

## End User License Agreement of znt Singapore Pte Ltd

### 1 Scope

- (1) The following license terms (“EULA”) shall apply to all agreements for licensing ZNT Software and the related Documentation and for associated Support and Maintenance between znt Singapore Pte Ltd, 3 International Business Park, #02-20/21 Nordic European Centre, Singapore 609927 (“ZNT”) and its customers or partners (each a “Licensee”) that entered into a License Agreement by executing an Order Note with reference to this EULA. The most recent version of the EULA available at the time of entering into the License Agreement shall apply.
- (2) Provided that Licensee does not accept the EULA or wishes to agree on different license terms, no license shall be granted to Licensee, unless a ZNT Company and Licensee agree in writing on deviating terms and conditions.

### 2 Definitions

**Affiliate** in relation to a Party means any corporation, company, partnership or other entity, which (i) is controlled by such Party; (ii) controls such Party; or (iii) is under common control with such Party. Controlled and/or control means: (a) more than fifty percent (50%) of the controlled entity's outstanding shares or ownership interest representing the right to make decisions for such entity are owned or controlled, directly or indirectly, by the controlling entity, and/or (b) the controlling entity possesses, directly or indirectly, the power to influence the decision-making process, the direction of management, and the policies of the controlled entity.

**Delivery** means the delivery of the ZNT Software in executable form and/or the Documentation to Licensee in accordance with section 7.

**Documentation** means manuals, instructions for installation and operation and/or other information on the ZNT Software containing a description of the ZNT Software, its possible applications, the required hardware and/or instructions for the use of the ZNT Software as made available to Licensee irrespective of the storage medium or provided via online access. Marketing and advertisement documentation as well as oral statements are not included.

**License Agreement** means the terms in an effective Order Note including the relevant appendices in conjunction with this EULA.

**Maintenance** means the services to remove reported errors from the ZNT Software as well as the delivery of new versions of the ZNT Software with new and/or modified functionalities.

**Order Note** means the written definition describing in particular the ZNT Software, the license, the area of use, the license fee, the sublicensing right, if any, Support and Maintenance to be provided by any ZNT Company broken down to type, scope and duration, as well as the Support and Maintenance fees, including the relevant due dates, as well as the term of the license and the contract currency, if applicable. The terms of an Order Note shall take precedence over this EULA.

**Party** means ZNT and Licensee.

**Support** means the services of receiving error reports and assistance in the analysis of the cause of the error in the ZNT Software.

**ZNT Company** means ZNT and any Affiliate of ZNT.

**ZNT Software** means computer programs of any ZNT Company within the scope of a License Agreement as itemized in the respective Order Note including all related configuration files.

**ZNT Technology** means the know-how and computer programs of any ZNT Company, including but not limited to ZNT Software, Documentation, configuration files, manuals, instructions for installation and operation, developer tools, products, processes, designs, algorithms, user interfaces and other information, incorporated or not incorporated.

### **3 Scope of this EULA**

- (1) The subject matter of a License Agreement is the right to use the ZNT Software specified in the respective Order Note as well as Support and Maintenance of a ZNT Company for the ZNT Software described in an Order Note under the terms and conditions set forth in this EULA and the respective Order Note.
- (2) Other services offered by a ZNT Company, such as the implementation of the ZNT Software to the expected operating environment, are not within the scope of a License Agreement.
- (3) There may be several License Agreements based on the respective Order Notes under this EULA.

### **4 License Grant**

- (1) Upon execution of an Order Note, ZNT grants to Licensee the non-exclusive right to use the ZNT Software in accordance with the respective License Agreement to the extent described in such Order Note. Such license grant includes the right to use the respective Documentation in connection with the contractual use of the licensed ZNT Software.
- (2) Licensee has the right to create backup copies of the ZNT Software, provided that it is required for the future use of the ZNT Software, the data or the overall system.
- (3) Licensee is, without the prior written consent of ZNT, not entitled to assign, transfer or sublicense any contractual rights to the ZNT Technology, as a whole or in part, to any third party or otherwise authorize any third party to use the ZNT Technology.
- (4) Licensee is not granted any other rights, the respective ZNT Company or its licensors being their sole owner.
- (5) In particular, Licensee is not entitled
  - a. to allow third parties to use the ZNT Technology, e.g. by way of leasing, renting, temporary authorization to use (e.g. via electronic access) or similar actions;
  - b. to alter or modify the ZNT Technology;
  - c. to make available the ZNT Technology, as a whole or in part, to third parties. This also applies to the partial or complete liquidation of Licensee's business. Any use of the ZNT Technology outside Licensee's premises (outsourcing) requires the prior written approval of ZNT;
  - d. to decompile, disassemble or otherwise fragment the ZNT Software, except to obtain necessary information to create interoperability between an independently developed computer program and the ZNT Software, provided that a ZNT Company does not or does not sufficiently provide such necessary information to create interoperability between an independently developed computer program and the ZNT Software despite reasonable detailed written notice from Licensee to ZNT;
  - e. to use the ZNT Technology to develop or improve a competitive product or service or to create a product using ideas, qualities, functions or graphics similar the ones of the ZNT Software. Likewise, Licensee shall not copy ideas, qualities, functions or graphics of the ZNT Technology or monitor the performance of the ZNT Technology and/or use it for benchmark or marketing purposes;
  - f. to reproduce or distribute the Documentation or make it available to the public. If Licensee needs copies of the Documentation for the use of the license in accordance with the License Agreement, then ZNT will provide Licensee with such copies subject to reimbursement of the costs.

- (6) As part of the ZNT Software, any ZNT Company may use software free of any restrictions of use from generally available libraries. Such software, the license terms and conditions (GPL, LGPL, EPL or Apache), the disclaimer of guarantee and liability, as well as the opportunities to obtain such software are described in the Documentation. Licensee is permitted to use such software integrated in this context.

## **5 Implementation**

- (1) Implementation means the configuration of the ZNT Software applying the means specified in the Documentation so as to be able to operate the ZNT Software in the expected operating environment.
- (2) Such implementation may only be performed to the extent as described in an Order Note and only by Licensee's employees or independent contractors who signed a non-disclosure agreement in line with the duties set forth in section 16 hereof. Licensee shall make sure that the ZNT Software is implemented exclusively for the contractual use as set forth in an Order Note and that no competitor of any ZNT Company is involved in such implementation. Any implementation of the ZNT Software outside the premises of Licensee (outsourcing) requires the prior written approval of ZNT.
- (3) Licensee is not entitled to any other alteration or modification of the ZNT Software.

## **6 Support and Maintenance**

- (1) ZNT Companies provide Support for the licensed ZNT Software in accordance with the License Agreement to the extent described in the respective Order Note.
- (2) If the Parties agreed on Support for ZNT Software, the ZNT Companies will also provide Maintenance of the respective ZNT Software for the agreed period of time and may decide at their discretion to release new versions of such ZNT Software for use within the scope of the License Agreement. Those released versions shall be made promptly available to Licensee during the agreed period. Nothing in the License Agreement shall be construed to require any ZNT Company to develop new versions of the ZNT Software.
- (3) The obligation to provide Support and Maintenance shall commence with the effective date of the respective Order Note but not before Delivery of the ZNT Software and shall end twelve (12) months after its commencement. Within thirty (30) calendar days before the obligation to provide Support and Maintenance ends, Licensee may extend such obligation by additional twelve (12) months by giving written notice to ZNT. The Support and Maintenance conditions as well as the fees most recently communicated to Licensee shall apply to such an extension.
- (4) In case Licensee did not order Support and Maintenance continuously since the time of Delivery of the ZNT Software, Licensee may enter into an agreement with a ZNT Company to provide future Support and Maintenance, provided that Licensee pays an amount equal to the offered or agreed fee for Support and Maintenance which would have been incurred within the period in which Licensee did not obtain Support and Maintenance, plus a surcharge of twenty-five percent (25%).

## **7 Delivery**

- (1) ZNT will deliver the ZNT Software to Licensee either via remote data transmission or on a data media or in any other appropriate manner. In no event will ZNT deliver the source code. The same applies to new versions. In addition, the respective Documentation will be made available to Licensee, if applicable.
- (2) ZNT or its licensors remain owner of the data media and/or the written Documentation.
- (3) Upon expiration of granted rights to ZNT Software or termination of an Order Note, Licensee shall return the respective data media and/or Documentation to ZNT and – where the physical surrender is not possible – delete the respective ZNT Software and/or Documentation in a verifiable form.

## 8 Fees

- (1) Fees for the ZNT Software and/or Support and Maintenance are defined in the respective Order Note and an invoice will be issued upon execution of such Order Note.
- (2) All the fees are net values only. Statutory value-added tax and/or withholding tax, if any, as well as other statutory charges shall be paid additionally.
- (3) Invoices shall be payable within thirty (30) calendar days from date of invoice. All payments to any ZNT Company shall be made in the currency specified in the Order Note into the bank account with such currency shown in the invoice.
- (4) If Licensee defaults on its obligations, especially its payment obligations, as a whole or in part, then any ZNT Company may withhold the performance of all contractual duties until Licensee satisfies all its payment obligations, including default interest, if applicable.

## 9 Cooperation

- (1) Licensee obtained information on the functional features, the intended use and the possible operating environment of the ZNT Software and bears the risk that it will conform to its desires and requirements.
- (2) The installation of a functional and sufficiently dimensioned hardware and software environment for the ZNT Software is Licensee's responsibility, unless otherwise agreed upon.
- (3) Licensee shall back up all data with state-of-the-art equipment on a regular basis.

## 10 Defects / Warranty

- (1) The Parties are aware of the fact that programs do not work free of errors under all operating conditions. If Licensee uses the ZNT Software without considering the operating conditions outlined in the Documentation, then no ZNT Company will provide any warranty. The same applies if Licensee amends the ZNT Software in another manner than provided in the Documentation for the implementation.
- (2) The Parties are also aware of the fact that defects may occur in the routine of the ZNT Software although it is operated as intended in an appropriate operating environment. Licensee shall (i) notify ZNT of any such defects in writing, (ii) with such notification provide to ZNT verifiable documents on the type and occurrence of the defects, (iii) cooperate in locating the defects within a reasonable time, and (iv) grant ZNT the possibility to correct any defects within a reasonable time.
- (3) ZNT shall correct defects reported by Licensee during the warranty period (as specified below) free of charge within a reasonable time. Notwithstanding the above, ZNT shall correct minor defects only if it can be reasonably expected to do so.
- (4) If ZNT within a reasonable time is unable to remedy defects that ZNT shall correct in accordance with section 10 (3) or by-pass them to allow Licensee to use the affected ZNT Software as intended, then Licensee may claim a reasonable reduction of the fee. In case ZNT refuses to correct such defects that are not minor, Licensee may withdraw from the Order Note or claim a reasonable reduction of the fee.
- (5) There is no entitlement to any other warranty and/or damage claims.
- (6) The warranty period shall be twelve (12) months from the date of Delivery of the ZNT Software. Licensee may not assert any warranty claims after the warranty period.
- (7) Licensee is not entitled to any claims against any ZNT Company if the cause of the respective defect is not attributable to the ZNT Software, but e.g. to any third-party hardware or software.

## 11 Limitation of Liability

- (1) Each Party shall be liable irrespective of the legal grounds, for damages caused by a negligent or willful material breach of a contractual duty in a manner jeopardizing the achievement of the purpose of the respective agreement. Liability is limited to the damage amount typical for the type of contract and reasonably expected by each Party upon entering into a License Agreement due to the circumstances known at the time. No ZNT Company shall be liable for Licensee's lack of commercial success. Based on the circumstances known to the Parties upon entering into a License Agreement, the Parties will define in the respective Order Note the damage amount as typical for the type of contract. ZNT will arrange for third-party insurance with at least such coverage.
- (2) No ZNT Company may be held liable for the loss of data and their recovery as set forth in section 11 (1) unless such a loss could not have been prevented by way of reasonable data backup measures of Licensee.
- (3) The liability of the Parties shall not be affected by the foregoing in case of (i) violation of life, body or health, caused by a breach of duty of a Party, its legal representatives or agents with vicarious liability, (ii) damages caused by a breach of duty of confidentiality of a Party, its legal representatives or agents with vicarious liability, (iii) any other damages caused by the grossly negligent or willful breach of duty of a Party, its legal representatives or agents with vicarious liability, (iv) damages of Licensee in the form of third-party claims successfully asserted against Licensee and based on the infringement of copyrights or other third-party intellectual property rights due to the use of the ZNT Software as intended or (v) claims based on the German Product Liability Act (Produkthaftungsgesetz).

## 12 Property Rights, Third-Party Claims

- (1) Licensee acknowledges that the ZNT Software is protected by copyright and the ZNT Technology constitutes protected intellectual property. The respective ZNT Company is the holder of all other intellectual property rights such as trademark rights and labelling rights as well as authors' rights of use and other rights in the ZNT Technology. ZNT owns all rights, if any, to suggestions, proposals, ideas, improvement proposals and other information of Licensee relating to the ZNT Technology.
- (2) ZNT will defend Licensee against all claims derived from any violation of intellectual property rights or copyrights by contractual use of the ZNT Software. ZNT will pay to Licensee (i) the inevitable expenses of defending counsel according to the legal regulations in the respective country or if such legal regulations don't exist a reasonable amount for the legal defense and (ii) damage compensation amounts pursuant to section 11, provided that Licensee informed ZNT of such claims in writing without delay and all remedies and settlement negotiations remain with ZNT.
- (3) If claims have been asserted or are to be expected against Licensee pursuant to section 12 (2), ZNT may at its own expense modify or exchange the ZNT Software to an extent Licensee can be reasonably expected to accept. If this or obtaining a right to use is not possible with reasonable effort, then either Party may terminate the Order Note for the respective ZNT Software with immediate effect. If terminated ZNT will only be liable to Licensee for damages caused by the termination pursuant to section 11 (1).
- (4) ZNT has no obligations if the claims pursuant to section 12 (2) are based on programs or data not within the scope of the License Agreement and made available by Licensee or based on the fact that the ZNT Software and/or the data pool it contains are not used in an unchanged original version as delivered by ZNT or used in an operating environment other than specified in the Documentation.

## 13 Inspection Right

- (1) During the term of the Order Note and for twelve (12) months after termination, any ZNT Company has the right upon a short-term notice (minimum fourteen (14) calendar days) and during normal operating hours to inspect or have an independent auditing firm inspect all the operating facilities and

offices possibly connected with the License Agreement and where typically the ZNT Software is used, as a whole or in part. In doing so, such ZNT Company has the right to verify whether or not Licensee uses or used the ZNT Software in accordance with the License Agreement.

- (2) Licensee agrees that any ZNT Company may equip their ZNT Software with monitoring programs to examine the use of the ZNT Software in reasonable intervals in order to find out whether or not such use is in conformity with the License Agreement and to send the examination results automatically to any ZNT Company. In the event that Licensee restricts automatic transmission, Licensee has to send the examination results to ZNT on request within a notice period of fourteen (14) calendar days.
- (3) If Licensee should use the ZNT Software not as contractually agreed upon, Licensee shall reimburse the inspecting ZNT Company for the costs of the examination and the monitoring within fourteen (14) calendar days upon the invoice date and concurrently pay to ZNT the fee corresponding to the actual use. Such fee comprises in general the license fee and maintenance fee for the period of non-contractual use and will be determined by ZNT in its reasonably applied discretion based on ZNT's price lists valid during the period of non-contractual use. Additional damage claims, if any, shall not be affected by the foregoing.

## 14 Non-Encroachment

Licensee covenants that even after the termination of any Order Note it shall not take any judicial or other measures against any ZNT Company to determine that the ZNT Software is not protected under copyright or other intellectual property rights. Likewise, Licensee shall not do anything to cause others to take any similar action or support others with such actions.

## 15 Term and Termination

- (1) The right to use the ZNT Software in accordance with the License Agreement shall commence with the execution of the respective Order Note subject to the condition precedent of the payment of due fees.
- (2) Both Parties have the right to terminate any Order Note for good cause. Licensee's failure to make timely payment for the subjects defined in an Order Note with payment overdue for fourteen (14) calendar days despite notice shall be deemed good cause to terminate the respective Order Note.
- (3) ZNT is also entitled to terminate all Order Notes with immediate effect without any liability if a competitor of any ZNT Company, directly or indirectly, gains control over the business shares and/or the executive management of Licensee giving rise to concern that the competitor might get knowledge of Confidential Information or trade secrets of any ZNT Company.

## 16 Confidentiality / Data Protection

- (1) A Party may make available to the other Party trade secrets or other information designated as confidential by the disclosing party (hereinafter referred to as "Confidential Information"). The Parties agree that the ZNT Technology is Confidential Information as defined herein.
- (2) Information is not considered Confidential Information as defined herein that was generally available to the public without violation of any obligation of confidentiality, or that either of the Parties can prove to have known prior to the disclosure by the other Party. Each Party shall within a reasonable time of receipt inform the other Party of any information designated as confidential that is not considered Confidential Information hereunder, so as to allow the latter to take the required action to safeguard confidentiality and/or to reasonably satisfy the information requirement by other means.
- (3) The Parties undertake during the term and even upon termination of any Order Note to keep confidential the Confidential Information, to protect the Confidential Information at least in the same

manner as they do with their own confidential information and to use the Confidential Information only and exclusively to perform the respective agreements and to meet their duties thereunder.

- (4) The Parties shall make available Confidential Information only to its employees, legal, financial and tax advisors, and those third parties performing maintenance work or inspection with access to the ZNT Technology, who each need to know the Confidential Information for the performance of their tasks and who each have been bound to non-disclosure at least to such an extent as equivalent to the confidentiality agreed in this EULA. Competitors of any ZNT Company shall by no means be allowed to get access to the ZNT Technology.
- (5) ZNT may grant its Affiliates access to Confidential Information, provided that ZNT ensures that its Affiliate is bound to non-disclosure of the Confidential Information at least to such an extent as equivalent to the confidentiality agreed to in this EULA.
- (6) In order to facilitate the performance of any License Agreement, the Parties will exchange and use certain personal data of their respective employees acting as a contact person for the other Party. The type of personal data includes personal master data and communication data. The Parties shall comply with all applicable rules and regulations regarding data protection in connection with such use of personal data, e.g. in Europe the General Data Protection Regulation (EU) 2016/679 (the "GDPR"). Any processing of personal data beyond the purpose stated herein requires a separate written agreement between the Parties whenever required according to applicable rules and regulations, e.g. in Europe the GDPR.
- (7) The confidentiality terms in this section 16 supersede the terms of any conflicting confidentiality agreement between the Parties.

## 17 Miscellaneous

- (1) Licensee agrees to be identified as reference for the performance of any ZNT Company and agrees that Licensee's corporate logo may be used by any ZNT Company for such purpose on their websites and in other advertising materials.
- (2) Licensee may not assign the rights and duties under any Order Note without ZNT's prior written consent, which may not be unreasonably withheld.
- (3) ZNT has the right to assign the rights and duties under any Order Note to a third party with discharging effect. ZNT must give prompt notice to Licensee about any such transfer of rights. Within a period of two (2) months upon receipt of notice about such transfer, Licensee may terminate the respective Order Note with written notice to ZNT.
- (4) Licensee covenants to observe applicable export restrictions of the Federal Republic of Germany, especially the regulations of the German Foreign Trade Act (AWG) and the German Foreign Trade Ordinance (AWV), of the EU, especially the Regulation (EC) No. 428/2009 (so called Dual Use Regulation), of Singapore and of the United States of America as well as those regulations of any other country or jurisdiction which may apply, and not to take any measures which could be considered as an evasion of the export restrictions.

## 18 Final Provisions

- (1) The Parties agree on the written form. This also applies to modifications of any Order Note, including any modification of this written form clause. No oral collateral agreements have been made.
- (2) Any Order Note shall be governed by the law of the Republic of Singapore excluding the U.N. sales law and the private international law. Venue of court for disputes shall be Singapore.
- (3) If any of the provisions of this EULA or an Order Note are invalid and/or if this EULA or an Order Note are incomplete, then the validity of the remaining part of the respective agreement shall not be affected.

The invalid and/or incomplete provision shall be deemed replaced by another provision resembling as closely as possible the invalid or missing provision in terms of its commercial effect.

- (4) Prior to pursuing any legal action, the Parties undertake to conduct mediation proceedings with a trained mediator. The claiming Party shall inform the other Party of its intention to conduct mediation proceedings concurrently nominating a mediator. If the other Party fails to accept the mediation by the nominated mediator within fourteen (14) calendar days, the proceedings shall be deemed failed. If mediation takes place and does not come to an end within no later than three (3) months after the mediation request date, then either Party may declare it failed. Only after the failure of mediation the Parties will be entitled to bring action before a court of law. This shall not apply if a Party intends to obtain interim judicial relief.