

SolarWinds ITSM Software Services Agreement

This Software Services Agreement is hereby entered into and agreed upon by you, either an individual or an entity (“You” or “Company”) and SolarWinds ITSM Israel Ltd. (“SolarWinds ITSM”). This Agreement sets forth the obligations of each party.

1. DEFINITIONS.

- 1.1 **Affiliates** means an entity controlled by, under common control with, or controlling such party, where control is denoted by having fifty percent (50%) or more of the voting power (or equivalent) of the applicable entity. Subject to the terms and conditions of this Agreement, Your Affiliates may use the license granted hereunder.
- 1.2 **Agreement** means the Software Services Agreement and any applicable Product Addendum, Professional Services Agreement, the Data Processing Addendum, and the Order Form.
- 1.3 **Client(s)** means, if You are an MSP, Your customer(s).
- 1.4 **Data Processing Addendum(a)** means the terms of the data processing addendum, which are incorporated herein by reference.
- 1.5 **Devices** means (whether physical or virtual) a server, system, workstation, computer, mobile device, or end point upon which or through which the Services are used and/or on which the Software is installed.
- 1.6 **Documentation** means the official user documentation prepared and provided by SolarWinds ITSM to You on the use of the Services or Software (as updated from time to time). For the avoidance of doubt, any online community site, unofficial documentation, videos, white papers, or related media, or feedback do not constitute Documentation.
- 1.7 **MSP** means a managed service provider.
- 1.8 **Order Form** means the SolarWinds ITSM order page, product information dashboard, or other SolarWinds ITSM ordering document that specifies Your purchase of the Services, pricing, and other related information.
- 1.9 **Personal Data** means any information relating to an identified or identifiable natural person submitted by You to the Services.
- 1.10 **Product Addendum(a)** means additional terms and conditions set forth in Section 15 that relate to the applicable Services, Software, or Documentation.
- 1.11 **Services** means the products and software services, including any application programming interface (“API”) that accesses functionality provided to You by SolarWinds ITSM.
- 1.12 **Software** means the object code versions of any downloadable software provided by SolarWinds ITSM solely for the purpose of accessing the Services, including but not limited to an agent, together with the updates, new releases or versions, modifications or enhancements, owned and provided by SolarWinds ITSM to You pursuant to this Agreement.
- 1.13 **Support** means the standard maintenance or support provided by SolarWinds ITSM or its designated agents for the Services as set forth in this Agreement.
- 1.14 **User** means an individual authorized by You to use the Services, Software, and Documentation, for whom You have purchased a subscription or to whom You have

supplied a user identification and password. User(s) may only include Your employees, consultants, and contractors, and if applicable, Your Clients.

- 1.15 Your Data or Data** means data, files, or information, including data, files, or information that include Personal Data, accessed, used, communicated, stored, or submitted by You or Your Users related to Your or Your User's use of the Services or Software.

2. PROVISION OF SERVICES.

2.1 Services License. Upon payment of fees and subject to continuous compliance with this Agreement, SolarWinds ITSM hereby grants You a limited, nonexclusive, non-transferable license to access, use, and install (if applicable) the Services, Software, and Documentation during the Term (defined below). You may provide, make available to, or permit Your Users to use or access the Services, the Software, or Documentation, in whole or in part. You agree that SolarWinds ITSM may deliver the Services or Software to You with the assistance of its Affiliates, licensors, and service providers. During the Term (as defined herein), SolarWinds ITSM may update or modify the Services or Software or provide alternative Services or Software at any time, although such modifications should not materially reduce the level of performance of the Services or Software during the Term.

2.2 Evaluation License. If the Services, Software, and Documentation are provided to You for evaluation, not for resale, demonstration, beta, or release candidate purposes, SolarWinds ITSM grants to You a limited, nonexclusive, non-transferable evaluation license to use the Services, Software, and Documentation solely for evaluation prior to purchase or implementation (an "Evaluation License"). You shall not use the Evaluation License for production use or in a revenue generating environment. The Evaluation License shall terminate on the end date of the pre-determined evaluation period or immediately upon notice from SolarWinds ITSM in its sole discretion. Notwithstanding any other provision contained herein, the Services, Software, and Documentation provided pursuant to an Evaluation License are provided to You "AS IS" without indemnification, Support, or warranty of any kind, express or implied. Except to the extent such terms conflict with this Section, all other terms of this Agreement shall apply to the Services, Software, and Documentation licensed under an Evaluation License.

2.3 Account Upgrades. You may, at any time, upgrade Your SolarWinds ITSM license or add users. The change will take effect immediately. You will be billed immediately for the additional fees due. After the Initial Term, You may downgrade, within the parameters communicated to You by SolarWinds ITSM, upon thirty (30) days prior written notice to SolarWinds ITSM. Downgrading Your license may cause loss of content, features, or capacity as available to You under Your previous license, and SolarWinds ITSM does not accept any liability for such loss.

3. LICENSE RESTRICTIONS; OBLIGATIONS.

3.1 License Restrictions. You may not (i) provide, make available to, or permit individuals other than Your Users to use or access the Services, the Software, or Documentation, in whole or in part; (ii) copy, reproduce, republish, upload, post, or transmit the Services, Software, or Documentation (except for backup or archival purposes, which will not be used for transfer, distribution, sale, or installation on Your Devices); (iii) license, sell, resell, rent, lease, transfer, distribute, or otherwise transfer rights to the Services, Software, or Documentation unless as authorized in this Agreement; (iv) modify, translate, reverse engineer, decompile, disassemble, create derivative works, or otherwise attempt to derive the source code of the Services, Software, or Documentation; (v) create, market, distribute add-ons or enhancements or incorporate into another product the Services or Software without prior written consent of SolarWinds ITSM; (vi) remove any proprietary notices or labels on the Services, Software, or Documentation, unless authorized by SolarWinds

ITSM; (vii) license the Services, Software, or Documentation (a) if You (or any of Your Users) are a direct competitor of SolarWinds ITSM; (b) for the purposes of monitoring the availability, performance, or functionality of the Services or Software; or (c) for any other benchmarking or competitive purposes; (viii) use the Services or Software to store or transmit infringing, libelous, unlawful, or tortious material or to store or transmit material in violation of third party rights, including privacy rights; (ix) use the Services or Software to violate any rights of others; (x) use the Services or Software to store or transmit malicious code, Trojan horses, malware, spam, viruses, or other destructive technology (“Viruses”); (xi) interfere with, impair, or disrupt the integrity or performance of the Services or any other third party’s use of the Services; (xii) use the Services in a manner that results in excessive use, bandwidth, or storage; (xiii) alter, circumvent, or provide the means to alter or circumvent the Services or Software, including technical limitations, recurring fees, or usage limits; or (xiv) perform or disclose any performance or vulnerability testing of the Services or Software without SolarWinds ITSM’s prior written approval, or perform or disclose network discovery, port and service identification, vulnerability scanning, password cracking or remote access testing of the Services or Software.

- 3.2 Your Obligations.** You acknowledge, agree, and warrant that: (i) You will be responsible for Your and Your Users’ activity and compliance with this Agreement, and if You become aware of any violation, You will immediately terminate the offending party’s access to the Services, Software, and Documentation and notify SolarWinds ITSM; (ii) You and Your Users will comply with all applicable local, state, and federal laws; (iii) You will establish a constant internet connection and electrical supply for the use of the Services, ensure the Software is installed on a supported platform as set forth in the Documentation, and the Services and Software are used only with public domain or properly licensed third party materials; (iv) You will install the latest version of the Software or API on Devices accessing or using the Services; (v) You are legally able to process Your Data and are legally able to provide Your Data to SolarWinds ITSM and its Affiliates, including obtaining appropriate consents or rights for such processing, as outlined further herein, and have the right to access and use Your infrastructure, including any system or network, to obtain or provide the Services and Software and will be solely responsible for the accuracy, security, quality, integrity, and legality of the same; and (vi) You will keep your registration information, billing information, passwords and technical data accurate, complete, secure and current for as long as You subscribe to the Services, Software and Documentation.

If You are an MSP, You further acknowledge, agree, and warrant that: (i) You have sufficient technical infrastructure, knowledge, and expertise to perform Your duties for Your Clients; (ii) You will provide all sales, problem resolution, and support services to Your Clients; (iii) You will be responsible for billing, invoicing, and collection for Your Clients; and (iv) You will operate at Your own expense and risk under Your own name as an MSP.

4. PROPRIETARY RIGHTS.

- 4.1 Ownership of SolarWinds ITSM Intellectual Property.** The Services, Software and Documentation are licensed, not sold. Use of “purchase” in conjunction with licenses of the Services, Software and Documentation shall not imply a transfer of ownership. Except for the limited rights expressly granted by SolarWinds ITSM to You, You acknowledge and agree that all right, title and interest in and to all copyright, trademark, patent, trade secret, intellectual property (including without limitation algorithms, business processes, improvements, enhancements, modifications, derivative works, information collected and analyzed in connection with the Services) and other proprietary rights, arising out of or relating to the Services, the Software, the provision of the Services or Software, and the Documentation, belong exclusively to SolarWinds ITSM or its suppliers or licensors. All rights, title, and interest in and to content, which may be accessed through the Services or the Software, is the property of the respective owner and may be protected by applicable

intellectual property laws and treaties. This Agreement gives You no rights to such content, including use of the same. SolarWinds ITSM is hereby granted a royalty-free, fully-paid, worldwide, exclusive, transferable, sub-licensable, irrevocable and perpetual license to use or incorporate into its products and services any information, data, suggestions, enhancement requests, recommendations or other feedback provided by You or Your Users relating to the Services or Software, which shall not include any Confidential Information or Personal Data. All rights not expressly granted under this Agreement are reserved by SolarWinds ITSM.

4.2 Ownership of Your Data. You and Your Users retain all right, title, and interest in and to all copyright, trademark, patent, trade secret, intellectual property and other proprietary rights in and to Your Data. SolarWinds ITSM's right to access and use the same are limited to those expressly granted in this Agreement. No other rights with respect to Your Data are implied.

5. TERM; TERMINATION.

5.1 Term. This Agreement will begin on the Effective Date and will continue until the end of the period specified in the applicable Order Form (the "Initial Term"). The Services may be renewed by mutual written agreement (each a **Renewal Term**, and collectively with the Initial Term, the **Term**).

5.2 Your Termination Rights. You may terminate the Agreement for convenience upon at least thirty (30) days written notice prior to the end of the Term or immediately if SolarWinds ITSM becomes subject to bankruptcy or any other proceeding relating to insolvency, receivership, liquidation, or assignment for the benefit of creditors; SolarWinds ITSM breaches this Agreement or Order Form; or pursuant to the receipt of a subpoena, court order, or other request by a law enforcement agency.

5.3 SolarWinds ITSM Suspension or Termination Rights. SolarWinds ITSM may suspend or terminate this Agreement upon thirty (30) days' prior written notice or immediately if You become subject to bankruptcy or any other proceeding relating to insolvency, receivership, liquidation, or assignment for the benefit of creditors; You infringe or misappropriate SolarWinds ITSM's intellectual property; You breach this Agreement or Order Form, including failure to pay fees when due; or pursuant to the receipt of a subpoena, court order, or other request by a law enforcement agency.

5.4 Effect of Termination. Termination shall not relieve You of the obligation to pay any fees or other amounts accrued or payable to SolarWinds ITSM through the end of the current Term. Without prejudice to any other rights, upon termination, You must cease all use of the Services, Software, and Documentation and destroy or return (upon request by SolarWinds ITSM) all copies of the Services, Software, and Documentation. You further acknowledge and agree that You will retrieve Your Data or copies of Your Data from SolarWinds ITSM within thirty (30) days of the termination of this Agreement. Unless in accordance with our internal policies, contractual, legal, or other obligation, You acknowledge and agree that SolarWinds ITSM has the right to delete Your Data, including any and all copies thereof. You also have the right to request that SolarWinds ITSM delete Your Data, and SolarWinds ITSM will delete Your Data and any and all copies thereof within thirty (30) business days of receipt of a written request from You. Your Data, once deleted, will not be able to be recovered. Sections 1, 4, 5.4, 6-11, 14.1-14.3, 14.9, and 15 shall survive any termination or expiration of this Agreement.

6. FEES AND PAYMENT; TAXES.

- 6.1 Fees and Payment.** All orders placed will be considered final upon acceptance by SolarWinds ITSM. If You are going to place an order through a partner You must provide SolarWinds ITSM with thirty (30) days' notice prior to end of the Term. Fees will be due and payable as set forth on the Order Form but, in any event, within 30 days following receipt of an invoice. Unless otherwise set forth herein, fees shall be at SolarWinds ITSM's then-standard rates at the time of invoice or, if applicable, as set forth in the Order Form. If You fail to pay, SolarWinds ITSM shall be entitled, at its sole discretion, to: (i) suspend provision of the Services until You fulfill Your pending obligations; (ii) charge You an interest rate designated by SolarWinds ITSM at the time of invoice; and/or (iii) terminate this Agreement. If applicable, if You exceed the license capacity designated in Your Order Form, in addition to SolarWinds ITSM's other remedies, You will be charged additional fees, which will be reflected in Your invoice. Unless otherwise stated, all payments made under this Agreement shall be in United States dollars. Fees are non-refundable.
- 6.2 Taxes.** All fees are exclusive of taxes, and You shall pay or reimburse SolarWinds ITSM for all taxes arising out of transactions contemplated by this Agreement. If You are required to withhold any tax for payments due, You shall gross Your payments to SolarWinds ITSM so that SolarWinds ITSM receives sums due in full, free of any deductions. As reasonably requested, You will provide documentation to SolarWinds ITSM showing that taxes have been paid to the relevant taxing authority. "Taxes" means any sales, VAT, use, and other taxes (other than taxes on SolarWinds ITSM's income), export and import fees, customs duties and similar charges imposed by any government or other authority. You hereby confirm that SolarWinds ITSM can rely on the name and address that You provide to SolarWinds ITSM when You agree to the fees or in connection with Your payment method as being the place of supply for sales tax and income tax purposes or as being the place of supply for VAT purposes where You have established Your business.

7. DATA; PROTECTION OF YOUR DATA.

- 7.1 Your Data.** SolarWinds ITSM and its Affiliates may remove Your Data or any other data, information, or content of data or files used, stored, processed or otherwise by You or Your Users that SolarWinds ITSM, in its sole discretion, believes to be or is: (a) a Virus; (b) illegal, libelous, abusive, threatening, harmful, vulgar, pornographic, or obscene; (c) used for the purpose of spamming, chain letters, or dissemination of objectionable material; (d) used to cause offense, defame or harass; (e) infringing the intellectual property rights or any other rights of any third party; or (f) unreasonable or unauthorized use of the SolarWinds Services. You agree that You and Your Users are responsible for maintaining and protecting backups of Your Data directly or indirectly processed using the Services and Software and that SolarWinds ITSM is not responsible for exportation of, the failure to store, the loss of, or the corruption of Your Data.

You agree that SolarWinds ITSM and its Affiliates will process configuration, performance, usage, and consumption data about You and Your Users use of the Services and Software to assist with the necessary operation and function of the Services and Software and to improve SolarWinds ITSM products and services and Your and Your Users' experience with SolarWinds ITSM and its Affiliates pursuant to the SolarWinds Privacy Notice.

You represent and warrant that You and Your Users, in regard to processing of Personal Data hereunder, shall be deemed the data controller (and SolarWinds ITSM, the data processor) and shall determine the purpose and manner in which such Personal Data is, or will be processed.

- 7.2 Protection of Your Data.** Each party shall comply with its respective obligations under applicable data protection laws. Each party shall maintain appropriate administrative, physical, technical and organizational measures that ensure an appropriate level of security for Confidential Information and Personal Data. SolarWinds ITSM and its Affiliates will process Personal Data in accordance with the Data Processing Addendum, if

applicable. You are responsible for ensuring that the security of the Services is appropriate for Your intended use and the storage, hosting, or processing of Personal Data.

8. CONFIDENTIAL INFORMATION.

As used in this Agreement, **Confidential Information** means any nonpublic information or materials disclosed by either party to the other party, either directly or indirectly, in writing, orally, or by inspection of tangible objects that the disclosing party clearly identifies as confidential or proprietary. For clarity, Confidential Information includes Personal Data, and SolarWinds ITSM Confidential Information includes the Services, Software, and any information or materials relating to the Services, Software (including pricing), or otherwise. Confidential Information may also include confidential or proprietary information disclosed to a disclosing party by a third party.

The receiving party will: (i) hold the disclosing party's Confidential Information in confidence and use reasonable care to protect the same; (ii) restrict disclosure of such Confidential Information to those employees or agents with a need to know such information and who are under a duty of confidentiality respecting the protection of Confidential Information substantially similar to those of this Agreement; and (iii) use Confidential Information only for the purposes for which it was disclosed, unless otherwise set forth herein. The restrictions will not apply to Confidential Information, excluding Personal Data, to the extent it (i) is (or, through no fault of the recipient, has become) generally available to the public; (ii) was lawfully received by the receiving party from a third party without such restrictions; (iii) was known to the receiving party without such restrictions prior to receipt from the disclosing party; or (iv) was independently developed by the receiving party without breach of this Agreement or access to or use of the Confidential Information.

The recipient may disclose Confidential Information to the extent the disclosure is required by law, regulation, or judicial order, provided that the receiving party will provide to the disclosing party prompt notice, where permitted, of such order and will take reasonable steps to contest or limit the steps of any required disclosure. The parties agree that any material breach of Section 3 or this Section 8 will cause irreparable injury and that injunctive relief in a court of competent jurisdiction will be appropriate to prevent an initial or continuing breach of these Sections in addition to any other relief to which the applicable party may be entitled.

9. DISCLAIMER.

THE SERVICES, SOFTWARE, DOCUMENTATION, AND ALL OTHER PRODUCTS AND SERVICES PROVIDED HEREUNDER, INCLUDING THIRD PARTY HOSTED SERVICES, ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. SOLARWINDS ITSM DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, RELIABILITY, SECURITY, LOSS OR CORRUPTION OF YOUR DATA, CONTINUITY, OR ABSENCE OF DEFECT RELATING TO THE SERVICES, SOFTWARE, DOCUMENTATION, ANY OTHER PRODUCT OR SERVICES, OR RESULTS OF THE SAME PROVIDED TO YOU UNDER THIS AGREEMENT. SOLARWINDS ITSM DOES NOT WARRANT THAT THE SPECIFICATIONS OR FUNCTIONS CONTAINED IN THE SERVICES OR SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT DEFECTS IN THE SERVICES OR SOFTWARE WILL BE CORRECTED. NOTWITHSTANDING THE ABOVE DISCLAIMERS, SOLARWINDS ITSM AGREES TO MAKE REASONABLE EFFORTS TO TIMELY REPAIR OR CORRECT ANY ERRORS OR DEFECTS IN THE PRODUCTS AND SERVICES PROVIDED BY SOLARWINDS ITSM TO YOU UNDER THIS AGREEMENT.

EACH PARTY SPECIFICALLY DISCLAIMS RESPONSIBILITY OF THIRD PARTY PRODUCTS AND SERVICES WITH WHICH YOU MAY UTILIZE THE SERVICES AND SOFTWARE, AND EACH PARTY SPECIFICALLY DISCLAIMS AND WAIVES ANY RIGHTS AND CLAIMS AGAINST THE OTHER PARTY WITH RESPECT TO SUCH THIRD PARTY PRODUCTS AND SERVICES.

10. INDEMNIFICATION.

10.1 SolarWinds ITSM Indemnification. Subject to these terms, SolarWinds ITSM will indemnify, defend, and hold harmless You, Your Affiliates, and Your directors, employees, and agents from and against any claims arising out of or due to: SolarWinds ITSM's infringement or misappropriation of any U.S. patent, copyright, trademark, trade secret, or other intellectual property rights of a third party; provided (i) use of the Services by You is in conformity with the Agreement and Documentation; (ii) the infringement is not caused by modification or alteration of the Services by You or Your Users, agents or employees; and/or (iii) the infringement was not caused by a combination or use of the Services with products not supplied by SolarWinds ITSM. SolarWinds ITSM's indemnification obligations are contingent upon You: (i) promptly notifying SolarWinds ITSM in writing of the third party claim; (ii) granting SolarWinds ITSM sole control of the selection of counsel, defense, and settlement of the third party claim; and (iii) providing SolarWinds ITSM with reasonable assistance, information and authority required for the defense and settlement of the third party claim. This Section states SolarWinds ITSM's entire liability (and shall be Your sole and exclusive remedy) with respect to indemnification to You.

10.2 Your Indemnification. You agree to indemnify, defend, and hold harmless SolarWinds ITSM and its Affiliates, and its directors, employees, and agents from and against any claims arising out of or due to: (i) Your Data; (ii) Your (or Your User's) breach of this Agreement; (iii) Your (or Your User's) use of the Services, Software, or Documentation in violation of SolarWinds ITSM's or any third party rights, including any intellectual property or privacy rights, or any applicable laws; or (iv) Your (or Your User's) misuse of the Services, Software, or Documentation. Your indemnification obligations are contingent upon SolarWinds ITSM: (i) promptly notifying You in writing of the third party claim; (ii) granting You sole control of the selection of counsel, defense, and settlement of the third party claim; and (iii) providing You with reasonable assistance, information and authority required for the defense and settlement of the third party claim. This Section states Your entire liability (and shall be SolarWinds ITSM's sole and exclusive remedy) with respect to indemnification to SolarWinds ITSM.

11. LIMITATION OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND WITH THE EXCEPTION OF YOUR VIOLATION OF SOLARWINDS ITSM'S INTELLECTUAL PROPERTY RIGHTS OR THE INDEMNIFICATION OBLIGATIONS SET FORTH IN THIS AGREEMENT FOR WHICH LIABILITY SHALL BE CAPPED AT \$250,000, (I) IN NO EVENT WILL EITHER PARTY OR THEIR RESPECTIVE AFFILIATES, DIRECTORS, EMPLOYEES, OR AGENTS HAVE ANY LIABILITY, CONTINGENT OR OTHERWISE, FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, STATUTORY OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE SERVICES, SOFTWARE, DOCUMENTATION, OR ANY OTHER PRODUCTS OR SERVICES PROVIDED HEREUNDER, INCLUDING, BUT NOT LIMITED TO LOST PROFITS, LOST OR CORRUPTED DATA, LOSS OF GOODWILL, WORK STOPPAGE, EQUIPMENT FAILURE OR MALFUNCTION, PROPERTY DAMAGE OR ANY OTHER DAMAGES OR LOSSES, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, STATUTE, INDEMNITY OR OTHERWISE) UPON WHICH ANY SUCH LIABILITY IS BASED; AND (II) THE AGGREGATE LIABILITY OF EITHER PARTY AND THEIR RESPECTIVE AFFILIATES, DIRECTORS, EMPLOYEES, AND AGENTS, AND THE SOLE REMEDY AVAILABLE TO EITHER PARTY ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE SERVICES, SOFTWARE, OR ANY PRODUCTS OR SERVICES PROVIDED HEREUNDER SHALL BE LIMITED TO TERMINATION OF THIS AGREEMENT AND DAMAGES NOT TO EXCEED THE TOTAL AMOUNT PAYABLE OR PAID TO SOLARWINDS ITSM UNDER THIS AGREEMENT DURING THE TWELVE MONTHS PRIOR TO TERMINATION.

12. THIRD-PARTY PROGRAMS.

You may receive access to third-party programs through the Services or Software, or third-party programs may be bundled with the Services or Software. These third-party software programs are governed by their own license terms, which may include open source or free software licenses, and those terms will prevail over this Agreement as to Your use of the third-party programs. Nothing in this Agreement limits Your or Your Users' rights under, or grants You or Your User rights that supersede, the terms of any such thirdparty program.

13. SUPPORT.

- 13.1 SolarWinds ITSM Support.** If applicable to You, SolarWinds ITSM shall, during the Term, provide You with Support. You agree to: (i) promptly contact SolarWinds ITSM with all problems with the Services or Software; and (ii) cooperate with and provide SolarWinds ITSM with all relevant information and implement any corrective procedures that SolarWinds ITSM requires to provide Support.
- 13.2 Provision of Support.** If applicable to You, SolarWinds ITSM shall, during the Term, provide You with Support in accordance with the applicable support terms and conditions. You agree to: (i) promptly contact SolarWinds ITSM with all problems with the Services or Software; and (ii) cooperate with and provide SolarWinds ITSM with all relevant information and implement any corrective procedures that SolarWinds ITSM requires to provide Support. SolarWinds ITSM will have no obligation to provide Support for problems caused by or arising out of the following: (i) modifications or changes to the Software or Services by You or Your Users; (ii) use of the Software or Services not in accordance with the Agreement or Documentation; or (iii) third-party products that are not authorized in the Documentation or, for authorized third-party products in the Documentation, problems arising solely from such third-party products.
- 13.3 Limitations.** SolarWinds ITSM will have no obligation to provide Support for problems caused by or arising out of the following: (i) modifications or changes to the Software or Services by You or Your Users; (ii) use of the Software or Services not in accordance with the Agreement or Documentation; or (iii) third-party products that are not authorized in the Documentation or, for authorized third-party products in the Documentation, problems arising solely from such third-party products.

14. GENERAL.

- 14.1 Notices.** All notices must be in writing. Notices to SolarWinds ITSM shall be mailed by registered or certified mail to Legal Department, 7171 Southwest Parkway, Building 400, Austin, Texas 78735, or sent via email to Legal_Team@solarwinds.com (with evidence of effective transmission). Notices to You shall be mailed by registered or certified mail to 4123 Lakeside Drive, Richmond, CA 94806 or sent via email to: dedwards@mwacademy.org
- 14.2 Entire Agreement.** This Agreement constitutes the entire agreement between the parties relating to the Services, Software, and Documentation provided hereunder and supersedes all prior or contemporaneous communications, agreements and understandings, written or oral, with respect to the subject matter hereof. If other SolarWinds ITSM terms or conditions conflict with this Agreement, this Agreement shall prevail and control with respect to the Services, Software, and Documentation provided hereunder. In addition, any and all additional or conflicting terms provided by You, whether in a purchase order, an alternative license, or otherwise, shall be void and shall have no effect.
- 14.3 Export Control Laws.** The Services, Software, and Documentation delivered to You under this Agreement are subject to export control laws and regulations and may also be subject to import and export laws of the jurisdiction in which it was accessed, used, or obtained, if

outside those jurisdictions. You shall abide by all applicable export control laws, rules, and regulations applicable to the Services, Software, and Documentation. You agree that You are not located in or are not under the control of or a resident of any country, person, or entity prohibited to receive the Services, Software, or Documentation due to export restrictions and that You will not export, re-export, transfer, or permit the use of the Services, Software, or Documentation, in whole or in part, to or in any of such countries or to any of such persons or entities.

- 14.4 Modifications.** Unless as otherwise set forth herein, this Agreement shall not be amended or modified by You except in writing signed by authorized representatives of each party.
- 14.5 Severability.** If any provision of this Agreement is held to be unenforceable, illegal, or void, that shall not affect the enforceability of the remaining provisions. The parties further agree that the unenforceable provision(s) shall be deemed replaced by a provision(s) that is binding and enforceable and that differs as little as possible from the unenforceable provision(s), with considerations of the object and purpose of this Agreement.
- 14.6 Waiver.** The delay or failure of either party to exercise any right provided in this Agreement shall not be deemed a waiver of that right.
- 14.7 Force Majeure.** SolarWinds ITSM will not be liable for any delay or failure to perform obligations under this Agreement due to any cause beyond its reasonable control, including acts of God; labor disputes; industrial disturbances; systematic electrical, telecommunications or other utility failures; earthquakes, storms, or other elements of nature; blockages; embargoes; riots; acts or orders of government; acts of terrorism; and war. If SolarWinds ITSM is not able to perform under this Agreement due to force majeure, You will be released from Your obligation to pay any fees/costs/charges under this Agreement until such time as SolarWinds ITSM is able to recommence performance again, and You shall be entitled to a proportional refund of any fees/costs/charges under this Agreement for the period of SolarWinds ITSM's nonperformance due to force majeure.
- 14.8 Construction.** Paragraph headings are for convenience and shall have no effect on interpretation.
- 14.9 Governing Law.** This Agreement shall be governed by the laws of the State of Delaware and of the United States, without regard to any conflict of law provisions, except that the United Nations Convention on the International Sale of Goods and the provisions of the Uniform Computer Information Transactions Act shall not apply to this Agreement. You hereby consent to jurisdiction of the state and federal courts of Delaware. If this Agreement is translated into a language other than English and there are conflicts between the translations of this Agreement, You agree that the English version of this Agreement shall prevail and control.
- 14.10 Third Party Rights.** Other than as expressly provided herein, this Agreement does not create any rights for any person who is not a party to it, and no person not a party to this Agreement may enforce any of its terms or rely on an exclusion or limitation contained in it.
- 14.11 U.S. Government Use.** SolarWinds ITSM's Services, Software and Documentation were developed exclusively at private expense and are a "commercial item" as defined in Federal Acquisition Regulation ("FAR") 2.101, and any supplement is provided with no greater than RESTRICTED RIGHTS. Such Services, Software, Documentation, and related items consist of "commercial computer software," "commercial computer software documentation," and commercial technical data as defined in the applicable acquisition regulations, including FAR 2.101 and FAR Part 12. Use, duplication, release, modification,

transfer, or disclosure ("Use") of the Services, Software, and Documentation are restricted by this Agreement and in accordance with Defense Federal Acquisition Regulation Supplement ("DFARS") Section 227.7202 and FAR Section 12.212, and the Services, Software, and Documentation are licensed (i) only as commercial items; and (ii) with only the rights granted to commercial end users pursuant to this Agreement. Such Use is further restricted by FAR 52.227-14, 252.227-7015, or similar acquisition regulations, as applicable and amended. Except as described herein, all other Use is prohibited. This Section is in lieu of, and supersedes, any other FAR, DFARS, or other clause addressing government rights under this Agreement or any other contract under which the Services, Software, or Documentation is acquired or licensed. Manufacturers are SolarWinds ITSM Israel Ltd., P.O box 8733, 5 Ha Melacha, St. Netanya, IL 4250540.

14.12 Relationship of the Parties. The parties are independent contractors. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary, or employment relationship between the parties.

The Parties have caused this Agreement to be executed by their respective authorized representatives designated as below.

SolarWinds ITSM Israel Ltd.

Company:

Signature

Signature

Printed Name

Printed Name

Title

Title

Date:

Date: