

Maintenance Services Addendum
Version Date: April 2026

This Maintenance Services Addendum (“**Maintenance Services Addendum**”) governs the provision of Maintenance Services by Instem to Client, as specified in an applicable Order. This Maintenance Services Addendum is subject to and incorporates by reference the terms and conditions of the Master Subscription Agreement (the “**Agreement**”). Capitalized terms used but not defined herein shall have the meaning given to them in the Agreement.

Maintenance Services are provided according to Section 11 of the Agreement and the terms herein. The provision, scope, and inclusion of Maintenance Services vary based on the specific Instem Offering acquired by Client under an Order. Without limiting the foregoing, this Maintenance Services Addendum shall not apply to any Maintenance Services provided by d-Wise Technologies, Inc. or its subsidiaries, including Strong Tower Solutions, LLC; any such Maintenance Services provided by such entities shall be governed by the Agreement and the applicable Transaction Document.

1. Help Desk

1.1 Generally. Provided that Client has paid all applicable Fees due under the Agreement and the relevant Order(s), Instem will provide Maintenance Services as further described herein through its Help Desk to Client’s then-designated Qualified Users during the corresponding Support Hours (specified below) via telephone and/or email. “**Qualified Users**” consist of (a) Client’s then-designated system administrators that Client identifies in writing to Instem in advance and (b) those users that are properly trained on access and use of the corresponding Software and listed on the then-current list of Qualified Users as provided by Client to Instem in accordance with Instem’s instructions (which list shall not exceed the license limitations or usage metrics set forth in the corresponding Order).

1.2 Scope of Maintenance Services. Where applicable based on the Offering purchased (as described in Section 11 of the Agreement), Instem shall provide technical support in connection with issues arising from the Client’s use of the Software (“**Incident**”), provide fixes to Faults, and provide Updates and Upgrades in accordance with this Maintenance Services Addendum and the Agreement.

1.3 Help Desk Locations. Help Desks are regionally located within the United States, United Kingdom, India, and China. Instem may route Help Desk calls to any location, subject to compliance with applicable laws and the Agreement (including any applicable Data Processing Addendum). Help Desk personnel within each location are responsible for logging, investigating, and resolving Incidents. Maintenance Services will be provided in English only.

1.4 Contacting the Help Desk. Qualified Users may contact the Help Desk during the support hours (excluding company holidays) listed for each Help Desk location below (“**Support Hours**”) via email or telephone. Qualified Users may also report Incidents via the self-service web portal. No Help Desk matters should be sent to individual members of staff.

- **United Kingdom**
 - Hours: M-F 8:30am – 5:00pm GMT
 - Tel: +44(0)17858 25666
- **United States**
 - Hours: M-F 8:30am – 5:00 EST
 - Tel: +1 484-530-5030
- **China**
 - Hours: M-F 9:00am – 6:00pm CST
 - Tel: +86 512 67889839
- **India**
 - Hours: M-F 9:30am – 6:30pm IST
 - Tel: +91 2067929333
- **Email:** help@instem.com
- **Online Support:** The “Customer Centre” website www.customercenter.instem.com provides a range of additional support information, including a link to the self-service web portal.

1.5 Management Process. Client shall ensure that all requests for support that Instem is obligated to provide hereunder are submitted in accordance with the terms set forth herein and Instem’s then-standard processes, as communicated in advance by Instem. Incidents are logged within the Help Desk ticketing application and triaged by Instem according to urgency through the assignment of an “**Impact Level**” (as reasonably determined by Instem).

1.6 Assignment of Impact Level. Incidents shall be assigned an Impact Level by Instem, according to the Impact Level assignments within the acknowledgement time described in Table 1 (“**Acknowledgement Time**”).

1.7 Timing. Each Impact Level has a predetermined Response Time and a Resolution Time target as described in Table 1. Acknowledgement Time, Response Time, and Resolution Time are measured during the Support Hours of the regionally assigned Help Desk. “**Response Time**” means the target timeframe by which Client is informed as to progress on an unresolved Incident; Response Time is paused if Client must perform any actions advised by Instem. “**Resolution Time**” means the estimated

target timeframe within which Instem intends to resolve the Incident or allocate additional resources to address the Incident. Instem shall use reasonable efforts to meet Resolution Time targets, but Resolution Time is not guaranteed and shall not be of the essence.

Table 1				
Impact Level	Description	Acknowledgement Time	Response Time	Resolution Time
Impact Level 1 "Stopping the Science"	<p>Critical Impact: Prevents Client from continuing to perform its business and threatens future productivity.</p> <p>Examples:</p> <ul style="list-style-type: none"> No useful work can be done Permanent data loss Most common operations fail consistently 	1 hour	3 hours	1 day
Impact Level 2 "Stopping a Task"	<p>Severe Impact: The Software is severely restricted in its use, causing significant business impact, or tasks that are time critical, are impaired. Examples:</p> <ul style="list-style-type: none"> A major function is experiencing a reproducible problem that prevents Client from performing a task but does not stop other tasks Delays are being experienced in production required reports 	1 hour	12 hours	3 days
Impact Level 3 "Interruption to Standard Routine"	<p>Some Business Impact: The Software is usable with less significant features (i.e., those not critical to operations) being unavailable, or if the issue raised has little impact upon current productivity.</p> <p>Examples:</p> <ul style="list-style-type: none"> There is a time sensitive issue, which although important to long-term productivity, is not causing an immediate work stoppage Updates are required to areas of the system (e.g., libraries) before a specific time point Allowable performance dips in non-critical areas of the system (e.g., reports) 	1 hour	40 hours	2 weeks
Impact Level 4 "Inconvenient or query"	<p>Minimal Business Impact: Problem causes little impact on operations or a reasonable circumvention to the problem has been implemented.</p> <p>Examples:</p> <ul style="list-style-type: none"> A cosmetic issue which causes irritation or inconvenience 	1 hour	40 hours	6 weeks

Table 1				
Impact Level	Description	Acknowledgement Time	Response Time	Resolution Time
	<ul style="list-style-type: none"> A query or training issue arises surrounding the Software Errors in documentation have been reported 			

1.8 **Fault Resolution.** In the event Instem determines that an Incident is categorized as a Fault, then the Resolution Time target may not apply, and Instem will use commercially reasonable efforts to provide a remedy for such Fault within an Update or Upgrade. **"Fault"** means any reproducible failure of the Software that, when used in accordance with the Agreement and Documentation, results in the Software failing to function substantially in accordance with the Documentation.

1.9 **Reopening an Incident.** In the event that an Incident resolution provided through the Help Desk fails to satisfy Client requirements, a Qualified User may reopen the issue by contacting the Help Desk and referencing the original support call reference number, within two (2) weeks of the incident being marked as Resolved. If thereafter, an issue remains unresolved, the Client may escalate the issue to a regional Help Desk Manager, consistent with the dispute resolution procedures in Section 16.1 of the Agreement.

2. Maintenance Releases (Updates and Upgrades)

2.1 Definitions.

2.1.1 **"Upgrades"** means significant product releases of the Software involving substantial new features or architectural changes (e.g., 9.0 or 10.1).

2.1.2 **"Updates"** means interim releases of the Software incorporating standard maintenance, patches, and Fault corrections (e.g., 10.1.1 or 10.1.2.1).

2.2 Provision. Instem shall make Updates and Upgrades available to Client as follows:

2.2.1 **For On-Premise Software (with purchased Maintenance Services):** Instem will make generally available Updates and Upgrades accessible to Client during the term of the purchased Maintenance Services.

2.2.2 **For Hosted Service (Instem Software):** Updates and Upgrades are generally deployed by Instem as part of the Hosted Service management, according to Instem's standard release cycles and policies.

2.2.3 **Installation (On-Premise Software).** For On-Premise Software, Client is responsible for installing Updates and Upgrades made available by Instem. Instem shall not be liable for any costs, claims, damages, liabilities, or expenses, and shall not be obliged to fulfil any warranty or Maintenance Service obligations if the Client fails to install Updates or Upgrades as reasonably required or recommended by Instem, particularly where such installation would have corrected a reported Fault or vulnerability. Instem reserves the right to charge Fees at its standard rates (as Professional Services) for assistance with the installation and configuration of Updates and Upgrades for On-Premise Software, unless otherwise agreed in an Order or SOW.

2.3 **Support Lifecycle (On-Premise Software).** Provision of Maintenance Services for On-Premise Software is subject to the following:

2.3.1 Maintenance Services shall generally be provided only for the current Upgrade of the Software and the two (2) previous Upgrades, subject in each case to the continued availability of support for any required underlying third-party products.

2.3.2 It may not be practical or possible for Instem to provide a fix in a previous Upgrade where later Upgrades either contain a fix or do not display the Fault (e.g., if the functionality has changed). In these circumstances, Client may need to implement a more current Update or Upgrade.

2.3.3 Instem's ability to provide fixes may be limited where required third-party software, hardware, or operating systems used in Client's environment are no longer supported by their respective suppliers.

3. Maintenance Services Conditions and Exclusions

3.1 **Modifications.** If the Software has been modified or added to by the Client or a third party on its behalf without Instem's authorization, Instem reserves the right to request the Client to demonstrate that a reported defect exists in the unmodified version before providing Maintenance Services. Any work undertaken by Instem to investigate or remedy issues caused by unauthorized modifications shall be charged to the Client as Professional Services at Instem's then-prevailing rates.

3.2 **Exclusions.** Instem shall have no obligation to provide Maintenance Services where Faults or Incidents arise from causes excluded under the warranty provisions in Section 9.6 of the Agreement, including but not limited to:

3.2.1 Misuse, incorrect use of, or damage to the Software (other than by Instem);

3.2.2 Failure to maintain the necessary environmental conditions specified in the Documentation;

3.2.3 Use of the Software in combination with equipment or software not provided or approved by Instem, where the issue arises from such combination;

3.2.4 Relocation or installation of On-Premise Software by any person other than Instem or under Instem's instructions (unless performed correctly by Client according to Documentation);

3.2.5 Any breach of Client's obligations under the Agreement;

3.2.6 Maintenance performed on the Software by an unauthorized third party;

3.2.7 Any modification not authorized by Instem;

3.2.8 Operator error;

3.2.9 Client Data issues;

3.2.10 Failure to implement required or recommended Updates or Upgrades provided by Instem;

3.2.11 Causes which are not the fault of Instem or its Affiliates.

3.3 Charges for Excluded Services. If Instem provides assistance for issues falling under the exclusions in Section 3.2, or for services outside the scope of standard Maintenance Services (such as consulting, training, validation services, performance tuning, or custom development), such assistance will be considered Professional Services and subject to additional Fees as agreed in an SOW or Order, charged at Instem's then-prevailing rates.

4. **Client Obligations.** Client shall:

4.1 Cooperate with Instem and provide any assistance or information (including system logs, data samples, or remote access) as may reasonably be required by Instem to allow Instem to perform Maintenance Services, including diagnosis of Faults or Incidents.

4.2 Report Faults and Incidents promptly via the designated Help Desk channels.

4.3 Maintain full backup copies of all its Client Data in accordance with good industry practice and any specific requirements in the Agreement or applicable Order.

4.4 Perform diagnostic tests and provide listings or dumps as reasonably requested by Instem.

4.5 Not permit persons not authorized by Instem to carry out maintenance on the Software.

4.6 Ensure Qualified Users are adequately trained on the Software.

5. **Third-Party Software (Hosted Service).** For any Third-Party Software provided as part of a Hosted Service, Instem's obligations regarding technical support, maintenance, updates, warranties, and liability are strictly limited as defined in Section 3.2.1 of the Agreement. Maintenance Services for the underlying Third-Party Software itself are provided by Instem only if explicitly specified and purchased in the applicable Order.

6. **Service Level Agreement**

6.1 **Applicability.** This Section defines the level of service expected from the Hosted Service (including where such service comprises Instem's Software or Third-Party Software for which Instem provides hosting) and the Managed Hosting Add-On service (collectively referred to in this Section 6 and Sections 7, 8, and 9 as the "**Applicable Service(s)**"), where specified as applicable under an Order. The availability of the Applicable Service(s) is dependent on at least the following: (1) the Software being hosted; (2) the hosting infrastructure and associated connectivity for the Applicable Service(s) that is controlled by or on behalf of Instem (items (1) and (2) are collectively referred to as the "**Instem Hosting System**"); (3) the Internet and/or other third-party telecommunications and network services and systems; (4) Client's connectivity to the Internet and/or other telecommunications and network services and systems; and/or (5) one or more third party and/or Client supplied items (such as, for example, third party software not hosted by Instem, and Client's systems, equipment, and/or infrastructure) that are used to transmit any data for use with, are included with, or otherwise interact with any Applicable Service (items (3), (4), and (5) are collectively referred to as the "**Non-Instem Systems**"). Ingress and egress of routers designated by Instem shall constitute the boundaries of Instem Hosting System.

6.2 **Quarterly Uptime.** Instem shall provide a Quarterly Uptime of 99.5% for the Applicable Service(s), subject to the other provisions of this SLA and the other provisions of the Agreement. "**Quarterly Uptime**" means, with respect to the subject Applicable Service, the percentage of time measured in minutes the Applicable Service is available for access by properly authenticated Qualified Users, as measured over a given full calendar quarter and verified by Instem (with respect to cause and duration) using its then-current monitoring agent(s) and process(es), less the percentage of time over that same time period attributable (in whole or in part) to scheduled downtime and/or one or more Excused Event(s). Quarterly Uptime shall be rounded to the nearest tenth of a percent.

6.3 **Excused Events.** "**Excused Event**" means any disruption in availability of or other issue concerning an Applicable Service that is due, in whole or in part, to (a) any Non-Instem Systems, (b) any third party modules and/or other third party software not included as part of the Instem Hosting System (irrespective of whether such software is hosted by Instem, Client, or any third party), (c) any Force Majeure Event (as defined in the Agreement), (d) Client's breach of the Agreement (including, for example, use beyond any applicable usage limits and/or capacity limits), (e) any data import to, access to, and/or use of the Applicable Service that is not expressly authorized by Instem or otherwise in accordance with the Documentation or Instem's reasonably specified instructions (for example, any such instructions designed to increase performance or reduce storage or hardware requirements for performance of the Applicable Service), (f) any viruses not directly resulting from Instem's breach of the Agreement, (g) any corruption, damage, loss, or mis-transmission of or breach of security concerning any data or Applicable Service that is not caused by Instem's breach of the Agreement, negligence, or willful misconduct, (h) Client failing to timely or duly approve, schedule, and/or facilitate the implementation of any Update required for the Applicable Service, (i) any stated assumption in the Agreement being incorrect or incomplete, and/or (j) any act(s) or omission(s) not authorized in writing by Instem.

7. **Data Backups and Disaster Recovery**

7.1 Instem shall perform its standard backups of Client Data then properly stored within the production environment of the Applicable Service(s) on at least a daily (for incremental backups) and weekly (for full backups) basis.

7.2 "**Recovery Point Objective**" is the maximum targeted length of time between incremental data backup intervals for the purpose of maintaining Client Data that might be lost from the subject Applicable Service due to such event. "**Recovery Time Objective**" is the maximum targeted length of time that the subject Applicable Service is estimated to be unavailable after such event. For clarification, the Recovery Point Objective and the Recovery Time Objective are targets only, provided that Instem shall use commercially reasonable efforts to meet such targets.

7.3 Instem will retain such daily and weekly backups for two (2) weeks from generation. Upon the occurrence of any Force Majeure Event affecting the primary hosting location, Instem shall deploy its standard disaster recovery plan, which includes a Recovery Point Objective of twenty-four (24) hours, and a Recovery Time Objective of seventy-two (72) hours for the Applicable Service(s).

8. **Service Modifications.** Instem may, from time to time, replace or modify the features, components, functionality or any other aspect of any Applicable Service (including, without limitation, the underlying Software being hosted and/or third party module(s) within the Instem Hosting System (if any)), so long as (a) Instem complies with this SLA (if applicable) and the other portions of the Agreement, and (b) Instem advises Client in a timely manner of any replacements or modifications that Instem knows would significantly impact the existing authorized use of the Applicable Service by Qualified Users generally.

9. **Third Party Components.** Notwithstanding anything else, Instem's obligations with respect to any third party modules and third party software used by Instem as part of the Instem Hosting System for an Applicable Service is limited to the following only: Instem will provide its then-standard first level support (which does not include code modifications or fixes) for material issues concerning such software as properly reported by Client, and, for any such issues that remain unresolved and have a material adverse impact on Users' ability to use the Applicable Service as intended, Instem will liaise with the applicable vendor in an effort to resolve such issue, and/or refer Client to such vendor for support in accordance with such vendor's policies and procedures. Without limiting the foregoing, the parties acknowledge and agree that Instem has no obligation to provide any fix or error correction with respect to any such third party software within the Instem Hosting System, unless Maintenance Services for such specific Third-Party Software have been explicitly purchased under the applicable Order (typically only relevant in the context of a Hosted Service comprising Third-Party Software, as described in Section 5 above).

10. **Remote Access.** Instem reserves the right to perform remote access to Client systems hosting On-Premise Software (or via the Managed Hosting Add-On environment) as reasonably necessary to diagnose and resolve Incidents or provide Maintenance Services. When conducting remote access analysis, Instem will follow procedures designed to ensure actions taken are recorded and changes made are authorized and documented, consistent with the security and confidentiality obligations under the Agreement. Client agrees to provide necessary credentials and facilitate such remote access when required for support purposes.