietary or other material in connection with Data that You use, post, or otherwise transfer or transmit with respect to the Services.

5.2. Public Disclosure of Data. You are solely responsible for ensuring that You do not accidentally make any private Data publicly available. Any Data made public may be publicly accessible through the internet and may be crawled and indexed by search engines or other third parties. By making any Data publicly available on any of the Services, You affirm that You have the consent, authorization or permission, as the case may be, from every person who may claim any rights in such Data to make such Data available in such manner.

5.3. Data Takedown. By making any Data publicly available in the manner aforementioned, You expressly agree that NEC will have the right to block access to or remove such Data made available by You, if NEC receives complaints, inquiries or notices concerning any illegality or infringement of rights in such Data. You expressly consent to determination of questions of illegality or infringement of rights in such Data by the agent designated by NEC for this purpose.

5.4. Filtering. NEC may employ various filtering methods to reduce unwanted content, such as SPAM e-mail or calls, from reaching Your NEC Account. You acknowledge and agree that such methods may prevent legitimate content or communications from reaching Your Account and that NEC will not be liable therefor.

5.5. Control. NEC is not obligated to exercise control over the content of information, including Your Data, passing through NEC's network except any controls expressly provided in this Agreement.

5.6. Feedback. Any feedback, recommendations, enhancement requests, suggestions, testimonials, endorsements, information or materials conveyed to NEC by You or Your Users in connection with the Services shall be collectively deemed "Feedback." You agree to grant and hereby grant to NEC a perpetual, transferable, irrevocable, royalty-free, worldwide license (with the right to grant and authorize sublicenses) to make, have made, use, import, offer for sale, sell, reproduce, distribute, modify, adapt, prepare derivative works of, display, perform, and otherwise exploit such Feedback without restriction.

6. CONFIDENTIALITY AND PRIVACY.

6.1. Confidential Information. "Confidential Information" is all confidential information disclosed by a party ("Disclosing Party") to the other party ("Receiving Party"), whether orally or in writing, that is designated as confidential or that

reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Your Confidential Information will include Your Data. NEC's Confidential Information will include the Services (and any portion thereof), the terms and conditions of this Agreement and any Schedules, and all related Service order forms, as well as NEC's business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by NEC. Confidential Information will not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party, (ii) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party, (iii) is received from a third party without breach of any obligation owed to the Disclosing Party, or (iv) was independently developed by the Receiving Party. The Receiving Party may disclose Confidential Information to the extent required to comply with binding orders of governmental entities that have jurisdiction over it; provided however that, to the extent legally permitted by law to do so, the Receiving Party gives the Disclosing Party reasonable written notice to allow the Disclosing Party to seek a protective order or other appropriate remedy, discloses only such Confidential Information as is required by the governmental entity, and uses commercially reasonable efforts to obtain confidential treatment for any Confidential Information disclosed. You acknowledge that NEC, and its licensors, retain all intellectual property rights and title, in and to, all of their Confidential Information and/or other proprietary information. This shall include, but not be limited to: products, services, and the ideas, concepts, techniques, inventions, processes, software or works of authorship developed, embodied in, or practiced in connection with the Services provided by NEC hereunder.

6.2. Protection of Confidential Information.

Except as otherwise permitted by this Agreement or in writing by the Disclosing Party, (i) the Receiving Party will use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but in no event less than reasonable care) not to disclose or use any Confidential Information of the Disclosing Party for any purpose outside the scope of this Agreement, and (ii) the Receiving Party will limit access to Confidential Information of the Disclosing Party to those of its employees, contractors and agents who need such access for

purposes consistent with this Agreement and who are bound by confidentiality obligations at least as protective of Disclosing Party and its Confidential Information as the provisions of this Agreement.

6.3. Use and Disclosure by NEC.

Notwithstanding the foregoing, NEC may use or disclose Your Data (i) as expressly permitted in writing by You, and (ii) as expressly provided in this Agreement, including (a) in accordance with the Privacy Policy (as if such Data were "Information" as defined under the Privacy Policy), and (b) to access Your Data to provide the Services or prevent or address service or technical problems, or at Your request in connection with customer support matters. You expressly consent to the foregoing use and disclosure.

7. BETA OFFERINGS.

The SLAs do not apply to any Beta Offerings. Notwithstanding anything else set forth in this Agreement, NEC does not make any representations or warranties regarding any Beta Offering or the integrity of any data stored in connection with any Beta Offering. You are strongly discouraged from using any Beta Offering in connection with sensitive data. NEC may, in its sole discretion, change or terminate any Beta Offering without notice and does not represent or warrant the result of any such action. NEC may, in NEC's sole discretion, convert any Beta Offering to a paid service upon notice to You. To avoid incurring increased charges following such a conversion, You must terminate (i) the individual converted service (if possible) by contacting NEC as directed in the conversion notice, or (ii) if You subscribe to no other services under Your Account, the entire Account, pursuant to Section 2 of this MSA.

8. WARRANTY ON SERVICES; LIMITATION ON LIABILITY; THIRD-PARTY SERVICES.

8.1.1 Where the Customer acquires Services as a Consumer, then NEC warrants that:

- (a) The Services will be provided with due care and skill;
- (b) The Services will be fit for any represented purpose made known by the Customer; and
- (c) The Services will be completed within a reasonable time.

8.1.2 NEC further warrants that the Services come with guarantees that cannot be excluded under the Australian Consumer Law.

(i) For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value
- You are also entitled to be compensated for any other reasonably foreseeable loss or damage.

(ii) If the failure does not amount to a major failure, you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

(ii) The remedies in clauses 8.1.2 will not be available to the Customer where NEC fails to meet one of the consumer guarantees due to the acts of a third party or acts beyond the reasonable control of NEC after the services were supplied.

8.1.3 Except where the Services are acquired under a Consumer Contract, NEC does not give any warranty that the Services purchased under this Agreement are fit for any particular purpose.

8.1.4 All express or implied terms, conditions, warranties, statements, assurances and representations in relation to any Services are hereby expressly negated save for the terms or conditions necessarily implied by law;

8.2. Limitation on Liability. NEC and NEC Parties will not be liable for any direct, indirect, incidental, special, punitive or consequential damages (including but not limited to damages for lost profits, business interruption, loss of programs or information, and the like) in connection with any claim arising under or in connection with this Agreement or the Services provided hereunder, regardless of whether NEC or any NEC Party has been advised of such damages or their possibility. Some jurisdictions do not permit exclusion or limitation of liability for all types of damages so the preceding exclusions

may not apply to all parties; in such jurisdictions, and only such jurisdictions, the liability is limited to the fullest extent permitted by law. NEC will not be liable for any harm that may be caused by Your access to application programming interfaces or the execution or transmission of malicious code or similar occurrences, including without limitation, disabling devices, drop dead devices, time bombs, trap doors, trojan horses, worms, viruses and similar mechanisms. You agree that the total liability of NEC and any NEC Party and Your sole remedy for any claims (i) regarding the Services for which a remedy is set forth in the applicable SLA is limited to the credits set forth in such SLA; and (ii) regarding the Services, other than those specifically described in clause (i) of this Section 8.2, is limited to the lesser of (a) One Thousand Dollars (\$1,000) and (b) the prior one (1) month of Service fees paid under this Agreement by You to NEC.

8.3. Third-Party Services. NEC may link to or offer Third-Party Services on NEC's website or otherwise through the Services. Any purchase, enabling, or engagement of Third-Party Services, including but not limited to implementation, customization, consulting services, and any exchange of Data between You and any Third-Party Service, is solely between You and the applicable Third-Party Service provider and is subject to the terms and conditions of such Third-Party Provider. NEC does not warrant, endorse or support Third-Party Services and is not responsible or liable for such Services or any losses or issues that arise as a result of Your use of such services. If You purchase, enable or engage any Third-Party Service for use in connection with the Services, You acknowledge that NEC may allow providers of those Third-Party Services to access Your Data used in connection with the Services as required for the interoperation of such Third-Party Services with the Services. You represent and warrant that Your use of any Third-Party Service signifies Your independent consent to the access and use of Your Data by the Third-Party Service provider, and that such consent, use, and access is outside of NEC's control. NEC will not be responsible or liable for any disclosure, modification or deletion of Data resulting from any such access by Third-Party Service providers. For purposes of clarification, Services provided by Voice Telco Services or its affiliates under this Agreement shall not be deemed to be Third-Party Services for purposes of this Section 8.4.

9. OWNERSHIP AND CONTROL.

9.1. **No Transfer.** Except for rights expressly granted in this Agreement, including any Schedules, NEC does not transfer any intellectual or other property or proprietary right to You. All right, title, and interest in any Service provided to You, including without limitation any copyright, trade secret and vested or potential trademark and patent rights, is solely the property of NEC and its vendors and licensors. As between You and NEC, all materials distributed by NEC in connection with the Services will at all times remain the property of NEC, and upon the request of NEC or upon termination of this Agreement or any Schedule, You will promptly return any and all such materials.

9.2. **Control.** NEC will have sole and complete control over, and reserves the right at any time to make changes to, the configuration, appearance, content and functionality of the Services. In addition, NEC reserves the right, at any time, without prior notice, to the exercise of its sole discretion to suspend or terminate any Service for the protection of the security and integrity of the Services or other business, technical or financial considerations as determined by NEC.

10. INTELLECTUAL PROPERTY PROTECTION.

NEC will, at its own expense, defend or at its option settle, any claim brought against You by a third party on the issue of infringement of any copyright, patent, or trademark of that third party, in each case by the "NEC Technology," as defined below in this Section 10; provided that You provide NEC with (a) prompt written notice of such claim; (b) control over the defense and settlement of such claim; and (c) proper and full information and assistance to settle and/or defend any such claim. In the event of any claim for which NEC may be obligated to defend or settle in accordance with this Section 10, NEC may at its sole option and expense, either: (i) procure the right to use the NEC Technology as provided herein; (ii) replace the NEC Technology with other non-infringing products with equivalent functionality; (iii) suitably modify the NEC Technology so that it does not infringe; or (iv) terminate this Agreement. NEC assumes no liability for infringement claims arising from: (1) any combination of the NEC Technology with products or technology not provided by NEC, if the infringement would not have occurred if the NEC Technology had not been so combined; (2) any modification of the NEC Technology, in whole or in part, by anyone other than NEC, if the infringement would not have occurred but for such modification; (3) use by You of any NEC

Technology after NEC notifies You that continued use may subject You to such claim of infringement, provided that NEC provides You with a replacement release of the NEC Technology; (4) any proprietary or intellectual property rights not expressly identified in this Section 10; or (5) any non-United States proprietary or intellectual property rights. "NEC Technology" means the software of NEC (or Voice Telco Services or its affiliates) which is delivered to You in connection with Your use of the Services. This Section 10 sets forth the entire liability and obligations of NEC, and Your exclusive remedy, with respect to any actual or alleged infringement of any intellectual property or proprietary right by the Services. The terms of this Section 10 are subject to the limitations of Section 8.

11. HARDWARE, EQUIPMENT, AND SOFTWARE.

Unless purchased from NEC or one of its affiliates pursuant to a separate written agreement, You are responsible for and must provide all hardware, software, services and other components necessary to access and use the Services. NEC makes no representations, warranties, or assurances that third party hardware, software, services and other components will be compatible with any Service. NEC reserves the right to change or upgrade any equipment or software that it uses to provide the Services without notice to You. NEC will install security patches, updates, upgrades and service packs ("Updates") as it determines in its sole discretion, and reserves the right, but not the obligation, to roll back any Updates. Updates may change system behavior and functionality and as such may negatively affect the Services used by You. NEC cannot foresee nor be responsible or liable for service disruption or changes in functionality or performance due to Updates. NEC is not responsible or liable for issues that may arise from incompatibilities between Your Data and use of the Services and any Update or hardware or software change or configuration, regardless of whether discretionary or requested.

12. INDEMNIFICATION.

You agree to defend, indemnify, save, and hold NEC and the NEC Parties harmless from any and all demands, liabilities, losses, costs, and claims, including reasonable attorneys' fees, asserted against them that may arise or result from Your use of the Services, Your breach of this Agreement (or any Schedule), or Your negligence or willful misconduct.

13. MODIFICATION OF TERMS.

NEC may update, amend, modify or supplement the terms and conditions of this Agreement, including any Schedules, any SLAs, the AUP and the Privacy Policy, from time to time by giving You notice. Such changes will take effect immediately. Any such modification may be made without the consent of any third party beneficiaries of this Agreement. You can review the most current version of this Agreement at any time at: (<https://www.univerge.blue/legal>). Your continued use of Your Account or the Services after NEC posts a new version of the Agreement will be conclusively deemed to be acceptance by You of any such new version.

14. MISCELLANEOUS.

14.1. Governing Law; Jurisdiction; Forum; Attorneys' Fees. This Agreement will be governed by and construed in accordance with the laws of Victoria, Australia without regard to its conflicts of laws or its principles. Any claim or suit arising out of or relating to this Agreement will be brought exclusively in any court of competent jurisdiction located in Victoria. In any action to enforce this Agreement, including, without limitation, any action by NEC for the recovery of fees due hereunder, You agree to pay NEC's reasonable solicitor's fees and costs in connection with such action if NEC prevails in such action. You agree to waive the right to trial by jury with respect to any proceeding related to or arising out of this Agreement.

14.2. Written Communications and Notice. You accept that communication from NEC may be electronic. NEC may contact You by e-mail or provide You with information by posting notices on NEC's website or to Your Account. You agree to receive all such communications in the English language. You agree to this electronic means of communication and You acknowledge that all contracts, notices, information and other communications that NEC provides to You electronically are acceptable and effective as notice. Except as otherwise specified in this Agreement, all notices, permissions and approvals hereunder will be in writing and will be deemed to have been given (i) immediately upon personal delivery, (ii) the second (2nd) business day after mailing, (iii) the second (2nd) business day after sending by confirmed facsimile, or (iv) the first (1st) business day after sending by email or, if from NEC to You, online posting. Notices to You shall be written in English and may be addressed by NEC to any e-mail address, postal address or facsimile number registered with NEC,

or through means of online posting through the Services. Notices to NEC that are not expressly authorized by administrative control panel under this Agreement shall be written in English and mailed to NEC Australia Pty Ltd with offices at Level 11, 717 Bourke Street Docklands 3008 Victoria, Australia., Attn: General Counsel, or such other address as designated on NEC's website from time to time.

14.3. Authority, Age and Capacity. The individual accepting this Agreement on behalf of You represents and warrants that he/she has the authority to bind You to this Agreement. You hereby represent and warrant that each User has reached the older of (i) the age of eighteen (18) and (ii) the age of majority in the User's jurisdiction, and that You are not subject to a limitation on Your ability to enter into this Agreement.

14.4. Severability. If any one or more of the provisions contained herein will, for any reason, be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability will not affect any of the other provisions of this Agreement, and this Agreement will be construed as if such provision(s) had never been contained herein, provided that such provision(s) will be curtailed, limited, or eliminated only to the extent necessary to remove the invalidity, illegality, or unenforceability.

14.5. Waiver. No waiver by either party of any breach by the other party of any of the provisions of this Agreement will be deemed a waiver of any preceding or succeeding breach of this Agreement. No such waiver will be effective unless it is in writing signed by the parties hereto, and then only to the extent expressly set forth in such writing.

14.6. Remedies. The rights and remedies of the parties hereunder shall not be mutually exclusive, i.e., the exercise of one (1) or more of the provisions hereof shall not preclude the exercise of any other provision hereof. The parties acknowledge, confirm and agree that damages may be inadequate for a breach or a threatened breach of this Agreement and, in the event of a breach or threatened breach by You or Your Users of any provision hereof, the respective rights and obligations hereunder shall be enforceable by specific performance, injunction or other equitable remedy. Nothing contained in this Agreement shall limit or affect any rights at law or statute or otherwise for a breach or threatened breach of any provision hereof, it being the intent of this provision to

clarify that the respective rights and obligations of the parties shall be enforceable in equity as well as at law or otherwise.

14.7. No Assignment. No benefit or duty of You under this Agreement will, without the consent of NEC, be subject in any manner to anticipation, alienation, sale, transfer, assignment, pledge, encumbrance or charge, and any attempt to do so will be void. NEC may assign this Agreement without Your consent and without notice.

14.8. Fair Interpretation, Headings. This Agreement reflects terms that are mutually agreeable to the parties. This Agreement will be interpreted fairly in accordance with its terms and without any strict construction in favor of or against either party based on draftsmanship of the Agreement or otherwise. The headings and captions used in this Agreement are used for convenience only and are not to be considered in construing or interpreting this Agreement.

14.9. Force Majeure. Except for monetary obligations, neither party shall be liable to the other for failure or delay in the performance of a required obligation hereunder if such inability or delay is caused by reason of Force Majeure Event. "Force Majeure Event" is any cause beyond a party's reasonable control or anticipation, including, without limitation, acts of war, acts of god, terrorism, earthquake, hurricanes, flood, fire or other casualty, embargo, riot, sabotage, labor shortage or dispute, governmental act, insurrections, epidemics, pandemics, quarantines, inability to procure materials or transportation facilities, failure of power, restrictive governmental laws or regulations, condemnation, acts of third parties, failure of the Internet or other reason that is beyond a party's reasonable control or anticipation.

14.10. Survival. The preamble, "Definitions" and Sections 2, 3, 4, 5, 6, 8, 9, 10, 12, 13 and 14 of this MSA will survive termination.

14.11. Independent Parties. Notwithstanding anything to the contrary herein, it is acknowledged, confirmed, and agreed that You shall be, and shall be deemed to be, an independent entity for all intents and purposes, including, without limitation, federal taxation. You shall pay all expenses in connection with performing Your obligations hereunder and shall not incur any indebtedness on behalf of NEC in connection with such expenses. Neither party shall have or hold itself out as having any right, authority nor agency to act on behalf of the other

party in any capacity or in any manner, except as be specifically authorized in this Agreement.

14.12. Entire Agreement; Third Party Beneficiaries. This Agreement, including any Schedules, constitutes the entire agreement for provision of the Services to You and supersedes all other prior agreements and understandings, both written and oral, between You and NEC with respect to the Services. You understand and agree that (i) the NEC Parties are third party beneficiaries of this Agreement, and (ii) in the event of any breach of this Agreement, including any Schedule, such NEC Parties shall have all rights and remedies available to them as if they were parties to this Agreement, including claiming the benefit of Section 8 of this MSA.

14.13. Language. The parties confirm that they have requested that this Agreement and all related documents be drafted in English.

ATTACHMENT 1

NEC UNIVERGE BLUE Cloud Services

IMPORTANT INFORMATION regarding calls to 000 (Emergency Services)

This document provides very important information about calls to 000 (Emergency Services) using the Internet phone service of NEC Australia Pty Ltd ("NEC" or "Company"), included as part of NEC's UNIVERGE BLUE™ CONNECT Unified Communications and Cloud PBX services. This document also describes the steps that you, as a customer of this service ("You" and "Your"), should take **to ensure Your safety and the safety of Your employees and visitors.**

Capitalized terms used in this document but not otherwise defined have their respective meanings set forth in the Master Service Agreement between You and Company or Company's reseller. **Note that this document is incorporated into the terms of Your Master Service Agreement and creates a legally binding obligation on You.**

Limitations of Univerge Blue service to make a 000 call:

The NEC Univerge Blue service can be used to make a 000 emergency call. However, calls to 000 using an internet-based voice service have the following limitations, which may prevent You from making an emergency call:

- Loss of electrical power;
- Loss of Internet connection for any reason;
- Termination of Your internet service by your broadband or Internet Service Provider ("ISP");
- Defective or misconfigured customer premises equipment or software;
- Network congestion;
- Delays from updating Your registered Service Address;
- Non-voice equipment, such as security systems and medical monitoring equipment;
- Simultaneous use of one line with multiple pieces of equipment;

Because of these limitations, NEC recommends that You have a charged mobile phone available, which can be used in the event that an emergency call has to be made. NEC accepts no responsibility if You are unable to make or receive emergency calls via the Univerge Blue service because of a service disruption to Your power source or internet service.

Customer's acknowledgements regarding the use of Univerge Blue service to make a 000 call:**You acknowledge, agree and accept:**

- a. It is Your responsibility to obtain and maintain:
 - (i) a mobile phone service that can be used as an alternate method of dialing 000; and
 - (ii) an internet service which meets the minimum specifications and bandwidth requirements contained in <https://kb.univerge.blue/en-gb/article/2951>
- b. To notify NEC of the physical location/ street address where the Services will be utilized by You. If You relocate the Services to an alternate location, You will notify NEC of the new street address, city, and region/state ("Service Address") within ten (10) Business Days of the relocation. This initial and any subsequent information will be provided by NEC to the Australian Communications and Media Authority ('ACMA');

- c. To register the location for each phone line, noting that You may only register one location per phone line.
- d. You will notify all of your users, that if they move a device to another location or transfer a phone number, they will inform You and You in turn, will update the details by using Your online account portal. You understand that if You (or Your users) do not update location information, Your calls for an emergency service may result in responders being delayed in responding, or unable to respond, to the reported emergency.
- e. You can check Your emergency service activation status from time to time, by logging in to Your account and dialing the test number we provide to you. For clarity, this test number will not be 000,

Connecting the Univerge Blue voice service to multiple devices or endpoints:

The Univerge Blue voice service can be connected to multiple devices and endpoints. However, there are service limitations with regard to the use of such devices or endpoints that You need to understand:

- While You might have access to multiple devices as part of the service on which Your telephone number would appear (office, home, desktop, mobile), only one service address is supported per telephone number.
- You must instruct NEC to register the correct service address for each user's telephone number within the Company portal. Usually this address is the same as the location of Your or Your User's primary device; typically the office phone.
- Emergency calls are supported from NEC's Unified Communications desktop application, Unified Communications mobile application, or desk phone configured for use by You. Note that You or one of Your Users dialing for Emergency Services from any of these devices may have to verbally share their current location with an Emergency Services operator. If You or Your User is unable to communicate his/her location to the operator, the operator may not be able to dispatch emergency services to assist You or Your User and You or Your User may not receive emergency services he/she requires in a timely manner, or at all.