

## **ELEARNINGFORCE International ApS**

### **Software as a Service Agreement**

**These terms and conditions govern your access to LMS365 with all services provided and is an agreement between ELEARNINGFORCE International ApS and you as the customer. The agreement consists of the following documents: (“SAAS Agreement”):**

- **This Software as a Service Agreement between ELEARNINGFORCE International ApS and the Customer**
- **Service Level Goals (“SLA”) Schedule 1**
- **ELEARNINGFORCE Data Processing Agreement (“DPA”) Schedule 2**

**To subscribe for LMS365, you must contact ELEARNINGFORCE International ApS for a quote (“Quote”) based on your user license needs. The SAAS Agreement is an integrated part of the Quote, and when accepting the Quote, you will also accept the SAAS Agreement and its terms and conditions. Your standard terms and conditions, or other deviations from the SAAS Agreement, shall not apply, even if attached to the Quote upon your acceptance.**

**If you register for a Free Trial License of LMS365, the SAAS Agreement will also govern that Free Trial License.**

**The SAAS Agreement takes effect when you when you have accepted a Quote from ELEARNINGFORCE International ApS.**

**Your explicit confirmation of the DPA, Schedule 2 is required. LMS365 is a generic product and the DPA sets forth the obligations for data processing activities performed with LMS365. ELEARNINGFORCE International ApS makes the commitments stated in this DPA to all customers with licenses to LMS365, and you agree that the DPA governs the processing and security of all personal data which is stored and processed through LMS365. If you as data controller require any further action to protect personal data, you must contact Elarningforce International ApS to agree on additional actions. All such actions must be agreed in writing as a supplement to the DPA before ELEARNINGFORCE International ApS can submit and adhere to such actions.**

**Please read through the SAAS Agreement and confirm your acceptance of the DPA .You represent to us that you are lawfully able to enter into this SAAS Agreement, and if you are entering into this SAAS Agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to the SAAS Agreement , and the terms “you” shall refer to such entity. If you do not have such authority, or if you do not agree with the terms and conditions, you must not accept this SAAS Agreement and you may not use LMS365.**

**When you renew or purchase a new subscription for licenses to LMS365, the then-current SAAS Agreement apply.**

**This SAAS Agreement replaces all previous terms and conditions for license to LMS365, and shall apply to all purchases or renewals of subscriptions as of March 1, 2022.**

**This SAAS Agreement was last updated on February 28, 2022.**

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## Terms and Conditions

The SAAS Agreement is a legally binding agreement between, ELEARNINGFORCE International ApS, a corporation duly organised and existing under the laws of Denmark, having its registered offices at Mariane Thomsens Gade 4B, 5<sup>th</sup> floor, 8000 Aarhus and registered under CVR-no. 32139728 ("**EFI**") and you as the customer ("**Customer**") for the EFI Cloud software "LMS365".

The Service is provided business to business

The SaaS Agreement is accepted by the Customer and replaces all previous agreements between EFI and the Customer regarding the Services and Customer Care.

### 1. DEFINITIONS

"Customer Care" means the services offered by EFI Helpdesk for support of the LMS365 as defined in Schedule 1, Service Level Goals.

"Free Trial License" or means a License free of charge which, further to the restriction for a License, is limited in scope to access the Services on trial or basis.

"License" means a license for the Customer to access the Service and set up its own learning portal (tenant) with a customized content for learning.

"LMS365" means the EFI Cloud software offered as LMS365

"Party" means EFI or the Customer individually, and collectively the "Parties".

"Quote" means the offer from EFI to the Customer for a particular number of Users and the scope of the Service and Support Service which includes the subscription price and subscription period.

"SAAS Agreement" means this agreement with its Schedules.

"Service" means access to use LMS365, including selected add-ons and plug-ins as purchased by the Customer, which is offered as a software operated through an internet-based interface (Software as a Service).

"Subscription Fee" means the Customer's payment for using the EFIs offerings under the SAAS Agreement

"Subscription Period" means the binding period for the Customer's purchase of EFI offerings under the SAAS Agreement

"Third-Party Solutions" means third party software which is not integrated into the Services including, but not limited to, software solutions promoted by EFI for payment services, or third party platform services applied for usage of the Services.

"User" means a person accessing and using LMS365

"User Guide" means EFI's applicable user guide to the Services as published by EFI on its website.

"User License" means a license to access the Customer's learning portal with the Service and which the Customer must purchase for each User.

## **2. THE SERVICE AND LICENCES**

### **2.1 The Service**

2.1.1 EFI makes the Service available to the Customer pursuant to this SAAS Agreement and the Quote for each Subscription Period. The Service is purchased on a subscription basis and may be accessed only by Users equal to the number of User Licenses purchased under the Quote.

2.1.2 The Customer can create a learning portal on the Services with a customized content and the Customer can open its learning portal for all Users invited by the Customer, whether it is employees of the Customer and its affiliated, own customers, or other third parties at the discretion of the Customer.

2.1.3 The Service is offered as a standard generic software, and the Service will perform materially in accordance with the applicable User Guides under normal use and circumstances. The Service is provided "as is" without any specific or implied warranties of any kind, and the subscription is not contingent on the delivery of any future functionality or feature. EFI does not take any responsibility for the Customer's customizing of the Services.

2.1.4 EFI shall ensure that the Service uptime is in accordance with good industry practice for hosting a professional internet-based software as a service. EFI will provide updates and upgrades at its discretion, and the downtime shall be minimum considering the contents of the version update. The Customer must subscribe for a Customer Care agreement which defines the support level for the Services.

### **2.2 Customer's Licenses with Right of Use**

2.2.1 Subject to the Customer's fulfillment of the Customer's obligations under the SAAS Agreement, including, without limitation, payment of any and all applicable subscription fees, EFI hereby grants to the Customer, subject to the restrictions in Clause 3 below, a non-exclusive, non-transferable License, limited in scope and duration, with a right of use to the Service according to the terms in this SAAS Agreement.

2.2.2 The Customer must have one (1) License for each learning portal (tenant) it creates on the Service. Customer's License and right to use the Service will take effect on the date of the acceptance of the Quote and the SAAS Agreement by the Customer and runs until terminated in accordance with the terms in the SAAS Agreement.

2.2.3 The Subscription is based on the number of Users. The Customer may only grant access to the Service to the number of Users agreed between Customer and EFI. The Customer may from time to time reassign User Licenses to new Users, however, the Customer may not allow individual Users to share a single User License. The Customer is responsible for the administration of Users registered under the Customer and for the Users' use of the Service. If the number of Users exceed the number of Users comprised by the Services to the Customer, EFI is entitled to require that the Customer pays for such number of Users for the remainder of the Subscription Period.

2.2.4 The Customer is responsible for all activities that occurs in its learning portal created on the Services. The Customer shall ensure that the Service is used only in accordance with the User Guide and this SAAS Agreement, and must prevent unauthorized access or use, and prevent that the Company and/or its Users use the Services in a manner which could in any way harm EFI's name, reputation, or goodwill, or which violates applicable laws or regulations.

#### 2.2.5 Free Trial Licenses

2.2.5.1 Free Trial Licenses may be applied for the earlier of (a) the end of the free trial period offered with the Free Trial License, or (b) the start date for any paid subscription of a License. The Free Trial License is accessible only for the maximum number of User for which free User Licenses are offered.

2.2.5.2 The Free Trial License is offered "as-is" without any qualifications, warranties, or support services. Acceptance of additional terms and conditions in addition to this SAAS Agreement may be required to obtain a Free Trial License. The Free Trial License shall exclude all Customer rights of remedies, including the remedies stated in Section 10. The liabilities of EFI shall be limited as stated in Section 12. Notwithstanding Section 12.3, for any Free Trial License, the liability of EFI shall be maximized to DKK 10.000.

2.2.5.3 If the Customer do not purchase a subscription before the end of the trial period, any data entered into a Customer created learning platform in LMS365 will be permanently lost after the trial period has expired.

### **3. RESTRICTIONS**

#### **3.1 No Assignment, Selling, Sub-licensing, Rental, Lending or Leasing**

3.1.1 The License to the Service is non-transferable, whereas the Customer may not assign, sell, sub-license, rent, lease or lend the License. This prohibition on transfer of Licenses does not limit the Customer's rights to invite Users or change Users according to the subscribed number of User License, cf. Sections 2.1 and 2.2.

3.1.2 Notwithstanding the above, both the Customer and EFI are entitled to transfer this SAAS Agreement if the reason is a change of the ownership structure.

#### **3.2 No Copying**

3.2.1 The Customer is not allowed to make any copies of the Service or its features and functions, except to the extent expressly permitted by applicable law. Similarly, the Customer may not publish, distribute or otherwise make the Service available for others to copy.

#### **3.3 Limitations on Reverse Engineering, De-compilation, and Disassembly**

3.3.1 The Customer may adjust the Service as provided with the functionalities in the Services as offered with the User Guide to comply with Customer's needs and for integration into Customer's IT environment. Apart from such adjustments and integrations, the Customer may not i) amend, improve, modify or further develop the Service or any part hereof, ii) implement the Service or any part hereof into other software, platforms or solutions), iii) create derivative works

based on the Service or any features or functions therein, iv) make or perform any form of reverse engineering, de-compiling or disassembly of the Service, vi) or other steps to obtain the purposes as comprised by i) – iv), including by allowing third parties to perform steps as comprised by i) – iv).

#### 3.4 **Support, Upgrade, Maintenance, etc.**

3.4.1 EFI delivers Customer Care in accordance with the SLA Schedule 1. The Customer Care is provided as second and third level support to the Services, its functionality, maintenance, updates and upgrades.

3.4.2 EFI Customer Care does not include technical support, assistance, maintenance and similar support which is caused by or relating to the Customer's own IT environment (first level support). The Customer shall at own costs and risk provide for first level support from own IT resources or third party providers, and may purchase such service from EFI or EFI's authorized partner.

### 4. **PRICE AND TERMS OF PAYMENT**

4.1 The Subscription Fee for the License to the Service is according to current price list based on the number of User Licenses subscribed for by the Customer and . The Subscription Fee for the Customer Care is based on the level of Helpdesk Services which the Customer sign on to, under the current price list.

4.2 The Subscription Fees are pre-paid annually and shall be invoiced on the first day of a Subscription Period and at each anniversary for the coming 12 months period. Paid Subscription Fees are non-refundable.

4.3 Payment terms are 30 days after invoice date Overdue amounts will be charged an interest rate of 1% per month or the maximum rate permitted by law if lower, from the date such payment was due until the date paid.

The Parties may agree on other fees and payment terms if stated in the Quote, a Quote to renew subscription or an appendix to the Quote.

### 5. **EXPIRY AND TERMINATION**

#### 5.1 **Subscription Period**

5.1.1 The Subscription Period is binding upon both EFI and the Customer, meaning the Customer cannot terminate the Services, the Customer Care and this SAAS Agreement during a Subscription Period. Notwithstanding the above, the Customer can terminate the subscription due to a material breach of EFI, cf. section 11.2, or a material change to the terms and conditions of the SAAS Agreement come into force, cf. section 16.1XX, and if the Customer is not in breach of the SAAS Agreement, EFI will refund a pro-rate amount of the remaining un-used period of the Service and Customer Care.

5.1.2 The Subscription fee for the Subscription Period is defined in the Quote. The Customer may add Users or upgrade the Service during the Subscription Period but may not downgrade the number of Users during the Subscription Period. For Customer Care, the Customer may upgrade its level of Helpdesk Services during a Subscription Period, but the Customer may not downgrade to a lower service level.

5.1.3 The initial Subscription Period shall be defined in the Quote as accepted by the Customer and shall cover a minimum of 12 months. At the end of the initial term, the subscription is subject to automatic renewal with a Subscription Period running for terms of 12 months, or longer periods if agreed in a new Quote. The Subscription Fee will be invoiced upon renewal for pre-payment. The subscription may be changed or terminated by the Customer with a notice of no less than 60 days before renewal.

5.1.4 EFI may terminate the SAAS Agreement by giving a notice of twelve (12) months before the end of a Subscription Term.

## 5.2 **Customer's Breach**

5.2.1 In the event that the Customer is in breach of any term, condition or provision of the SAAS Agreement or in case of the Customer's insolvency or bankruptcy, EFI may, at its discretion, terminate this SAAS Agreement or suspend or downgrade the Service and Customer Care without any notice.

## 5.3 **Consequences of Termination**

5.3.1 Upon termination of the SAAS Agreement, for whatever reason, the Customer shall discontinue any and all use of the Service immediately.

## 6. **THE CUSTOMER'S DATA**

6.1 Between EFI and the Customer, the Customer shall own all data uploaded by the Customer, including reports, statistics, and other data to the extent generated solely from Customer's data. EFI shall perform its duties as data processor in accordance with the DPA, Schedule 2.

6.2 The Customer shall be responsible for the accuracy, quality and legality of the Customer's data and the means by which the Data is acquired. The Customer may not submit to or use the Service to collect, store or process sensitive personal data as excluded for processing in Appendix A to the DPA, Schedule 2. All data uploaded shall comply with section 9.4.

6.3 Subject to the DPA, Schedule 2, EFI reserves the right to maintain and, thereafter, delete Customer's data 90 days after termination of the SAAS Agreement, regardless of the reason for termination, and EFI is under no obligation to store Customer data after this time.

6.4 The Customer grants to EFI a worldwide, non-exclusive, royalty-free license to store, aggregate, or compile Customer's data for purpose of delivering the Service and the Customer Care, and subject to the DPA, Schedule 2, the Customer also grants to EFI a worldwide, perpetual, non-exclusive, royalty-free license to use, modify, distribute and create derivative works based on aggregated data which shall be confined to anonymous data, including reports, statistics or analyses created for purpose of improving the functionalities, performance, and services offered in the Service. EFI is granted a royalty-free, worldwide irrevocable, perpetual license to use and incorporate into the Services any suggestions, recommendations, or other feedback provided by the Customer to EFI.

6.5 EFI shall be entitled to access Customer's learning portal on the Service when required to provide basic support services and Customer Care to the Customer. EFI shall treat the Customer's content as the Customer's confidential information and for personal data comply with Schedule 2, the DPA. EFI shall have the right to access and to disclose the data on

the Customer's learning portal to the extent such disclosure is required under statutory requirements or orders from the courts or public authorities. EFI shall give notice to the Customer before disclosing the information unless prohibited under applicable regulation or the court order.

## **7. CHANGES**

7.1 EFI is entitled to continuously make updates and improvements on the Service. EFI is also entitled to change the composition and structure of the Service and the Customer Care provided. Such updates, improvements, and changes may occur with or without notice and may affect the Services, including information and data uploaded to or submitted by the Service.

## **8. INTELLECTUAL PROPERTY RIGHTS**

8.1 EFI reserves all title and intellectual property rights, including full copyright in and to the Services and the User Guide, except for third party components. Customized created software also belongs to EFI, unless otherwise agreed in writing.

8.2 Except for the license expressly granted under this SAAS Agreement, the Customer is not granted any other rights in the Services and the User Guide. The Customer shall notify EFI of any current or potential violation of EFI's intellectual property rights or unauthorized use of the Service of which the Customer becomes aware.

8.3 The Customer gives EFI and its suppliers an authorization and global license to the material and all data uploaded by the Customer sufficient for EFI to properly manage and operate the Service, fulfill its obligations, and promote relevant products to the Customer.

8.4 The Customer guarantees that the material and data being uploaded does not infringe on any third-party rights and does not contain material that may be offensive or violates applicable laws or regulations.

## **9. Sub-suppliers**

9.1 EFI has the right to use or assign its obligations under this SAAS Agreement to a sub-supplier, including for the completion and operation of the Service, and for storing Customer's data. For adding new sub-suppliers which may process personal data, the DPA Schedule 2 shall apply including Appendix B listing the Authorized sub-processors.

## **10. REMEDIES**

10.1 EFI's performance to maintain operating stability is set out in the SLA, Schedule 1. EFI does not warrant the Services against breakdowns or malfunction.

10.2 EFI shall remedy errors and defaults in the Services, and such remedy shall be performed with undue delay. If the error is insignificant, the error may be remedied with the next version update. A default or error in the Service shall be deemed material only if it has effect on the functionality of the Service as a whole or if it prevents the operation of the Service.

10.3 Customers sole and exclusive remedy and EFI's entire liability for a breach shall be as follows (i) for defaults in uptime availability, EFI shall repair and the Customer shall obtain services credits in accordance with the SLA, Schedule 1, or

the Customer may terminate the SAAS Agreement in case of failure to achieve the availability percentage for six (6) consecutive calendar months after providing notice in accordance with the SLA, Schedule 1, (ii) for a material default in the Service, EFI shall correct the default to the features and functionality in the Service so that it materially perform in accordance with the applicable User Guide and, if EFI is unable to provide such Service within a commercially reasonable time following receipt of written notice of breach, the Customer shall be entitled to terminate the SAAS Agreement and receive a refund of any prepaid, unused fees applicable to the remaining portion of the Subscription Period following the effective date of termination, and (iii) for a breach of Customer Care, EFI shall re-perform the Customer Care.

## **11. THIRD-PARTY INFRINGEMENT CLAIMS**

11.1 Except for licenses to third party components which has been integrated into the Services, EFI does not provide the Customer with any licenses or right of use to third party software, copyrights, patents or other intellectual property rights held by a third party. The Customer must, at the Customer's own expense, license and maintain any such licences from third parties which is required by the Customer for usage of the Services including, but not limited to, licenses to Microsoft services.

11.2 Provided the Customer complies with the procedures in this section 12.2, EFI shall defend the Customer against claims made against the Customer by a third party alleging that the use of the Services infringes a patent, copyright, or trademark of the third party or misappropriates such party's trade secrets ("Claim"), provided that such infringement is caused solely by the Services as offered by EFI and/or by its use in accordance with the applicable User Guide. EFI shall have no obligations for any and all Claims where the alleged infringement is arising from the combination of the Service, including any interoperations, alterations, or integration of software and hardware which is made to the Services and performed by others than EFI. Promptly upon receiving notice of a Claim, the Customer shall give EFI a written notice of the Claim and give EFI sole control of the defence and settlement of the Claim, and the Customer shall provide all reasonable assistance in the defence or settlement of such Claim. EFI shall pay damages, and all reasonable costs, finally awarded against Customer by a court of competent jurisdiction or an arbitrator, or agreed to in a written settlement agreement signed by EFI in connection with such Claims (provided that EFI cannot, without the Customer's prior written approval, make any admissions of fact that expose the Customer to an imposition of damages or other claims). EFI may, at its own expense and option, offer to either i) secure rights of use for the benefit of the Customer, or ii) replace or modify the Services with a non-infringing substitute, or iii) terminate the right to use the Service and refund any prepaid, unused fees to the remaining part of the Subscription Period following the effective date of termination. This section 12.1 states EFI's entire liability and Customer's exclusive remedy for any claim of intellectual property infringement.

11.3 Provided that EFI complies with the procedures in this section 12.3, the Customer shall defend EFI against any claims made or brought against EFI by a third party alleging infringement or violation of the third party's property, privacy or other rights (Claims) and this is caused by the Customer data or Customer's use of the Service in violation of the SAAS Agreement or arising from Customer's combination, alterations, or integration of the Service with third party products. Promptly upon receiving notice of a Claim, the EFI shall give the Customer a written notice of the Claim and give the Customer sole control of the defence and settlement of the Claim, and EFI shall provide all reasonable assistance in the defence or settlement of such Claim. The Customer shall pay damages, and all reasonable costs, finally awarded against EFI by a court of competent jurisdiction or an arbitrator, or agreed to in a written settlement agreement signed



by the Customer in connection with such Claims, (provided that the Customer cannot, without EFI's prior written approval, make any admissions of fact that expose EFI to an imposition of damages or other claims). This section 12.1 states the Customer's entire liability and EFI's exclusive remedy for any claim of intellectual property infringement.

## **12. LIABILITY, EXCLUSIONS AND LIMITATIONS OF LIABILITY**

- 12.1 The provisions in this paragraph are in effect to the maximum extent permitted by applicable law.
- 12.2 Except for Customer's infringement of EFI's intellectual property rights, section 3, in no even shall a Party be liable to the other Party, and its Users, for any indirect, special, incidental, consequential, or punitive damages or loss, including but not limited to loss of profits, savings, time, data or damage to records of data, or loss as a consequence of any other kind of business interruption, arising out of or relating to the use of the Service or Customer Care or any inadequate or faulty performance hereof, under any theory of recovery, including liability arising by way of indemnity, in contract or in tort, product liability or otherwise, and whether or not the party has been advised of the possibility of such loss or damage
- 12.3 Except for the Customer's infringement of EFI's intellectual property rights, Section 3, and the Customer's payment of Subscription Fees, Section 4, and the Parties' mutual indemnities, Section 11, the maximum aggregate liability of a party towards the other party, upon any claims whatsoever, arising out of the Service or Customer Care under this SAAS Agreement shall not exceed but in any event be limited to the annual Subscription Fees for the current Subscription Period at the event giving rise to the claim in respect to the Services and Customer Care.
- 12.4 EFI assumes product liability only to the extent that the product liability may not be contractually waived, but disclaims product liability on any other basis. The exclusions and limitations stated in Clauses 13.2 and 13.3 shall also apply to any product liability.
- 12.5 EFI is not responsible for any Third-Party Solutions even if made available with the Service. EFI cannot be held liable for the accuracy, completeness, quality, or reliability of the information nor the results obtained through these Third-Party Solutions. Similarly, EFI cannot be held liable for the availability, security, or functionality of any Third-Party Solutions, including possible damages and/or loss caused by Third-Party solutions. The burden is upon the Customer to prove that a loss suffered by the Customer cannot be attributed to Third-Party Solutions.
- 12.6 Neither Party shall be liable to the other Party for delay or non-performance of its obligation or loss or damages if caused by an event which is unforeseeable, beyond the control of the non-performing party, and cannot be remedied by the exercise of commercially reasonable efforts ("Force Majeure"). Force Majeure shall include, without limitations acts of God, perils of the sea or air, fire, flood, drought, explosion, terror, sabotage, cybersecurity attacks, events of computer, telecommunications, internet service provider or hosting facility failures or delays involving hardware, software or power systems not within the party's possession or reasonable control. The party affected shall be relieved from its obligations (or part thereof) as long performance is hindered due to Force Majeure, being understood that Force Majeure shall not excuse any obligation of payment of Subscription Fees. The party affected shall promptly notify the other party. Either party may terminate the SAAS Agreement if the event of Force Majeure continues for more than forty-five (45) days.

## **13. NO WAIVER**

13.1 Failure or neglect by EFI to enforce any of the provisions of the SAAS Agreement at any time shall not be construed nor shall be deemed to be a waiver of EFI's rights under the SAAS Agreement nor in any way affect the validity of the whole or any part of the SAAS Agreement nor prejudice EFI's rights to take subsequent action.

#### **14. SEVERABILITY**

14.1 In the event that any of the provisions of this SAAS Agreement shall be determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such provision shall to that extent be severed from the remaining provisions which shall continue to be valid between the Parties fully permitted by law.

#### **15. CHANGE OF TERMS**

15.1 EFI may modify the terms and conditions pursuant to this SAAS Agreement with one (1) month's notice after such changes have been posted on the EFI website. The Customer has the right to terminate in writing the SAAS Agreement if the terms is materially changed. Use of the Service after a change of these terms has come into force constitutes acceptance of such changed terms. It is the Customer's obligation to keep up to date on changes to the terms. However, if the terms are materially changed to the detriment of the Customer, EFI must provide a written notice of 30 days send by email to the Customer's contact person as registered with EFI.

#### **16. APPLICABLE LAW AND VENUE**

##### **16.1 Applicable Law:**

16.1.1 This SAAS Agreement and its Schedules are governed by Danish Law and shall be construed and enforced in accordance with these laws, excluding its choicer of law rules.

##### **16.2 Disputes and Venue:**

16.2.1 Any dispute arising out of or relating to this SAAS Agreement shall be settled by the Copenhagen City Court. That shall not prevent any referral of the matter to the Danish High Court or to the Danish Maritime and Commercial Court in accordance with the applicable laws.

Notwithstanding the specified agreement on jurisdiction, the Parties shall, if any dispute arises, attempt to settle it by mediation in accordance with the Association of Danish IT Attorneys' ("DITA") Mediation Procedure ([www.danske-it-advokater.dk](http://www.danske-it-advokater.dk)). To initiate the mediation a party shall give notice in writing to the other party to the dispute requesting mediation. A copy of the request shall be sent to the DITA. The mediator shall be nominated by DITA no later than eight (8) working days after DITA's receipt of the notice. No party may commence any court proceedings in relation to any dispute until the parties have attempted to settle the dispute by mediation. As a minimum, a party shall be obliged to attend the first meeting convened by the mediator. A party shall be entitled to commence court proceedings if any delay of such proceedings may result in the forfeiture of any right, e.g. due to time barring.

16.3 **Right to injunctive relief:** Notwithstanding Clause 16.2 above, EFI may seek injunctive or equitable relief in any jurisdiction to enforce its intellectual property rights.

**ELERANINGFORCE International ApS**

Our VAT number is 32139728

Last updated: 28 February 2022

## Schedule 1

Helpdesk Services; Service & Requests Requirements; Uptime Availability

### 1. Helpdesk standard process description

Technical support is available 24/7 via our Help Center. Here, customers can find complete product documentation and guides plus answers to frequently asked questions.

From the EFI Help Center, designated LMS administrators of your organization can submit a request through our webform at any time to get assistance from the EFI Support Team <https://helpcenter.elearningforce.com/hc/en-us/requests/new>.

The Help Center can be reached via web <https://helpcenter.elearningforce.com/> or from the LMS365 Admin Center.

The below terminology is used when describing our processing of support requests.

<b>Table 1: Helpdesk and Support terminology</b>	
<b>Business Hours</b>	Defined as the operating hours for the EFI Support team. Currently Monday to Friday between 9:30AM – 9PM CET & 8AM-6PM Eastern Time.
<b>Incident</b>	A support request is referred to as an "incident".
<b>Production Instance</b>	An instance which is tied to an active user subscription is defined as a Production instance.
<b>Taking Charge</b>	The incident is registered, and the ticket is assigned a number.
<b>First Response</b>	The first interaction with the customer (via ticket) aimed at the diagnosis of the problem. The number of business hours until the first reply is calculated by the business hours of the agent assigned to the specific ticket/support request.
<b>ETA (Estimated Time of Arrival)</b>	The estimated time for resolution of the problem. The customer will be updated if ETA materially changes.
<b>Fixed</b>	The issue has been resolved in EFI's reasonable discretion and the customer has been informed about the resolution of the problem.

Support requests are categorized in accordance with the below levels of severity:

<b>Table 2: Severity Descriptions</b>	
<b>Urgent</b>	Critical production issue including system unavailability affecting all users. No workaround is available.
<b>High</b>	Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation. No reasonable workaround available.
<b>Normal</b>	Errors in functionality within the application often accompanied by workarounds or affecting some but not all users.
<b>Low</b>	General inquiries on the use of the application or cosmetic errors or incidents which otherwise do not require immediate attention, rare errors that appear during unusual

	conditions or are otherwise unlikely in normal use, or errors which have a sustainable workaround.
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## 2. Helpdesk Service Levels

EFI offers three levels of Helpdesk Services. These are categorized as Basic, Plus, and Premium.

The three Helpdesk Services plans are committed to the following service level targets:

<b>Table 3 – Basic Plan Service Level Targets*</b>		
<i>Ticket Severity</i>	<i>First Reply</i>	<i>Resolution/Mitigation ETA</i>
Urgent	8 business hours	24 business hours or as soon as feasible or practical
High	12 business hours	As soon as feasible or practical
Normal	16 business hours	As soon as feasible or practical
Low	24 business hours	None

<b>Table 4 – Plus Plan Service Level Targets*</b>		
<i>Ticket Severity</i>	<i>First Reply</i>	<i>Resolution/Mitigation ETA</i>
Urgent	4 business hours	4 business hours or as soon as feasible or practical
High	6 business hours	8 business hours or as soon as feasible or practical
Normal	10 business hours	As soon as feasible or practical
Low	16 business hours	None

<b>Table 5 – Premium Plan Service Level Targets*</b>		
<i>Ticket Severity</i>	<i>First Reply</i>	<i>Resolution/Mitigation ETA</i>
Urgent	1/5 business hours	4 business hours or as soon as feasible or practical
High	3 business hours	8 business hours or as soon as feasible or practical
Normal	6 business hours	As soon as feasible or practical
Low	8 business hours	None

\*Notes:

- *Urgent* applies only to issues that are submitted via the EFI Help Center webform, <https://helpcenter.ELEARNINGFORCE.com/hc/en-us/requests/new>, and are confirmed as *Urgent* by EFI.
- This table applies only to production instances and only to requests submitted from the EFI Help Center. For the avoidance of doubt, the LMS365 Live Chat, and tickets generated from this chat, do not apply to these service level targets.

### 2.1 Service Requirements

The LMS365 (Learning Management System) software, developed by ELEARNINGFORCE International ApS, requires a modern web browser that supports cookies and JavaScript.

LMS365 currently supports the browsers & clients listed in this guide: <https://helpcenter.elearningforce.com/hc/en-us/articles/360001496669>. These are subject to change without notice in EFI's sole discretion.

In the event, that the customer cannot meet the technical requirements listed with regard to employed browsers, EFI will be under no obligation to provide the support services described in Schedule A.

### 2.2 Requests Requirements

To receive support services and for EFI to maintain the Service Level agreed, the customer shall cooperate with EFI to resolve support incidents.

The customer shall have adequate technical expertise and knowledge of their configuration of EFI's software and provide relevant information to enable EFI to reproduce, troubleshoot, and resolve the incident or issue identified by the customer.

As a minimum, the following information shall be provided by the customer, whenever possible, to ensure EFI's ability to address support requests:

- Detailed description of the issue with as much detail as can be provided.
- The URL of the platform where the issue is occurring.
- The error message provided and exact steps to reproduce the error.
- The user(s) that are affected by the issue.
- Applicable screenshot or video capture.

Requests lacking this information will not be considered as part of the Service Level agreement.

#### General Responsibilities of the customer

The customer will be responsible for:

- Reporting errors promptly.
- Providing sufficient information for EFI to duplicate the error, assess the situation, and undertake any needed or appropriate corrective action.
- Alternatively, following instructions or suggestions from EFI regarding use, maintenance, upgrades, repairs, workarounds, or other related matters.
- Designating a member of its staff to serve as the customer's system administrator to contact EFI with support issues.

EFI's successful response and provision of Helpdesk Services is subject to the customer's assistance and compliance, including:

- At EFI's reasonable request, the customer will provide EFI with reasonable access to the customer's personnel and equipment during normal business hours to discuss and assess any problems or requests for assistance.
- The customer will document and promptly report all errors or malfunctions of the Software Services to EFI.

It is the customer's responsibility to carry out procedures necessary at the customer's facilities for the rectification of errors or malfunctions within a reasonable time after such procedures have been received from EFI.

#### Reproducing Errors

EFI must be able to reproduce errors in order to resolve them. The customer agrees to cooperate and work closely with EFI to reproduce errors, including conducting diagnostic or troubleshooting activities as reasonably requested and appropriate. Also, subject to customer's approval on a case-by-case basis, users may be asked to provide remote access to their EFI account and/or desktop for troubleshooting purposes.

#### Exclusions

Issues that arise in the following categories are outside of the scope of support offered above, and will have no Service Level Agreement attached:

- Custom Cascading Stylesheets (CSS).
- Support to third party authoring tools.
- Support to third party system or platform integration, where the integration is not developed or managed by EFI.
- Supporting in troubleshooting of E-Learning Content packages built with third party authoring tools.
- Custom built authentication methods between EFI and the customer where such method is built from the customer and not maintained by EFI.

#### Additional Charges

If a reported problem is outside the scope of our Helpdesk Services, EFI will notify the customer to that effect and reserves the right, upon the customer's confirmation, to move forward and to charge the customer at EFI's then current standard hourly rates for all associated work.

The customer agrees to pay EFI promptly for this work upon receiving an invoice; provided, however, that EFI shall inform the customer in advance of the possible incurrence of such fees and the customer shall have pre-approved the same.

### 2.3 Uptime Availability

If EFI fails to achieve the availability percentage for two (2) consecutive calendar months, then, as the customer's sole remedy for such failure, the customer will be granted Service Credits.

Service Credits are calculated as a percentage of the total charges paid by the customer to EFI in the region affected by unavailability in accordance with the schedule below.

In the event that the customer elects to terminate this agreement for failure to achieve the Availability Percentage for six (6) consecutive calendar months within the notice period given below, then no refunds shall be issued with respect to such affected months.

<b>Monthly Uptime Percentage</b>	<b>Service Credit Percentage</b>
Less than 99.7% but equal to or greater than 99.0%	10%
Less than 99.0%	30%

EFI will apply Service Credits only against future payments due from the Company. Service Credits will not entitle the customer to a refund or other payment from EFI. Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the EFI Agreement, the customer's sole remedy for any unavailability, non-performance, or other failure by EFI to provide Uptime is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

To receive a Service Credit, the customer must submit a claim by within 30 days after the reported issue via a support claim ticket and email to designated Customer Success team reporting ticket number. If the Monthly Uptime Percentage of such request is confirmed by EFI and is less than the Service Commitment, then EFI will issue the Service Credit to the customer within one billing cycle following the month in which your request is confirmed by EFI. The customer's failure to provide the request and other information as required above will disqualify the customer from receiving a Service Credit.