

## SWITCHVOX SUPPORT SUBSCRIPTION AGREEMENT

PLEASE READ CAREFULLY: BY CLICKING "I AGREE" YOU ARE AGREEING TO THIS SWITCHVOX SUPPORT SUBSCRIPTION AGREEMENT ("AGREEMENT"). THE DATE ON WHICH YOU CLICK "I AGREE" SHALL BE THE EFFECTIVE DATE OF THIS AGREEMENT. CLICKING "I AGREE" CONSTITUTES YOUR LEGALLY BINDING SIGNATURE. BY SUBMITTING THIS AGREEMENT, YOU CERTIFY THAT: YOU HAVE READ AND UNDERSTAND THE TERMS OF THIS AGREEMENT; YOU ARE CONSENTING TO BE BOUND BY ALL THE TERMS OF THIS AGREEMENT, ALL INFORMATION SUBMITTED BY YOU IS COMPLETE, ACCURATE, AND NOT MISLEADING; AND IF YOU ARE SUBMITTING THIS AGREEMENT ON BEHALF OF AN ORGANIZATION, YOU ARE DULY AUTHORIZED TO BIND THE ORGANIZATION TO THESE TERMS. IF YOU DO NOT AGREE WITH THE TERMS OF THIS AGREEMENT, YOU ARE NOT ELIGIBLE TO PURCHASE THE SUPPORT SERVICES DESCRIBED HEREIN. THIS AGREEMENT IS MADE BY AND BETWEEN SANGOMA TECHNOLOGIES INC. AND AFFILIATES, COLLECTIVELY REFERRED TO AS "SANGOMA" AND THE PERSON OR ENTITY ACCEPTING THIS AGREEMENT ("YOU" OR "COMPANY"). IN CONJUNCTION WITH THIS AGREEMENT, SANGOMA AND YOU ARE REFERRED TO INDIVIDUALLY AS A "PARTY" OR COLLECTIVELY AS "PARTIES." SANGOMA HAS AN ADDRESS OF 100 RENFREW DRIVE, SUITE 100 MARKHAM, ONTARIO L3R 9R6 CANADA

Version October 2020

### 1. DEFINITIONS

- a. "Advance Hardware Replacement" means the policy in which Sangoma provides replacement Sangoma hardware to Company under an authorized RMA prior to receiving a corresponding defective piece of hardware from the Company under the RMA and which exists in the Warranty, Return, and Shipping Policy on the Sangoma Website, [www.sangoma.com/legal](http://www.sangoma.com/legal) on the date listed on the applicable Order Form. Advance Hardware Replacement may or may not be included in the list of entitlements for a given subscription agreement. For purposes of clarification, Advance Hardware Replacement shall not apply to hardware which is not under warranty at the time Company contacts Sangoma Technical Support to request an RMA under this section.
- b. "Business Hours" means from 8am-5 pm at the registered Switchvox server's location, Monday through Friday, except for Sangoma recognized holidays.
- c. "Confidential Information" means information, which has been marked as Confidential in writing by Company, provided to Sangoma which is necessary to allow Sangoma to complete its performance under this Agreement (for example- passwords and configurations). If information is disclosed orally and Company wishes for the information to be considered Confidential Company must identify it as confidential at the time of the disclosure and follow up with a written summary to Sangoma of the disclosure indicating, it is to be considered confidential within thirty (30) days of the disclosure. Company is responsible for their own system security and Company is advised by Sangoma to remove remote access accounts after Sangoma representatives have used passwords provided by Company to complete remote work.
- d. "Documentation" is defined as the terms and conditions of this Agreement and the list of entitlements that come with the Subscription Level. A current list of entitlements may be found at <https://www.sangoma.com/business-phone-systems/on-premise/subscriptions/> and shall be binding on Company subject to the notice and modification requirements contained herein.
- e. "Effective Date" means the Effective Date indicated on the applicable Order Form for which Support Services are to begin.
- f. "Engineering Support" includes advanced troubleshooting of program errors (bugs), attempting to correct bugs, and providing updated versions of Switchvox according to Sangoma's normal release cycles. Engineering Support shall occur after Sangoma Technical Support has confirmed an Incident

to be a bug and escalated to Engineering by opening a ticket in the Engineering issue tracker, which is linked to the Tech Support ticket. Engineering Support does not include adding new features to Switchvox, providing programming assistance, nor creating customized scripts, applications, or programs for the Company. Sangoma reserves the right to qualify incoming bugs and, when appropriate in Sangoma's discretion, respond with either "not a bug" or "cannot be fixed." In the event Engineering closes a ticket with a "cannot fix" or "will not fix" response, that Incident will not count towards the number of Included Incidents. Sangoma cannot guarantee that a qualified bug will be fixed through Engineering Support, but only that it will provide advanced troubleshooting of the bugs and attempt to correct them. Engineering Support shall only be available on current (meaning the date the ticket is opened in the Engineering issue tracker) releases of Switchvox. If the Company is using an unmaintained version, the Company will be asked to upgrade.

- g. "Included Cases" or "Included Incidents" means the number of cases that the Subscription includes as part of the Support Services provided by Sangoma to Company.
- h. "Incidents" or "Cases" mean a single problem, technical question, or issue about Switchvox that the Company identifies to Sangoma via a phone call to the Sangoma Technical Support using the contact information at [www.sangoma.com/support/contact](http://www.sangoma.com/support/contact) for which the Company desires assistance from Sangoma. Each Incident may involve a number of phone calls, emails, web responses or other interactions with Company as required to bring about an acceptable resolution or determination. The number of included Incidents is defined by Subscription Level in the Table of Entitlements. Incidents or Cases which have not been used by Company at the end of a Term will not be rolled over for use in the next Term, nor shall Incidents or Cases which have not been used by Company upon the termination or expiration of this Agreement be refunded or credited to Company.
- i. "Initial Term" means the period, beginning upon the Effective Date, and whose length is designated on the Company's Order Form.
- j. "Maintenance" means Updates to Switchvox, including: bug fixes, minor point-code, and major releases. For example, if Company purchased Switchvox SMB at version 5.10 is entitled to any point code releases (5.11) or any major releases (6.0) which occur within twelve months of Company's original activation of the project. Maintenance and Support are sold as a bundle per User at the Titanium and Platinum Subscription levels.
- k. "Named Contact" means the certain technical contact person or persons who are identified by the Company by name and who may contact Sangoma for initiating Incidents under this Agreement. Named Contacts are also allowed access to the full case history, and are copied on all case-related correspondence. Company may change the Named Contact with commercially reasonable advance prior written notice to Sangoma through the customer portal. The Named Contact shall receive notifications of updates, releases, status of open support cases, and other notifications under this Agreement.
- l. "Order Form" means the (a) the applicable order form document signed by the parties or otherwise accepted by Sangoma or (b) Company's Switchvox order placed via Sangoma's online web store at the Sangoma Website. If Company has ordered Switchvox through a third party such as a Sangoma Authorized Reseller or Distributor, then the Order Form means the third party's order information as provided to Sangoma.
- m. "Renewal Term" means one or more successive one-year periods set forth in Section 4 or as otherwise agreed in writing by the parties.
- n. "Remote Troubleshooting" means Sangoma support technicians or engineers using electronic methods to securely log into and attempt to identify and resolve issues. Company's servers will need

to be accessible via the Internet in order for Sangoma to perform Remote Troubleshooting, and Company may need to make temporary changes to Company router or firewall configurations to facilitate remote troubleshooting.

- o. "Subscription" means the Titanium or Platinum Subscriptions and any future levels of Subscriptions offered by Sangoma under this Agreement. Sangoma reserves the right to discontinue a Subscription effective upon date of written notice; however, if this occurs Sangoma will provide a migration path to another Subscription. Titanium support is provided indirectly to Company. The support is provided directly to the dSSE authorized Sangoma channel partner who purchased it from Sangoma. If this is purchased Company may not call Sangoma directly, the support request must go through the Sangoma authorized channel partner. Direct support is available by purchasing (or upgrading to) Platinum.
- p. "Subscription Fee" means the fees set forth in the applicable Order Form and as stated in this Agreement.
- q. "Support Services" or "Support" means collectively Technical Assistance, Remote Troubleshooting, and support for Switchvox including support of Switchvox in a virtualized VMWare environment when deployed using an official Sangoma-provided OVA file. Information on support of Switchvox in a virtualized environment can be found here <http://kb.digium.com/articles/FAQ/Can-I-use-Switchvox-in-a-Virtualized-Environment> Support Services does not include support for Switchvox that has been modified, on-site support, system design, system architecture, system implementation, network design, system architecture, system implementation, network design or architecture, nor configuring systems for clustering, redundancy, or backup or Engineering Support. Sangoma cannot guarantee any level of performance for an unknown hardware configuration. If Company is using Company's own hardware or third-party hardware and encounters an issue, Sangoma technical support will attempt to assist until such time as Sangoma technical support, in their sole discretion, determines that the issue may be hardware related. At that point, Sangoma, in its sole discretion, may require that Company resolve the issue on their own or purchase Switchvox hardware. The Switchvox installation will delete any existing data on Company's server. Maintenance and Support are sold as a bundle per User at the Titanium and Platinum Subscription levels. Support is sold separately only when purchasing legacy Gold Subscriptions.
- r. "Switchvox" for purposes of this Agreement means the software included by Sangoma in premises based Switchvox systems sold by Sangoma and associated documentation, updates and upgrades to the software.
- s. "Switchvox User" or "User" means a license for one phone extension. A phone extension can be created for every Switchvox User purchased. A Switchvox User does not carry any support entitlement directly; however, Switchvox Users can be sold bundled with a Subscription.
- t. "Term" means either the Initial Term or a Renewal Term, as applicable.
- u. "Technical Assistance" means providing assistance or answering questions related to installation, configuration, and basic troubleshooting of Switchvox. Technical Assistance does not include Engineering Support. Technical Assistance does not include configuring or assisting in the setup of Switchvox to perform calls to emergency services (e.g. 911).
- v. "Update" means using the updates page to move to a later version of Switchvox that is currently being used.
- w. "Web Case Initial Response Time" means the targeted maximum time that Sangoma will make commercially reasonable efforts to initially respond to Cases that are opened through the Sangoma Web Case Management System. For clarification, this is the maximum time by which Sangoma shall

respond to Cases, not the maximum time in which Sangoma shall close Cases. There is no SLA (service level agreement) contained in this Agreement relating to minimum or maximum times in which bugs must be fixed by Sangoma.

- x. "Web Case Management System" is the password-protected subscriber portal on the Sangoma Website that is designated by Sangoma for the Company to initiate Cases and to provide information about open Incidents.

## 2. SUPPORT SERVICES

- a) Sangoma shall provide commercially reasonable efforts to perform Support Services to Company for Switchvox. Company agrees it will use or apply such Support Services on no more than the number of extensions it purchases. The scope of Support Services provided to the Company under this Agreement is subject to the type of subscription listed in the Table of Entitlements for Support Subscriptions, which is provided as Exhibit A and the terms of which are incorporated herein.
- b) Company may receive the Support Services for no more than the total number of extensions for which Subscription Fees have been paid or will be paid according to Section 4. All users must have the same Subscription Level.
- c) Any unauthorized use of Support Services shall be deemed to be a material breach of this Agreement and may result in immediate termination.
- d) All information concerning Company's business, employees, customers, operations, or other data that may be incidentally obtained or viewed by Sangoma personnel during troubleshooting or performing Support Services for Company's systems or users shall be deemed Confidential Information.
- e) Switchvox user licenses comes with one year of software maintenance, beginning from date of activation, not to exceed 90 days from the date of shipment/delivery by Sangoma to a customer (distributor, reseller, end user, or OEM). Subscriptions added after the initial activation will come with up to one year of support, which runs concurrently with the existing support for Switchvox. For systems with multiple years of support, an additional renewal may be necessary when adding new subscriptions.

## 3. DELIVERY

- a) Company may obtain Switchvox by purchasing a Switchvox system from Sangoma or a Sangoma authorized channel partner. In order to provide the Support Services, Sangoma shall provide to Company's Named Contact via email within 1 business day of Sangoma's acceptance of the Order Form a password to Sangoma's customer portal on the Sangoma Website.

## 4. ADDITIONAL EXTENSIONS, UPGRADES, RENEWALS

- a) The following extension types require a Switchvox User: SIP Phone or SIP Adapter for Analog Phone (ATA), Analog Phone, and Virtual Extension. Additional phones attached to a person's main extension do not require a Subscription. The following extension types do NOT require a Switchvox User: IVR (Interactive Voice Response), Call Queue, Agent Log In, Agent Log Out, Simple Conference Room, Meet-Me Conference Room, Group Pickup, Intercom/Paging, Directory, Voicemail Access, Call Parking, Dial Tone, Feature Codes. Upgrades can be purchased at any time to change the existing Subscriptions plan to Platinum. Once the Subscription has been upgraded the Company pays the renewal price for that new support level.
- b) Switchvox Users must have their Subscriptions renewed to: continue to receive technical support and apply software updates. Renewals are purchased in one-year, two-year, or four-year increments. Renewals may be purchased at the same time a system is initially purchased. Purchasing a two-year renewal provides a total of three years of support (the first initial year of support plus the two years of the two-year renewal) and a four-

year renewal provides a total of five years of support (the first initial year of support plus the four years of the four-year renewal). Multi-year renewals do not have to be purchased at the same time a system is initially installed to receive the multi-year discount.

- c) When renewing, all subscriptions on the system will need to be renewed regardless of the date they were activated. Example: If the system is initially activated with 10 Platinum subscriptions with one year of support and maintenance and 5 more subscriptions are added 3 months later, the renewal must include the software maintenance as well as 15 Platinum subscription renewals.
- d) If Company does not renew the Subscriptions, Sangoma's obligation to provide Support Services and updates of Switchvox terminates at the end of the initial one-year period or expiration date. If Subscriptions lapse, the software itself will continue to function with the following exceptions: any advanced Switchvox feature (for example, the Sangoma-hosted Switchboard panels) will not function; Company will be unable to add any additional extensions, unless Company purchases a Switchvox user for Expired or Legacy Support Level Systems. Company will be unable to view, retrieve, or apply additional software updates, including bug fixes.
- e) The Subscription expiration date can be found in the Web Suite at Server>Maintenance>Updates. If Subscriptions lapse, then the following applies: Company is subject to a Support Reinstatement Fee of \$385.00 in addition to the Subscription renewal costs; Renewals will backfill to the original date of expiration. For example, if Company's Subscription expired 5 months ago and Company purchases a one-year renewal today, Company's subscriptions will expire seven months from today, not 12 months from today.

## 5. PAYMENT TERMS

- a) Fees are due on the Effective Date or the beginning date of each Term as specified on the Order Form. Sangoma will make reasonable efforts to notify Company at least thirty (30) days prior to the commencement of each Renewal Term and may provide a renewal option through the customer portal.
- b) Amounts due shall be considered paid when Sangoma is in receipt of the amount due or upon confirmation of receipt by a bank designated by Sangoma. All payments hereunder shall be in U.S. dollars.
- c) Upon written notice to Company, Sangoma may elect to suspend or discontinue Support Services to the Company under this Agreement if payment is not received for an applicable Term by the date due. Such suspension shall continue until all applicable due payments, including late payment fees and payments for the payment for the length of the suspension period, are received by Sangoma. If Switchvox is purchased through a reseller rather than directly through Sangoma, Company's Support Services may at Sangoma's option be suspended if the reseller fails to pay all amounts due to Sangoma.
- d) The fees due under this Agreement are exclusive of, and Company shall pay for, shipping, any sales, use, property, value added or similar taxes, federal, state, local or international taxes, or other charges imposed on or with respect to the Support Services, or their use, application, delivery, or possession, except taxes based upon the net income of Sangoma. Company will be responsible for all applicable sales taxes unless it claims a sales tax exemption by providing Sangoma, prior to the beginning of the Term, a tax exemption certificate acceptable to the applicable authorities.

## 6. TERM AND TERMINATION.

- a) This Agreement shall commence on the Effective Date and continue for the Initial Term unless terminated earlier as set forth below. Thereafter, this Agreement shall renew if prior to the expiration of the then current Term Company takes action to renew as detailed in Section 4.

- b) Termination for Cause. Either Party may terminate this Agreement for cause. For cause includes, without limitation, situations where the Company fails to make payments specified in the Agreement, or Sangoma or Company materially neglects or fails to perform, or breaches a material obligation of this Agreement, and such neglect, failure, or breach continues un-remedied for a period of thirty (30) days after receipt of written notice by the other Party of the breach. Either Party may also terminate this Agreement for cause if the other Party becomes insolvent, proposes any dissolution, liquidation, financial reorganization or similar proceedings with respect to its property or business, and such continues un-remedied for a period of five (5) days after receipt of written notice of the other Party's objection to the aforementioned occurrences. If the applicable thirty (30) or five (5) day time period expires without a satisfactory showing that such breach or occurrence has been cured, this Agreement shall terminate for cause without any additional notice being required.
- c) Termination without Cause. Either Party may terminate this Agreement without cause by providing the other party sixty (60) days prior written notice.
- d) Effect of Termination: Following any termination or expiration of this Agreement, Company shall within thirty (30) days of the termination or expiration date make to Sangoma any payments owing or accrued as of termination and both parties shall cease distributing, displaying, or making available to any party any marketing material that references the relationship between the parties under this Agreement. In no event, including but not limited to in the events of termination for or without cause, shall Company be entitled to a refund of any Subscription Fee paid by Company and in no event shall Company be entitled to a credit or refund of unused Incidents or Cases. Upon termination or expiration of this Agreement for any reason, Company shall have no further rights to receive or use any Support Services under this Agreement. Upon termination or expiration of this Agreement, the Parties' rights and obligations under following Sections shall survive: Sections 1, 6, 7, 8, 9, 10, 11, 14, 15, 16, 17, 18, 19, 20, 21, and 22.

## 7. RESERVATION OF RIGHTS.

- a) For purposes of clarification, this Agreement provides support and services on software which has been previously purchased or otherwise obtained independently of this Agreement. The agreement under which Company purchased or obtained the software contains the applicable license terms which governs Company's use of the software. This Agreement standing alone does not grant any license to the software. Company shall not acquire or obtain any rights in, to, or under any patents, patent applications, copyrights, or other intellectual property rights with respect to Switchvox. Nothing in this Agreement should be construed as transferring any aspects of such rights to Company or any third party. Sangoma and its suppliers reserve any and all rights (including copyright and trademarks) not expressly granted in this Agreement. Company agrees that all goodwill associated to Sangoma trademarks shall inure to the benefit of Sangoma.
- b) Except where allowed by the licenses of the respective software (such as to the extent portions of the software may be provided by Sangoma under Open Source licenses), Company shall not reverse engineer Switchvox or any Sangoma hardware products, nor knowingly permit any third-party to engage in the foregoing except as expressly permitted by the terms of this Agreement or other applicable license or written agreement. Company shall promptly notify Sangoma of any known or suspected breach of rights in Switchvox, trademarks or patents that may come to Company's attention.
- c) Any representations made by Company concerning Switchvox shall be consistent with the Documentation and the terms of this Agreement.
- d) Sangoma and Company shall mutually agree upon any joint press release or press announcement which may take place as a result of the execution of this Agreement or related to the performance of any Support Services provided hereunder. Any interviews with the press or analysts regarding the Agreement or Support Services shall be upon mutual agreement and coordinated by Sangoma with the cooperation of Company.

## 8. WARRANTY AND DISCLAIMER.

- a) Sangoma warrants that during each Term it will use its commercially reasonable efforts to provide the Support Services in a professional manner by qualified personnel. Except for the foregoing, THE SUPPORT SERVICES ARE PROVIDED TO COMPANY "AS IS," WITHOUT ANY WARRANTIES OF ANY KIND. ADDITIONALLY, NO WARRANTIES CONCERNING SWITCHVOX IS PROVIDED. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SANGOMA AND ITS SUPPLIERS DISCLAIM ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY FITNESS FOR A PARTICULAR PURPOSE AND/OR NON-INFRINGEMENT. SANGOMA AND ITS SUPPLIERS DO NOT WARRANT THAT SWITCHVOX OR SUPPORT SERVICES WILL MEET COMPANY'S NEEDS OR THAT THE OPERATION OF SWITCHVOX WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL ERRORS WILL BE CORRECTED.

## 9. EMERGENCY CALLS

- a) Company understands and acknowledges that Switchvox may be used to implement, supplement, or replace telephone systems and telecommunications services, and that in some cases, certain government regulations may apply to their implementation or use; and compliance with such regulations is Company's sole responsibility. Company understands and acknowledges and that users of the system on which Company installs Switchvox may attempt to use that system to place emergency calls. Company acknowledges and agrees that: Switchvox must be properly configured for Company's system or application; that the nature of Switchvox and any networks they may operate upon allow many possible configurations; that such configuration may be beyond the scope of the documentation supplied with Switchvox; that specialized experience and training may be required to properly configure Switchvox; and that the proper configuration of Switchvox is not guaranteed by Sangoma under this Agreement. Company acknowledges and agrees that it is Company's sole responsibility to ensure that Switchvox and associated networks and systems are implemented and configured such that emergency calls are properly handled, that any system or application based on Switchvox complies with all applicable laws and regulations; and that Sangoma has no obligation or liability for performing such services under this Agreement. Company acknowledges and agrees that telephone and telecommunications systems can be complex and must be installed, implemented, and configured by the appropriate technically qualified personnel, and represents that Company or Company's authorized agents or consultants have the qualifications necessary to properly implement and configure Switchvox to handle emergency calls, if applicable. Company further acknowledges and agrees that it is Company's sole and ongoing responsibility to ensure the proper operation of any emergency calling system based on Switchvox, including, but not limited to: initially and regularly testing the operation of Switchvox, including testing the operation with emergency services; notifying and training all users of any system on which Switchvox are installed how to use the system for emergency calls; and notifying such users of any and all limitations of Company's configuration and implementations of Switchvox and any network or system Switchvox is used on or with. COMPANY EXPLICITLY RELEASES SANGOMA FROM ANY LIABILITY, DUTY, OR OBLIGATION TO ASSIST OR TRAIN COMPANY, ITS USERS, NAMED CONTACTS, OR OTHER PERSONNEL: (A) REGARDING THE PROPER INSTALLATION, CONFIGURATION, OPERATION, OR USE OF SWITCHVOX OR ANY OTHER SYSTEM OR NETWORK THAT SWITCHVOX IS OR MAY BE USED WITH; OR (B) TO DETERMINE, VALIDATE, TEST, OR ASSURE WHETHER COMPANY'S DESIGNS, INSTALLATIONS, CONFIGURATIONS, IMPLEMENTATIONS, OR PLANNED OR ACTUAL USE OF SWITCHVOX PROVIDES FOR OR SHOULD PROVIDE FOR THE PROPER HANDLING OR ROUTING OF EMERGENCY CALLS; OR (C) TO ENSURE THAT COMPANY'S PLANNED OR ACTUAL USE OF SWITCHVOX IS IN COMPLIANCE WITH ANY APPLICABLE LAWS AND REGULATIONS.

## 10. CONFIDENTIALITY

- a) Sangoma agrees that all information disclosed by Company to complete the purpose of this Agreement and marked so as to indicate it is confidential in accordance with Section 1.35 shall be considered the Confidential Information of Company. Except as expressly and unambiguously allowed herein, Sangoma will hold the Company's Confidential Information in confidence and not disclose any Confidential Information of the Company to any third parties for at least five (5) years following the termination or expiration date of this

Agreement, except under a written agreement no less restrictive than the terms of this Section, and will treat Company's Confidential Information with the same degree of care taken to protect its own similar Confidential Information but in no event with less than reasonable care. Sangoma further agrees to limit disclosure of such Confidential Information to those of its employees and contractors who have a need for such information pursuant to the rights and obligations permitted under this Agreement and who are bound under a written agreement to keep such information confidential. For purposes of this Agreement Sangoma's standard employee agreement covering Confidential Information issues shall satisfy this requirement with respect to its employees.

- b) Notwithstanding the foregoing, Sangoma shall not be required to protect or hold in confidence any information which:
- i. becomes publicly known through no wrongful act or omission of any person or entity, or
  - ii. becomes known to Sangoma rightfully from a third party not under a duty of confidentiality or non-disclosure or a restriction or obligation with respect to use or disclosure; or
  - iii. is approved by Company for disclosure without restriction in a written document which is signed by a duly authorized officer of the disclosing party; or
  - iv. is independently developed by Sangoma without use of Company's Confidential Information.
- v. Disclosure of Confidential Information shall not be precluded if such disclosure is:
- vi. necessary to establish or exercise rights granted under this Agreement; or
  - vii. required by law or regulation or in response to a valid order of a court or other governmental body of a country or political subdivision thereof.
- c) Sangoma agrees that in the event such disclosure is necessary or required, it will cooperate, as may be reasonable, at Company's expense, in obtaining an appropriate protective order limiting disclosure.
- d) All Confidential Information disclosed by Company together with all copies thereof which have been made by Sangoma shall remain the property of the Company.

## 11. LIMITATION OF LIABILITY

- a) TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL SANGOMA BE LIABLE UNDER ANY CONTRACT, FOR NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF SWITCHVOX, INCONVENIENCE, PUNITIVE, OR INDIRECT DAMAGES OF ANY CHARACTER, WHETHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, BUSINESS INTERRUPTION, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF CONNECTED EQUIPMENT OR PROGRAMS, LOSS OF INFORMATION OR DATA, OR LOSS OF GOODWILL) RESULTING FROM THE USE OF SWITCHVOX, RELATING TO THE USE OR AVAILABILITY OF THE SUPPORT SERVICES, OR ARISING OUT OF ANY BREACH OF THIS AGREEMENT, EVEN IF SANGOMA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE MAXIMUM LIABILITY OF SANGOMA UNDER THIS AGREEMENT IS LIMITED TO THE AMOUNT PAID TO SANGOMA UNDER THIS AGREEMENT. THE FOREGOING EXPRESS REMEDIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, WHETHER EXPRESS, IMPLIED OR STATUTORY. THE FOREGOING LIMITATION OF LIABILITY ALSO APPLIES TO THE AMOUNT A COURT OR JURY IS AUTHORIZED TO AWARD.

## 12. FORCE MAJEURE

- a) Except for payments owed by Company under this Agreement, neither Party shall be liable to the other for any alleged loss or damage resulting from failure to perform due to Acts of God, natural disasters, acts of civil or military authority, fire, floods, epidemics, quarantine, unavailability of communications facilities or energy sources, strikes, delays in transportation, wars, riots, terrorism, acts of the other party, or any causes beyond a Party's reasonable control. Each Party shall promptly notify the other Party of such event. In the event of the occurrence of any of the foregoing, the date of performance shall be deferred for a period of time, not to exceed thirty (30) days, equal to the time lost by reason of the delay. If the delay continues past the thirty (30) day time period, the party not asserting the Force Majeure clause may terminate this Agreement in writing with



no further notice and no further liability to the other party, except for obligations, including Company's payment obligations, arising prior to the termination of this Agreement. In no event, shall Sangoma be responsible for refunding payments made by Company under this Agreement, even in the event of an act of force majeure.

### 13. EXPORT COMPLIANCE

- a) Company acknowledges that Switchvox, with the exception of certain third-party components, is of U.S. origin. Company agrees to take all reasonable steps to ensure that distribution of Switchvox complies with all applicable export laws relating to Switchvox, including the U.S. Export Administration Regulations and is not exported to prohibited entities or destinations. Company shall indemnify and hold Sangoma harmless from any violation of this Section and shall indemnify Sangoma for failure by Company's distributors, resellers and agents for their failure to comply with such applicable export laws and instructions.

### 14. NONEXCLUSIVE

- a) Nothing in this Agreement shall preclude either party from entering into similar relationships with other companies, nor shall this Agreement preclude either party from independently developing or marketing any products that are similar to or compete with the other party's products; provided, however, that the recipient of Confidential Information shall not use it for any such purpose.

### 15. DISPUTE RESOLUTION

- a) If permitted by applicable law, Sangoma and Company hereby expressly waive any right to a trial by jury and consent to a bench trial. In the event of a dispute, Sangoma and Company agree to attempt to resolve any dispute by direct communication between representatives of each party who are authorized to finally resolve the dispute prior to filing any legal action against the other party. The parties agree to attempt to resolve the dispute within fourteen (14) days of the first direct verbal communication between the representatives of the parties in which the parties make good faith efforts to attempt to resolve the dispute following written notice of the dispute having been provided to the party not invoking this clause. The party with the dispute must provide the written notice and must provide sufficient detail in the notice as to the nature of the problem and requested remedies so as to permit the party not invoking this clause to make good faith attempts to remedy the dispute. The parties agree not to resort to legal action, other than injunctions, either prior to or during the fourteen-day dispute resolution period. To the maximum extent permitted by applicable law, in no event shall actual damages awarded by a court exceed the amount set forth in Section 11 of this Agreement. All proceedings must be conducted in English.

### 16. LANGUAGE

- a) The Support Services and all related documentation and correspondence provided under this Agreement shall, unless otherwise agreed in writing by both parties, be provided in the English language. Any action brought under this Agreement shall be conducted in the English language.

### 17. ASSIGNMENT

- a) Neither party shall assign this Agreement to any third party without the prior written consent of the other, provided, however, that the merger or consolidation of a party into, or the sale or spin-off of substantially all assets of a party to, a third party shall not be deemed to be an assignment.

### 18. GOVERNING LAW, FORUM JURISDICTION AND VENUE

- a) This Agreement shall be governed by and construed under the laws of the Province of Ontario, Canada and all disputes arising out of or related to this Agreement shall be submitted to the exclusive jurisdiction of the courts of competent jurisdiction located in the Province Ontario. Both parties irrevocably consent to personal jurisdiction as detailed in this Section 18 and waive all objections to this venue. This

section 18 shall be construed without giving effect to any conflict of law provision or rule. The United Nations Convention on International Sale of Goods, the application of which is expressly excluded, does not govern this Agreement.

#### 19. WAIVER

- a) Neither party shall be deemed, by any act or omission, to have waived any of its rights or remedies under this Agreement unless such waiver is in writing and signed by an authorized officer of such party. Such a waiver shall be limited specifically to the extent set forth in said writing. Any waiver by either party of a term or condition of this Agreement in any instance shall not be deemed to be a waiver of any subsequent breach thereof, or of any other provision. All remedies, rights, undertakings, obligations and agreements contained in this Agreement shall be cumulative, and none of them shall be in limitation of any other.

#### 20. NOTICES

a) All notices, approvals, consents, waivers and other communications under this Agreement must be in writing, sent via facsimile, e-mail, certified mail, verifiable overnight delivery, or registered mail to the other party at the business or email addresses furnished herein or to such other address as may be furnished in writing to the other party. Notices shall be deemed effective upon receipt or if sent via e-mail on the fourth day following sender's e-mail transmission to recipient (if no error return message is delivered to sender within the four day time period). Company agrees that the Named Contact shall be the designated e-mail address under which it shall receive e-mail notifications.

All notices to Sangoma relating to terminating the Agreement or amending the terms of this Agreement shall be given or delivered in writing and addressed and delivered to the attention of: Sangoma Technologies Inc., attn: General Counsel, 100 Renfrew Drive, Suite 100 Markham Ontario L3R 9R6 or [legal@sangoma.com](mailto:legal@sangoma.com).

#### 21. ENTIRE AGREEMENT AND MODIFICATIONS

- a) This Agreement, including Exhibit A attached to this Agreement and incorporated as a part thereof, represents the complete agreement of the parties, and supersedes all prior discussions, communications and agreements between the parties with respect to the subject matter hereof. This Agreement may be amended or modified only in a writing executed by both parties. The provisions of this Agreement shall take precedence over any conflicting terms in any purchase order. There are no intended third party beneficiaries of this Agreement.

#### 22. SEVERABILITY

- a) If any of the provisions, or part thereof, of this Agreement shall be invalid or unenforceable under the laws of the applicable jurisdiction, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or part thereof, and the rights and obligations of the parties shall be construed and enforced accordingly. The titles of the Sections and Exhibits in this Agreement are provided for convenience and reference only and are not intended to be considered when construing this Agreement.

EXHIBIT A: TABLE OF ENTITLEMENTS

Subscription Level: Gold (Legacy)
9x5 phone and online support
Response within 24 hours of online support request, Monday-Friday
No Incidents outside of Business Hours†
Subscription Level: Platinum
24x7 phone and online support
Response within 4 Business Hours of online support request, Monday-Friday
Maximum of 5 after-hours† Incidents per year
Subscription Level: Titanium
Access to 2 <sup>nd</sup> level support 24x7 via an dSSE ( Switchvox Support Engineer) certified Sangoma Channel Partner
Response within 4 Business Hours of online support request, Monday-Friday
Maximum of 5 after-hours† Incidents per year
† Business Hours are Monday through Friday, from 8:00 AM to 5:00 PM at the registered Switchvox server's location. Based on Subscription level, after-hours support is available for critical severity Incidents, such as a server crash or issues affecting all calls.