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- iii. provides materially different primary functionality, use case, or business purpose;
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- v. is deployed as a separate hosted environment or platform intended to serve a distinct product line;

Any plugin, extension, module or add-on shall be deemed part of the same External Application unless it by itself meets one or more of the criteria in item i – v above for constituting a separate External Application (in which case such element shall be considered a separate External Application).

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5. Highcharts Advantage

5.1 Enrollment and Auto-Renewal

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Each Auto-Renewal of Licensee's enrollment in the Highcharts Advantage plan must be made for the complete License and shall include (unless an increase is requested) the same number of Developers and/or Customer Installations (as applicable) as set out in the License Statement and subsequent upgrades according to the below (if applicable). Licensee may prior to the end of each Advantage Period request upgrades to the License by notice to Highsoft in accordance with sections 17.8 and 17.9, and may hereunder request an increase of the number of Developers and/or Customer Installations, and/or additions of new External Applications and/or Licensee Products (as applicable), to be included and confirmed in the License upon Auto-Renewal. Licensee must not at any time reduce the number of Developers or Customer Installations included in the License or remove any External Applications nor Licensee Products from the License.

5.2 Optional Fixed Advantage Period

Instead of the subscription-based Auto-Renewal of Highcharts Advantage described above in section 5.1, Licensee may, at the time of purchase of the License, choose to enroll in the Highcharts Advantage plan for fixed periods of up to five (5) years at a time ("**Fixed Advantage Period**"). If Licensee so chooses, the duration of Licensee's Fixed Advantage Period shall be stated in the License Statement. At the end of the Fixed Advantage Period, Licensee's enrollment will expire without further notice (no Auto Renewal), unless Licensee prior to the end of the Fixed Advantage Period renews its enrollment in the Highcharts Advantage plan with one or more Advantage Periods ("**Extension**").

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- iii. Technical support by email;
- iv. Priority response, no later than 36 hours on Norwegian working days after the request was received;
- v. Access to 2nd line support by core developers;
- vi. Online text chat with 1st line support engineers;
- vii. Investigation of any claimed bug/error/malfunction/nonfunctioning of Licensed Software, and when possible suggestions as to corrective or work-around solutions to the problems;
- viii. Supply of emergency hot fixes to Licensed Software. This will be available as patches to the latest stable source code, and, if applicable, be included in the subsequent Release;
- ix. Any bug and error fixing or fix of malfunctioning of Licensed Software is to be delivered outside the personalized technical support hours.

Throughout each Advantage Period/Fixed Advantage Period, during which Licensee is validly enrolled in Highcharts Advantage, Highsoft will offer support for all Releases of Licensed Software issued within the corresponding Advantage Period or the last 12 months of a Fixed Advantage Period.

Highcharts Advantage does not cover issues arising in connection with implementation of Licensed Software in/to Licensee Products or Licensee's own applications.

Licensee may purchase the extended version of Advantage, **Highcharts Advantage Plus**, covering guidance on the integration of Licensed Software with Third-Party systems and platforms and other additional services subject to a separate Advantage Plus Fee, all as detailed in the Highcharts Advantage Plus Appendix (attached hereto if applicable).

Highcharts Advantage as set forth in this section, shall not extend to any Third Parties to which Licensee distributes Licensee Products or External Application(s) containing Licensed Software or any parts of such. Support to any Licensee customers shall hence be Licensee's own full and sole responsibility. Highsoft may, at its sole discretion, at any time choose to discontinue the supply of new Releases.

5.4 Opt Out

Unless enrolled in a Fixed Advantage Plan, Licensee may at any time cancel its enrollment in the Highcharts Advantage plan by notice to Highsoft of such cancellation within sixty (60) days prior to the end of the current Advantage Period, upon which Licensee's enrollment in Highcharts Advantage shall expire after the end of that Advantage Period ("**Opt Out**"). If the notice of Opt Out is provided later than sixty (60) days prior to the end of the current Advantage Period, Licensee's enrollment in Highcharts Advantage shall expire at the end of the following Advantage Period. Following the Opt Out, Licensee will retain a perpetual License to the Releases of the Licensed Software to which Licensee has lawfully gained access and usage rights during its enrollment in the Highcharts Advantage plan but will not be entitled to access to or use of new Releases released subsequent to Opt Out, or to the support services as set out in section 5.3 above.

5.5 Amendments Related to Advantage Renewals

Licensee acknowledges and accepts that Highsoft needs to constantly evolve as a business, to the benefit also to its customers, and that in order to evolve, Highsoft must from time to time make changes to its support model and the terms and conditions under which Highsoft is willing to offer support of its Software, and that to enable Highsoft to continue its offering of Auto-Renewal or Extensions of Highcharts Advantage, Highsoft may suggest amendments to this Agreement reflecting such changes in the support model. Highsoft will notify Licensee of such suggested amendments to the Agreement within ninety (90) days of the end of an Advantage Period, upon which the Agreement, as amended, shall come into effect upon the start of the upcoming Advantage Period, unless otherwise agreed or Licensee chooses to reject the amendments. If suggested amendments are rejected by Licensee fully or in part, Highsoft may terminate Licensee's subscription to Advantage with twelve (12) months written notice. If Licensee is enrolled in Highcharts Advantage through a Fixed Advantage Period, Licensee acknowledges and accepts that changes made to Highsoft's business, license or support model during the Fixed Advantage Period may require amendments of the Agreement in order to reflect the updated or adjusted offering appropriately.

6. License Fee and Highcharts Advantage Fee

Licensee shall upon purchase pay the agreed License Fee covering the purchase of Licensed Software and the included initial Advantage Period, or Fixed Advantage Period (if applicable), as detailed in the License Statement. Upon each Auto-Renewal of Licensee's enrollment in the Highcharts Advantage plan, Licensee shall pay the Highcharts Advantage Fee applicable at the time of the Auto-Renewal. If Licensee has elected a Fixed Advantage Period at the time of purchase, and wishes to purchase an Extension, Licensee shall pay the applicable Highcharts Advantage Fee at the purchase time of such Extension.

Unless full payment of all applicable fees is made by Licensee by credit or PayPal card during online purchase, Highsoft shall invoice Licensee and Licensee shall pay all invoices timely, which shall be no later than thirty (30) days from invoice date. In case of payment delay, Highsoft may claim late payment interest at the rate stipulated in applicable law. Payment by cheque is not accepted. In the event of non-payment of any renewal fees due to reasons such as an expired credit card or other payment issues, Highsoft may invoice Licensee directly for the fees due, and Licensee shall promptly settle such invoice using an alternative payment method, e.g., (but not limited to) by wire transfer.

Licensee shall be responsible for ensuring that its usage of the Licensed Software is in accordance with the scope of the License granted, as detailed in the License Statement. Licensee hereby accepts and agrees that to the extent Licensee's usage of the Software at any time exceeds the agreed scope of the License, Highsoft may, following notice to Licensee, invoice Licensee for such exceeding use and based on the applicable fees at the time of use, regardless of whether such use may also constitute a breach of this Agreement giving cause for other remedies, such as Termination of the License or this Agreement.

Each Party shall be fully and solely responsible for payment of any bank charges and/or local taxes imposed by the law of that Party's home country related to the purchase of Licensed Software or Highcharts Advantage, and each Party shall indemnify, defend and hold harmless the other Party from any taxes,

claims, costs or other liabilities related to the indemnifying Party's taxes. Invoices from Highsoft will not include taxes, except VAT in the case of Norwegian customers. Licensee may not withhold any part of the invoiced amount as payment of taxes.

All Licenses and accompanying rights granted under this Agreement as well as Highcharts Advantage are granted to Licensee on the condition that all the due fees are paid to Highsoft in full and on time.

7. Delivery

During the term of this Agreement, Licensed Software shall be made available by Highsoft, and Licensee shall be authorized to download such Licensed Software from the Highsoft Website. Access to new Releases of the Licensed Software is subject to Licensees valid enrollment in the applicable Highcharts Advantage plan.

8. Marketing and descriptions of Licensed Software

Licensee may use Licensee's own descriptions of the functionality provided by Licensed Software for the purposes of marketing Licensee's own products, solutions or applications, including Licensee Products, if applicable, insofar as the descriptions are not misleading.

Licensee shall not do anything that might misrepresent the ownership of Software. Licensee undertakes not to brand Software as Licensee's own or declare or give the impression that Licensee owns the copyright in Software.

Each Party may use the other Party's name and logos in its marketing, promotion and website, in accordance with good business practice and as is reasonably necessary in order to describe and promote the Software or Licensee's Product(s) or External Application(s), as applicable, including naming Licensee as a reference and showcasing Licensee's publicly available charts which includes Licensed Software for the purposes of promoting or demonstrating the Software.

Licensee agrees that it will conduct its business in a manner that will not injure or jeopardize Highsoft's reputation.

9. Warranties and Representations

9.1 Scope

Highsoft's warranties and representations in this section 9 and the indemnities provided by Highsoft in section 11 are limited to Licensed Software as such. Licensee shall indemnify and hold Highsoft harmless from and against any and all losses, claims and damages related to any customized components or Third-Party components developed or used by Licensee in relation to the Software. The warranties and representations provided herein do not cover and shall under no circumstances be deemed to cover any Third-Party Integrations and Add-ons or Optional Dependencies.

9.2 Highsoft's Warranties and Representations

Highsoft warrants and represents that:

- i. Licensed Software will perform substantially in accordance with Highsoft's written specifications, provided that it has been used in accordance with all documentation and specifications made available on Highsoft's Website, (a) for the duration of the Advantage Period in which the applicable Release has been issued by Highsoft, or (b) until replaced by a newer Release,
- ii. Highsoft will perform its obligations under this Agreement in accordance with all applicable laws and regulations,
- iii. Highsoft has full and unconditional ownership of Licensed Software,
- iv. This Agreement does not infringe the intellectual property rights of any Third Party,
- v. The Licensed Software does not include any Third-Party software,
- vi. Licensee may make full use of any License lawfully granted to it by Highsoft under this Agreement in full knowledge of the above,
- vii. Highsoft has the requisite knowledge, personnel, resources and know-how to fully perform and deliver Licensed Software and associated services as stipulated by this Agreement in a professional manner,
- viii. Highsoft has not intentionally placed and will use its best efforts to avoid the placement of any Harmful Codes into Licensed Software provided under this Agreement. For the purpose of this section "Harmful Codes" shall be defined as any program that infects, damages and/or impairs another program or data, disables hardware or software, or permits or assists in the breach of data.

9.3 Licensee's Remedies

In the event of breach, or alleged breach of any of the warranties in section 9.2, Licensee shall promptly notify Highsoft and upon notice from Highsoft delete any alleged infringing Software. Licensee's sole remedy in such an event shall be that Highsoft shall re-supply or correct the Licensed Software so that it operates according to the warranties set out in section 9.2. The warranties shall not apply if Licensee has modified, or used Licensed Software improperly, or on an operating environment not approved by Highsoft. Improper use and unapproved operating environments shall be as set forth in the documentation made available to Licensee on the Highsoft Website on or prior to Delivery Date.

10. Limitation of Liability

All Software and support services supplied by Highsoft are provided 'as is' and may have errors and omissions. Thus, remedies are only available to Licensee in the event of any breach of the warranties set out in section 9.2, and Highsoft is unable to re-supply and correct the Licensed Software in accordance with section 9.3.

UNDER NO CIRCUMSTANCES, AND EVEN IF INFORMED THEREOF BY LICENSEE OR ANY OTHER PARTY, SHALL HIGHSOFT BE LIABLE FOR (i) LOSS OF, OR DAMAGE TO, DATA; (ii) SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES; OR (iii) LOST PROFITS, BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

Incorporation of Licensed Software into an External Application or Licensee Product shall not in any manner expand Highsoft's liabilities under the Agreement. Thus, Highsoft shall not under any circumstance be neither responsible nor liable for any aspects of such External Applications or Licensee Products, including but not limited to any claims, losses or damages related to its reliability, uptime/downtime, functioning or fitness for purpose. Any obligations, liabilities or warranties undertaken by Licensee towards its customers with respect to such External Applications or Licensee Products shall apply only between mentioned parties, and Licensee hereby undertakes to indemnify and hold Highsoft harmless from and against any and all losses, claims and damages related to the reliability, uptime/downtime, functioning or fitness for purpose of such External Applications and Licensee Product(s).

In all events, Highsoft's liability for damages to Licensee for any cause whatsoever related to this Agreement, shall be limited to the sum of all fees paid or due by Licensee under this Agreement during the last twelve (12) months before the breach occurred.

11. Intellectual Property Infringement

Highsoft will defend, indemnify and hold Licensee harmless against any claim stating that Licensed Software is violating any Third-Party copyright provided that:

- i. Licensee promptly notifies Highsoft of the claim, such notice to be provided no later than ten (10) business days after receipt of said claim(s);
- ii. A copy of the notice(s) of copyright infringement is promptly sent to Highsoft in accordance with section 17.9;
- iii. Licensee in good faith cooperates with and assists Highsoft in the defense of the claim in question and meets reasonable requests from Highsoft in that respect;
- iv. Notwithstanding item iii. Above, Highsoft shall have sole control of the defense and any related settlement negotiations in the case of legal proceedings; and
- v. Licensee timely provides Highsoft with all necessary assistance, information and authority to perform the above.

If Licensed Software is held by a final court ruling to be infringing any Third Party copyright Highsoft will at its option: (i) obtain the right for Licensee to continue to use such Software consistent with this Agreement; (ii) modify such Software so that it is non-infringing; or solely in the event that (i) and (ii) are not feasible (iii) refund any and all invoiced amounts to Licensee and all of Highsoft's obligations under this Agreement shall terminate upon written notice.

Notwithstanding the foregoing, Highsoft's indemnity obligations under this section 11 shall under any circumstances be limited to the total amount invoiced to Licensee by Highsoft under this Agreement during the last twelve (12) months prior to the day when Licensee provided notice to Highsoft of claim subject to this section 11.

12. Confidentiality

For the purpose of this section each Party shall be called Disclosing Party and Receiving Party respectively.

Each Party acknowledges that Confidential Information is proprietary, that it is valuable to Disclosing Party and that any disclosure or unauthorized use thereof may cause irreparable harm and loss to Disclosing Party.

Obligations of Receiving Party in regard to Confidential Information:

- i. In consideration of the disclosure to Receiving Party of Confidential Information, Receiving Party agrees to receive and to treat Confidential Information as confidential and restricted and to undertake the additional obligations set forth in ii to iv below with respect thereto,
- ii. To use Confidential Information solely for the purpose of fulfilling this Agreement, or for the purpose of enhancing or improving the services provided under Highcharts Advantage or the general customer experience when doing business with Highsoft and/or Highsoft's trusted partners, unless otherwise expressly agreed to in writing by Parties,
- iii. Not to duplicate any Confidential Information or any parts thereof,
- iv. Not to disclose any Confidential Information to Third Parties except on a need-to-know basis, and provided that each receiving entity or person has been priorly notified of and required to declare its abidance to the relevant terms and conditions of this Agreement,

Notwithstanding item (iv) above, information stated in the License Statement provided by Highsoft to Licensee may be shared with Highsoft's officers, employees, Affiliates and trusted partners, provided that Highsoft holds an agreement with such entity or person committing them to same level of confidentiality as the Parties have agreed to in this Agreement.

Upon Expiration or Termination of this Agreement, however occasioned, each Party shall remove, delete or otherwise destroy any of other Party's material that it has received, copied or otherwise obtained, including but not limited to Confidential Information, except for information required to support any license, sublicense or maintenance obligations already granted or undertaken by Licensee towards any Third Party, or information required for tax purposes or otherwise required by mandatory law. A written confirmation that such deletion has been completed shall upon request be sent to the other Party without undue delay. For the avoidance of doubt, this obligation to remove, delete or otherwise destroy materials shall not include the Releases of the Licensed Software to which Licensee has gained perpetual rights to in accordance with this Agreement, unless the Agreement is terminated by Highsoft for material breach by Licensee.

13. Term and Termination

13.1 Term

This Agreement shall come into effect on the Delivery Date and shall stay in force for as long as Licensee is enrolled in the Highcharts Advantage plan. Upon an Opt Out by Licensee or the end of a Fixed Advantage Period, the Agreement shall terminate automatically and without notice at the end of the applicable Advantage Period ("**Expiration**").

13.2 Effects of Expiration

On Expiration of this Agreement, the following shall apply:

- i. Licensee may continue to utilize the Releases of the Licensed Software to which Licensee has gained perpetual rights, i.e. the Releases of the Licensed Software under a granted License which have been released during Licensee's valid enrollment in Highcharts Advantage, in accordance with sections 3.2.3 and 5 (including subsections, as applicable) and the scope of the perpetual License as detailed in the License Statement;
- ii. Licensee shall not be entitled to use, and shall immediately cease all use and distribution of, any Releases of the Licensed Software to which Licensee has not gained perpetual rights;
- iii. Sections 2, 10, 12 and 15 of this Agreement shall survive.

13.3 Termination

Either Party may terminate this Agreement in the event of a material breach of the Agreement by the other Party provided that such material breach has not been cured within thirty (30) days after the breaching Party's receipt of written notice of the breach from the non-breaching Party.

Upon Highsoft's termination for material breach by Licensee:

- i. Licensee shall immediately cease all use and distribution of Licensed Software.
- ii. Sections 2, 10, 12 and 15 of this Agreement shall survive.

Upon Licensee's termination for material breach by Highsoft, section 13.2 shall apply.

14. Non-assignment

Licensee may not assign or transfer all, or any part of its rights or obligations under this Agreement without Highsoft's prior written consent. Notwithstanding the foregoing, either Party may assign this Agreement in its entirety to its Affiliate(s), or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets (collectively, a "**Transaction**"). In such case, the assigning Party shall notify the other Party in writing without undue delay, and unless otherwise agreed upon in writing, this Agreement shall bind, and inure to the benefit of the Parties, their respective successors, and permitted assignees. Notwithstanding the above, Licensee's right, pursuant to the above, to assign this Agreement in connection with a Transaction shall be contingent upon the successor or assignee accepting, by written consent, that the assigned License(s) from that point onwards shall be governed by Highsoft's then current set of standard terms and conditions (at the time of assignment).

15. Applicable Law and Venue

This Agreement shall be governed by and construed in accordance with the laws of Norway.

Any dispute, controversy or claim arising out of or relating to this Agreement, or the breach, termination, or invalidity thereof, should first be addressed amicably through negotiations. If the Parties do not reach an amicable solution, either Party may bring any dispute, controversy or claim to be finally settled by the regular

courts of Norway. Both Parties hereby agree to and accept Oslo District Court (Oslo tingrett) as exclusive legal venue, in the first instance.

16. Processing of Personal Data

To the extent any purchase under the Agreement involves processing by Highsoft of personal data about the Licensee or Licensee's customers or personnel, Highsoft shall be acting as a data controller. By law, Highsoft is required to provide the data subject with information about Highsoft and why and how Highsoft uses personal data, and about the data subject's rights in regard to such data. These matters are duly treated in Highsoft's privacy policy, available at Highsoft Website.

The Licensee hereby undertakes to provide any persons or personnel which is or might be affected by the collecting of personal data under this Agreement with due information about Highsoft's privacy policy.

17. Miscellaneous

17.1 Relationship between Parties

The Parties are independent contractors, and this Agreement shall not constitute or be construed as constituting either Party as partner, joint venture, agency or fiduciary of the other, as creating any other form of legal association that would impose liability on one Party for the act, or failure to act, of the other Party, or as providing either Party with the right, power, or authority (express, or implied) to create any duty or obligation of the other Party. Neither Party shall directly or indirectly represent to the public that it has the right or the authority to create or accept obligations on behalf of the other Party. Except as otherwise expressly provided therein, each Party has the sole right and obligation to supervise, manage, contract, direct, procure, perform or cause to be performed all work to be performed by it under this Agreement.

17.2 Audit

Once per year during the term of this Agreement and once for a period of five (5) years thereafter, Highsoft shall have the right to review, audit and inspect Licensee's use of the Licensed Software in order to verify that Licensee complies with the grants and limitations set out in this Agreement. Such audit shall only be conducted under non-disclosure obligations, upon reasonable notice, which shall be no shorter than ten (10) calendar days and shall take place during Licensee's regular business hours with minimal disruption to Licensee's ongoing operations. If the audit shows no discrepancies and no unauthorized use of Highsoft's Software, Highsoft shall carry all of its costs associated with the audit.

17.3 Severability

In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain in full force.

17.4 Waiver

The waiver by either Highsoft, or Licensee of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach. Except for actions for non-payment or an infringement

of Highsoft's intellectual property rights in Licensed Software, no action, regardless of form, arising out of this Agreement may be brought by Licensee more than one (1) year after the cause of action has occurred.

17.5 Entire Agreement

This Agreement is the entire agreement between Highsoft and Licensee relating to this relationship and supersedes all prior or contemporaneous oral or written communications, proposals and representations relating to that relationship.

17.6 Battle of Forms

Licensee's purchase of License shall be governed solely by the terms and conditions of this Agreement. Any terms or conditions introduced by Licensee either directly, indirectly by way of reference or otherwise are hereby explicitly rejected and shall not apply.

The Parties agree that any additional or differing terms or conditions in any other document or arrangement not forming part of this Agreement, including but not limited to any letter or terms of engagement or the like, purchase order, invoice, acknowledgment, delivery receipt, confirmation or other delivery or acceptance document issued by or on behalf of either Party shall be void, and of no force or effect to the extent such are in breach of or contradiction with this Agreement.

17.7 Amendments

Except for changes made in accordance with section 5.5 above (affecting forthcoming Renewals or Extensions of Highcharts Advantage), no amendment to, or modification of this Agreement or the scope of the License hereunder shall be binding unless made in writing and signed by the Parties.

17.8 License Statement and Changes to the License

Highsoft shall confirm Licensee's purchase of License by issuing a License Statement, which is an automatically generated document provided as a link to Licensee, summarizing the agreed details of the License granted by Highsoft to Licensee.

The License Statement shall expressly state:

- i. The License owner,
- ii. The chosen License type(s),
- iii. The Licensed Software included in the License,
- iv. The License identification number, and the assigned software key (if applicable),
- v. Licensee's enrollment in Highcharts Advantage, hereunder the applicable option (Auto-Renewal or Fixed Advantage Period),
- vi. The number of authorized Developer(s),
- vii. The Licensee Product(s), into which Licensed Software may be incorporated pursuant to an OEM License, if applicable,

- viii. The number of Customer Installations (with or without Developer Rights) Licensee shall be authorized to perform under an OEM License, if applicable,
- ix. The External Application(s), into which Licensed Software may be incorporated pursuant to a SaaS License, as applicable,
- x. The specific Licensee's Affiliate(s) to which the License shall be extended, or, that the License shall extend to an unlimited number of Affiliates, if applicable.

In the event Licensee wants to make any changes to the License, such as by adding additional software products to Licensed Software, Extension of Highcharts Advantage, or renaming any Licensee Product(s) or External Applications, or if Licensee wants to expand the scope of the License for example by adding new Licensee Products, External Applications, Developer seats or Customer Installations (with or without Developer Rights), Licensee shall notify Highsoft in writing. Such changes may require either a new License to be issued or changes to be made to the existing License, depending on the type(s) of changes requested by Licensee. If Licensee and Highsoft agrees in writing on any changes to the License and the payable fees, the License Statement will be updated accordingly.

For the avoidance of doubt, all License Statements issued by Highsoft under this Agreement remains valid and binding for Licensee, notwithstanding the absence of explicit mention of all details outlined in items (i) to (xi) above.

17.9 Notices

All notices to be given to Highsoft under this Agreement shall be sent either by email to sales@highsoft.com or, if email is not possible, as a hardcopy to the following address: Highsoft AS, Sentrumsgata 44, 6893 Vik i Sogn, Norway.

Information from Highsoft to Licensee shall be sent by email to the email address that Licensee has provided upon purchase. It is the sole responsibility of Licensee to maintain a registered email address in Highsoft's records at all times. Highsoft is not responsible for any lost communication.

All notices, demands or other communication given by a Party to the other shall be deemed to have been duly given when made in writing and sent to the registered e-mail address or when a hardcopy is received by the other Party at the stated address.

Appendix – Highcharts Advantage Plus

1. Enrollment in Highcharts Advantage Plus

Under Section 5.3 of this License Agreement, Licensee may choose to enroll in the extended service program, Highcharts Advantage Plus, as further detailed in this Appendix. Such enrollment becomes active only when confirmed by Highsoft in the License Statement that Highcharts Advantage Plus has been purchased and activated and only as long as all due fees are paid to Highsoft in full and on time. In such case, this Appendix shall apply and supplement the Agreement as an integral part thereof. In the event of any inconsistency or conflict between the provisions of the Agreement and those of this Appendix, the terms and conditions set forth in this Appendix shall take precedence to the extent they set out terms or conditions that are specific to Highcharts Advantage Plus.

Highcharts Advantage Plus is not included (for any period) in the purchase of a License or in the enrollment in (regular) Highcharts Advantage but must be purchased as an additional service (subject to additional fees) pursuant to Sections 4 and 6 below.

2. Services included in Highcharts Advantage Plus

Under a valid and effective enrollment in Highcharts Advantage Plus, Licensee shall be entitled to receive, the following additional services from Highsoft (the “Services”):

- i. Guidance and advice on the implementation or integration of Licensed Software into/with any Third-Party systems and/or platforms to the extent such implementation or integration is authorized under the purchased License. Highsoft will hereunder offer advice on best practices, code review and guidance on parts of the third-party code that are directly related to Highsoft’s Software and the integration of such. Highsoft will not offer advice on the Third-Party system or platform as such/in general or perform any coding work itself. Furthermore, Highsoft’s obligation to offer guidance and advice shall be limited to a total number of support hours (“Included Support Hours”) calculated as 20 times (x) the number of Developer(s) covered by Licensee’s License(s) per 12 months of valid subscription to Highcharts Advantage Plus (a “Term”). Support Hours shall not carry forward or accumulate from one Term to another.
- ii. Priority Response: The Licensee is hereby granted the right to receive a guaranteed response within a period of 17 hours from the moment the request is received by Highsoft on the designated email address as specified in the License Statement. Such response hours to be counted on workdays at suppliers’ place.
- iii. Video Call Support: Licensee shall have the option to request support through scheduled video calls, subject to the availability of Highsoft’s support specialists. Video calls shall be scheduled based on mutual agreement between Licensee and Highsoft, within the hours allocated under the Included Support Hours or any additional Support Hours purchased.

Highsoft will make reasonable efforts to assign Licensee's designated support engineer to the call. However, depending on workload and operational demands, Highsoft reserves the right to assign an alternative qualified support engineer to conduct the video call. In such cases, the alternative support engineer shall possess sufficient knowledge of Licensee's account and the relevant Licensed Software to provide effective support. In no event shall the total duration of video calls exceed five (5) hours per calendar month. Any unused video call time within a month shall not carry forward or accumulate to subsequent months.

Extra support hours: In the event that the Licensee exhaust the allocated Included Support Hours during a specified Term, additional support hours may be procured in accordance with Section 4 below, subject to a minimum purchase requirement of 5 hours per order. Extra Support Hours acquired through such purchase shall not carry forward or accumulate from one Term to another.

Unless otherwise specified in the order and confirmed in the License Statement, enrollment in Highcharts Advantage Plus is purchased on a subscription basis, for consecutive 12 months periods subject to Auto-Renewal pursuant to sub-section 5.1 (and the possibility to Opt-Out pursuant to sub-section 5.4) of the Agreement. Alternatively, Licensee may choose to enroll in Highcharts Advantage Plus for a Fixed Advantage Plus Period, in which case sub-section 5.2 of the Agreement shall apply accordingly.

Highsoft may at its sole discretion choose to engage a third-party sub-supplier, familiar with Highsoft's Software, to perform the Services included in Highcharts Advantage Plus or any parts thereof.

The Services shall be provided by a designated specialist assigned to Licensee, such assignment to be made at Highsoft's (or its subcontractor's) sole discretion, considering the type(s) of License(s), charting library and/or dashboards purchased by the Licensee.

3. Standard of performance

The Services shall be rendered efficiently, effectively and to a high professional standard. The provisions in this Appendix shall not in any way expand or extend Highsoft's warranties, representations, liabilities, or indemnity-obligations under the Agreement.

4. Ordering

Orders for Highcharts Advantage Plus can now be placed directly through our shop. Alternatively, orders may still be placed by email to the exclusive email address of the Highsoft Sales representative with whom Licensee has been in communication or to sales@highsoft.com. Following Highsoft's acceptance of such order, the License Statement will be issued/updated accordingly, and a specialist will be assigned to Licensee pursuant to Section 2 above. Please note that specialist assignment involves a manual step. If an order is placed after 3 PM CEST on a Friday, the specialist assignment will be completed on the following Monday during business hours.

If Licensee chooses to purchase Highcharts Advantage Plus at the same time as enrolling in Highcharts Advantage pursuant to the License Agreement Section 5.1 or 5.2, as applicable, the additional purchase of

Highcharts Advantage Plus will require manual processing by Highsoft, and the License Statement will not be issued before the completion of such manual processing.

If Licensee is already enrolled in Highcharts Advantage when purchasing Highcharts Advantage Plus, the License Statement will be promptly updated to reflect the addition and sent to the Licensee without undue delay. Please note that specialist assignment involves a manual step. If an order is placed after 3 PM CEST on a Friday, the specialist assignment will be completed on the following Monday during business hours.

The Advantage Plus enrollment (subscription or fixed period, as the case may be) will be active from the day the Licensee receives the corresponding invoice from Highsoft.

If Licensee wishes to purchase additional Advantage Support Hours pursuant to section 2 above, such request must be sent to the Highsoft sales department per email to sales@highsoft.com or to the exclusive email address of the Highsoft Sales representative with whom Licensee has been in communication, and Highsoft will provide the needed assistance to facilitate the purchase.

5. Delivery

The Services shall be delivered as remote support, primarily via email from the appointed specialist identified in the License Statement. If needed due to the current workload or other operational reasons, Highsoft may appoint another specialist to handle any specific Service request from Licensee.

Licensee shall give Highsoft (or sub-supplier, as applicable) all technical and other accesses and offer such assistance as needed to perform the Services. Licensee's failure to provide such access and/or assistance may reduce the quality, effectiveness and/or timeliness of the Services Highsoft disclaims any and all responsibility and liability for any lack of quality, effectiveness or timeliness of Services caused by Licensee's failure to offer such needed access or assistance.

6. Payment

In consideration of the additional Services included in Highcharts Advantage Plus, Licensee shall pay a separate Advantage Plus Fee, as specified in Highsoft's invoice. The Licensee may choose to pay the Advantage Plus Fee either up-front, upon purchase, for the whole of the purchased Highcharts Advantage Plus term (i.e., the 12 months Term of the Fixed Advantage Plus Period) or in accordance with the pricing schedule agreed upon in the quote prior to purchase between the parties.

If Licensee has unlimited Developers included in their license, enrollment in Highcharts Advantage Plus is mandatory to accommodate the possible workload. The number of hours will be specified on the License Statement.

Invoices from Highsoft for Services shall be paid within thirty (30) days from the receipt of invoice.

* * *