SOFTWARE AS A SERVICE AGREEMENT (V.1014)

PLEASE READ THIS AGREEMENT BEFORE USING PAYMATE'S SERVICES. BY ACCESSING OR USING PAYMATE'S HARMONY SOFTWARE OR SERVICES OFFERING, YOU ("Customer") SIGNIFY ACCEPTANCE OF AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT ACCESS OR USE THE SERVICES. BY SIGNING SCHEDULE A TO THIS AGREEMENT, YOU ARE AGREEING TO THE TERMS OF THIS AGREEMENT. SCHEDULE A MAY BE AMENDED AND RE-EXECUTED BY THE PARTIES FROM TIME TO TIME, WITHOUT AFFECTING THE OTHER TERMS OF THIS AGREEMENT.

This Software as a Service Agreement ("**SaaS Agreement**") is entered into between Customer and Paymate Software Corporation, an Ontario corporation ("**Paymate**"), with its principal place of business at 30 Wertheim Court Suite C16, Richmond Hill, Ontario L4B 1B9. Paymate and Customer agree that the following terms and conditions will apply to the services provided under this SaaS Agreement and Orders placed thereunder.

1. DEFINITIONS

"**Administrator User**" means each Customer employee designated by Customer to serve as an administrator of the SaaS Services on Customer's behalf. Each Administrator User must complete training and obtain qualification requirements reasonably required by Paymate.

"**Customer Content**" means all data and materials provided by Customer to Paymate for use in connection with the SaaS Services, including, without limitation, customer applications, data files, and graphics.

"**Documentation**" means the user guides, online help, release notes, training materials and other documentation provided or made available by Paymate to Customer regarding the use or operation of the SaaS Services.

"**Host**" means the computer equipment on which the Software is installed, which is owned and operated by Paymate or its subcontractors.

"**Harmony Software**" means a unique collection software for the purposes of providing Payroll, Human Resource, Time and Attendance, Scheduling, Recruitment functionality.

"**Maintenance Services**" means the support and maintenance services provided by Paymate to Customer pursuant to this SaaS Agreement and Schedule B.

"**Other Services**" means all technical and non-technical services performed or delivered by Paymate under this SaaS Agreement, including, without limitation, implementation services and other professional services, training and education services but excluding the SaaS Services and the Maintenance Services. Other Services will be provided on a time and material basis at such times or during such periods, as may be specified in a Schedule and mutually agreed to by the parties. Additional fees for Other Services will apply.

"**Schedule**" is a written document attached to this SaaS Agreement under Schedule A or executed separately by Paymate and Customer for the purpose of purchasing SaaS Services subject to the terms and conditions of this SaaS Agreement

"**Software**" means the object code version of any software to which Customer is provided access as part of the Service, including any updates or new versions.

       Ver. (102113)

"**SaaS Services**" refer to the specific Paymate's internet-accessible service identified in a Schedule that provides use of Paymate's Harmony Software that is hosted by Paymate or its services provider and made available to Customer over a network on a term-use basis.

"**Subscription Term**" shall mean that period specified in a Schedule during which Customer will have on-line access and use of the Software through Paymate's SaaS Services. The Subscription Term shall renew for successive 12- month periods unless either party delivers written notice of non-renewal to the other party at least 30 days prior to the expiration of the then-current Subscription Term.

2. SAAS SERVICES

2.1   During the Subscription Term, Customer will receive a nonexclusive, non-assignable, royalty free, worldwide right to access and use the SaaS Services solely for your business operations subject to the terms of this SaaS Agreement.

2.2   Customer acknowledges that this SaaS Agreement is a services agreement and Paymate will not be delivering copies of the Software to Customer as part of the SaaS Services.

3. INTELLECTUAL PROPERTY

3.1   Subject to the limited licenses granted herein, Paymate owns and shall own all right, title and interest in and to the Software, SaaS Services, Documentation, and other deliverables provided under this SaaS Agreement, including all modifications, improvements, upgrades, derivative works and feedback related thereto and intellectual property rights therein. Customer agrees to assign all right, title and interest it believes it may have in the foregoing to Paymate.

3.2   Customer shall not, and shall not permit anyone to: (i) copy or republish the SaaS Services or Software, (ii) make the SaaS Services available to any person other than authorized Harmony Software users, (iii) modify or create derivative works based upon the SaaS Services or Documentation, (iv) remove, modify or obscure any copyright, trademark or other proprietary notices contained in the software used to provide the SaaS Services or in the Documentation, (v) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code of the Software used to provide the SaaS Services, except and only to the extent such activity is expressly permitted by applicable law, or (vi) access the SaaS Services or use the Documentation in order to build a similar product or competitive product.

3.3   Customer shall not, directly or indirectly, sublicense, assign, transfer, sell, rent, lend, lease or otherwise provide the Software, SaaS Services (or any portion thereof, including without limitation any capacity) or the Documentation, or any portions thereof, to any third party.

4. CUSTOMER RESPONSIBILITIES

4.1   Assistance. Customer shall provide commercially reasonable information and assistance to Paymate to enable Paymate to deliver the SaaS Services. Upon request from Paymate, Customer shall promptly deliver Customer Content to Paymate in an electronic file format specified and accessible by Paymate. Customer acknowledges that Paymate's ability to deliver the SaaS Services in the manner provided in this SaaS Agreement may depend upon the accuracy and timeliness of such information and assistance.

4.2   Compliance with Laws. Customer shall comply with all applicable local, state, national and foreign laws in connection with its use of the SaaS Services, including those laws related to data privacy, international communications, and the transmission of technical or personal data. Customer acknowledges that Paymate exercises no control over the content of the information transmitted by Customer or the

Harmony Software users through the SaaS Services. Customer shall not upload, post, reproduce or distribute any information, software or other material protected by copyright, privacy rights, or any other intellectual property right without first obtaining the permission of the owner of such rights.

4.3   Unauthorized Use; False Information. Customer shall: (a) notify Paymate immediately of any unauthorized use of any password or user id or any other known or suspected breach of security, (b) report to Paymate immediately and use reasonable efforts to stop any unauthorized use of the SaaS Services that is known or suspected by Customer or any Harmony software user, and (c) not provide false identity information to gain access to or use the SaaS Services.

4.4   Administrator Access. Customer shall be solely responsible for the acts and omissions of its Administrator Users. Paymate shall not be liable for any loss of data or functionality caused directly or indirectly by the Administrator Users.

4.5   Customer Input. Customer is solely responsible for collecting, inputting and updating all Customer Content stored on the Host, and for ensuring that the Customer Content does not (i) include anything that actually or potentially infringes or misappropriates the copyright, trade secret, trademark or other intellectual property right of any third party, or (ii) contain anything that is obscene, defamatory, harassing, offensive or malicious. Customer shall: (i) notify Paymate immediately of any unauthorized use of any password or user id or any other known or suspected breach of security, (ii) report to Paymate immediately and use reasonable efforts to stop any unauthorized use of the Service that is known or suspected by Customer or any Harmony software user, and (iii) not provide false identity information to gain access to or use the Service.

4.6   License from Customer. Subject to the terms and conditions of this SaaS Agreement, Customer shall grant to Paymate a limited, non-exclusive and non-transferable license, to copy, store, configure, perform, display and transmit Customer Content solely as necessary to provide the SaaS Services to Customer.

4.7   Ownership and Restrictions. Customer retains ownership and intellectual property rights in and to its Customer Content. Paymate shall retain all ownership and intellectual property rights to the SaaS Services, Software, and anything developed and delivered under this SaaS Agreement. Third party software or technology that may be appropriate or necessary for use with some Paymate programs is specified in the Documentation or ordering document as applicable, and such Third party suppliers retain ownership and intellectual property rights over any software or technology that they may provide. Customer's right to use such third party software or technology is governed by the terms of the third party technology license agreement and not under this SaaS Agreement.

4.8   Suggestions. Paymate shall have a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into the SaaS Services any suggestions, enhancement requests, recommendation or other feedback provided by Customer, including Users, relating to the operation of the SaaS Services.

5.   ORDERS AND PAYMENT

5.1   Orders. Customer shall order SaaS Services pursuant to a Schedule. All services acquired by Customer shall be governed exclusively by this SaaS Agreement and the applicable Schedule. In the event of a conflict between the terms of a Schedule and this SaaS Agreement, the terms of the Schedule shall take precedence.

5.2   Invoicing and Payment. Unless otherwise provided in the Schedule, Paymate shall invoice Customer for all fees on the Schedule A effective date. Customer shall prepay all undisputed invoices. Except as expressly provided by Paymate otherwise, fees are non-refundable.

5.3   Expenses. Customer will reimburse Paymate for its reasonable, out-of-pocket travel and related expenses incurred in performing the Other Services. Paymate shall notify Customer prior to incurring any such expense. Paymate shall comply with Customer's travel and expense policy if made available to Paymate prior to the required travel.

5.4   Taxes. Paymate shall bill Customer for applicable taxes as a separate line item on each invoice. Customer shall be responsible for payment of all applicable taxes or similar charges relating to Customer's purchase and use of the services.

6. TERM AND TERMINATION

6.1   Term of SaaS Agreement. The term of this SaaS Agreement shall begin on the Effective Date and shall continue until expiration of the Subscription Term or terminated by either party as outlined in this Section.

6.2   Termination. Either party may terminate this SaaS Agreement immediately upon a material breach by the other party that has not been cured within thirty (30) days after receipt of notice of such breach.

6.3   Suspension for Non-Payment. Paymate reserves the right to suspend delivery of the SaaS Services if Customer fails to timely pay any undisputed amounts due to Paymate under this SaaS Agreement, but only after Paymate notifies Customer of such failure and such failure continues for fifteen (15) days. Suspension of the SaaS Services shall not release Customer of its payment obligations under this SaaS Agreement. Customer agrees that Paymate shall not be liable to Customer or to any third party for any liabilities, claims or expenses arising from or relating to suspension of the SaaS Services resulting from Customer's non-payment.

6.4   Suspension for Ongoing Harm. Paymate reserves the right to suspend delivery of the SaaS Services if Paymate reasonably concludes that Customer or any Harmony software user's use of the SaaS Services is causing immediate and ongoing harm to Paymate or others. In the extraordinary case that Paymate must suspend delivery of the SaaS Services, Paymate shall immediately notify Customer of the suspension and the parties shall diligently attempt to resolve the issue. Paymate shall not be liable to Customer or to any third party for any liabilities, claims or expenses arising from or relating to any suspension of the SaaS Services in accordance with this Section 6.4. Nothing in this Section 6.4 will limit Paymate's rights under Section 6.5 below.

6.5   Effect of Termination.

      (a) Upon termination of this SaaS Agreement or expiration of the Subscription Term, Paymate shall immediately cease providing the SaaS Services and all usage rights granted under this SaaS Agreement shall terminate.

      (b) If Paymate terminates this SaaS Agreement due to a breach by Customer, then Customer shall immediately pay to Paymate all amounts then due under this SaaS Agreement and to become due

       Ver. (102113)

during the remaining term of this SaaS Agreement, but for such termination. If Customer terminates this SaaS Agreement due to a breach by Paymate, then Paymate shall immediately repay to Customer all pre-paid amounts for any unperformed SaaS Services scheduled to be delivered after the termination date.

(c) Upon termination of this SaaS Agreement and upon subsequent written request by the disclosing party, the receiving party of tangible Confidential Information shall immediately return such information or destroy such information and provide written certification of such destruction, provided that the receiving party may permit its legal counsel to retain one archival copy of such information in the event of a subsequent dispute between the parties.

7. SERVICE LEVEL AGREEMENT

7.1   The Service Level SaaS Agreement ("**SLA**") for the SaaS Services is set forth in <u>Schedule C</u> – <u>Service Level Agreement</u> hereto. The SLA sets forth Customer's sole remedies for availability or quality of the SaaS Services including any failure to meet any guarantee set forth in the SLA.

8. WARRANTIES

8.1   <u>Warranty</u>. Paymate represents and warrants that it will provide the SaaS Services in a professional manner consistent with general industry standards. For any breach of a warranty, Customer's exclusive remedy shall be as provided in this section.

8.2   PAYMATE WARRANTS THAT THE SAAS SERVICES WILL PERFORM IN ALL MATERIAL RESPECTS IN ACCORDANCE WITH THE DOCUMENTATION. PAYMATE DOES NOT GUARANTEE THAT THE SAAS SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT PAYMATE WILL CORRECT ALL SAAS SERVICES ERRORS. CUSTOMER ACKNOWLEDGES THAT PAYMATE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SAAS SERVICE MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. THIS SECTION SETS FORTH THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY PAYMATE (EXPRESS OR IMPLIED) WITH RESPECT TO THE SUBJECT MATTER OF THIS SAAS AGREEMENT. NEITHER PAYMATE NOR ANY OF ITS LICENSORS OR OTHER SUPPLIERS WARRANT OR GUARANTEE THAT THE OPERATION OF THE SUBSCRIPTION SERVICE WILL BE UNINTERRUPTED, VIRUS-FREE OR ERROR-FREE, NOR SHALL PAYMATE OR ANY OF ITS SERVICE PROVIDERS BE LIABLE FOR UNAUTHORIZED ALTERATION, THEFT OR DESTRUCTION OF CUSTOMER'S OR ANY USER'S DATA, FILES, OR PROGRAMS.

8.3   The Customer shall be solely responsible for the determination of how to use the SaaS Services and/or the Software and its appropriateness for any intended usage. Furthermore, the Customer shall be solely responsible for the results actually achieved from the use of the SaaS Services and/or the Software. THE CUSTOMER IS ADVISED TO TEST THE SAAS SERVICES AND/OR SOFTWARE THOROUGHLY BEFORE USE FOR CUSTOMER'S PARTICULAR PURPOSE.

8.4   PAYMATE DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGMENT OF THIRD PARTY RIGHTS WITH RESPECT TO THE LICENSED SOFTWARE, WRITTEN MATERIALS, OR LICENSED SOFTWARE TRANSFER MEDIA.

9. LIMITATIONS OF LIABILITY

9.1 NEITHER PARTY, NOR ANY LICENSOR, SUPPLIER, RE-SELLER OR OTHER REPRESENTATIVE OF PAYMATE, SHALL BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST BUSINESS, PROFITS, DATA OR USE OF ANY SERVICE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY IN CONNECTION WITH THIS SAAS AGREEMENT, REGARDLESS OF THE NATURE OF THE CLAIM (INCLUDING NEGLIGENCE), EVEN IF FORESEEABLE OR THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. PAYMATE'S AGGREGATE LIABILITY FOR DAMAGES UNDER THIS SAAS AGREEMENT, REGARDLESS OF THE NATURE OF THE CLAIM (INCLUDING NEGLIGENCE), SHALL NOT EXCEED THE FEES PAID OR PAYABLE BY CUSTOMER UNDER THIS SAAS AGREEMENT DURING THE 12 MONTHS PRECEDING THE DATE THE CLAIM AROSE.

9.2 The foregoing limitations shall not apply to the parties' obligations (or any breach thereof) under Sections entitled "Intellectual Property", "Indemnification", "Personal Data" or "Confidentiality".

10. INDEMNIFICATION

10.1 <u>Indemnification by Paymate</u>. If a third party makes a claim against Customer that the SaaS Services infringes any patent, copyright or trademark, or misappropriates any trade secret, or that Paymate's negligence or willful misconduct has caused bodily injury or death, Paymate shall defend Customer and its directors, officers and employees against the claim at Paymate's expense and Paymate shall pay all losses, damages and expenses (including reasonable attorneys' fees) finally awarded against such parties or agreed to in a written settlement agreement signed by Paymate, to the extent arising from the claim. Paymate shall have no liability for any claim based on (a) the Customer Content, (b) modification of the SaaS Services not authorized by Paymate, or (c) use of the SaaS Services other than in accordance with the Documentation and this SaaS Agreement. Paymate may, at its sole option and expense, procure for Customer the right to continue use of the SaaS Services, modify the SaaS Services in a manner that does not materially impair the functionality, or terminate the Subscription Term and repay to Customer any amount paid by Customer with respect to the Subscription Term following the termination date.

10.2 <u>Indemnification by Customer</u>. Customer shall fully indemnify and defend Paymate and any licensor, supplier, re-seller or other representative of Paymate, at the Customer's expense, against any claims from third parties: 1) resulting from Customer's use of the SaaS Services or Software; or 2) arising from the Customer's or other authorized Harmony Software user's failure to comply with the terms of this SaaS Agreement. If a third party makes a claim against Paymate that the Customer Content infringes any patent, copyright or trademark, or misappropriates any trade secret, Customer shall fully defend Paymate and its directors, officers and employees against the claim at Customer's expense and Customer shall pay all losses, damages and expenses (including reasonable attorneys' fees) finally awarded against such parties or agreed to in a written settlement agreement signed by Customer, to the extent arising from the claim.

~~10.3~~ <u>Conditions for Indemnification</u>. A party seeking indemnification under this section shall (a) promptly notify the other party of the claim, (b) give the other party sole control of the defense and settlement of the claim, and (c) provide, at the other party's expense for out-of-pocket expenses, the assistance, information and authority reasonably requested by the other party in the defense and settlement of the claim.

11. CONFIDENTIALITY

11.1 <u>Definition</u>. "**Confidential Information**" means any information disclosed by a party to the other party, directly or indirectly, which, (a) if in written, graphic, machine-readable or other tangible form, is marked as "confidential" or "proprietary," (b) if disclosed orally or by demonstration, is identified at the time of initial disclosure as confidential and is confirmed in writing to the receiving party to be "confidential" or

"proprietary" within 30 days of such disclosure, (c) is specifically deemed to be confidential by the terms of this SaaS Agreement, or (d) reasonably appears to be confidential or proprietary because of the circumstances of disclosure and the nature of the information itself. Confidential Information will also include information disclosed by third parties to a disclosing party under an obligation of confidentiality. Subject to the display of Customer Content as contemplated by this SaaS Agreement, Customer Content is deemed Confidential Information of Customer. Customer acknowledges that the SaaS Services, Software and Documentation, including any and all software functionality and source code, are deemed Confidential Information of Paymate.

11.2   Confidentiality. Each party shall treat as confidential all Confidential Information of the other party, shall not use such Confidential Information except to exercise its rights and perform its obligations under this SaaS Agreement, and shall not disclose such Confidential Information to any third party. Without limiting the foregoing, each party shall use at least the same degree of care, but not less than a reasonable degree of care, it uses to prevent the disclosure of its own confidential information to prevent the disclosure of Confidential Information of the other party. Each party shall promptly notify the other party of any actual or suspected misuse or unauthorized disclosure of the other party's Confidential Information. Neither party shall reverse engineer, disassemble or decompile any prototypes, software or other tangible objects which embody the other party's Confidential Information and which are provided to the party hereunder. Each party may disclose Confidential Information of the other party on a need-to-know basis to its contractors who are subject to confidentiality agreements requiring them to maintain such information in confidence and use it only to facilitate the performance of their services on behalf of the receiving party. The terms of this section shall survive termination of this SaaS Agreement.

11.3   Exceptions. Confidential Information excludes information that: (a) is known publicly at the time of the disclosure or becomes known publicly after disclosure through no fault of the receiving party, (b) is known to the receiving party, without restriction, at the time of disclosure or becomes known to the receiving party, without restriction, from a source other than the disclosing party not bound by confidentiality obligations to the disclosing party, or (c) is independently developed by the receiving party without use of the Confidential Information as demonstrated by the written records of the receiving party. The receiving party may disclose Confidential Information of the other party to the extent such disclosure is required by law or order of a court or other governmental authority, provided that the receiving party shall use reasonable efforts to promptly notify the other party prior to such disclosure to enable the disclosing party to seek a protective order or otherwise prevent or restrict such disclosure. Each party may disclose the existence of this SaaS Agreement and the relationship of the parties, but agrees that the specific terms of this SaaS Agreement will be treated as Confidential Information; provided, however, that each party may disclose the terms of this SaaS Agreement to those with a need to know and under a duty of confidentiality such as accountants, lawyers, bankers and investors.

12. PERSONAL DATA

12.1   Personal Data. Customer hereby acknowledges and agrees that Paymate's performance of this SaaS Agreement may require Paymate to process, transmit and/or store Customer personal data or the other personal data such as that relating to Customer's employees or affiliates ("Personal Data"). By submitting Personal Data to Paymate, Customer agrees that Paymate and its authorized third party suppliers may process, transmit and/or store Personal Data only to the extent necessary for, and for the sole purpose of, enabling Paymate to perform its obligations to under this SaaS Agreement, which may include data migration, maintenance or troubleshooting services. Customer agrees to obtain all necessary consents and make all necessary disclosures before providing any Personal Data to Paymate. Customer further confirms that Customer is solely responsible for any Personal Data that may be

contained in Customer Content, including any information which an authorized Harmony Software user may share with third parties on Customer's behalf. Customer is solely responsible for determining the purposes and means of processing Personal Data by Paymate under this Agreement, including that such processing according to Customer's instructions will not place Paymate in breach of applicable data protection laws. Prior to processing, Customer will inform Paymate of any special categories of data contained within the Personal Data and any restrictions or special requirements in the processing of such special categories of data, including any cross border transfer restrictions. Customer is responsible for ensuring that the Software and SaaS Services meets such restrictions or special requirements prior to providing the Personal Data to Paymate for processing. Paymate will process any Personal Data that meets the requirements set forth in this Section according to the terms of this SaaS Agreement.

13. GENERAL PROVISIONS

13.1 <u>Non-Exclusive Service.</u> Customer acknowledges that SaaS Services is provided on a non-exclusive basis. Nothing shall be deemed to prevent or restrict Paymate's ability to provide the SaaS Services or other technology, including any features or functionality first developed for Customer, to other parties.

13.2 <u>Assignment</u>. Neither party may assign this SaaS Agreement or any right under this SaaS Agreement, without the consent of the other party, which consent shall not be unreasonably withheld or delayed; provided however, that either party may assign this SaaS Agreement to an acquirer of all or substantially all of the business of such party to which this SaaS Agreement relates, whether by merger, asset sale or otherwise. This SaaS Agreement shall be binding upon and inure to the benefit of the parties' successors and permitted assigns. Either party may employ subcontractors in performing its duties under this SaaS Agreement, provided, however, that such party shall not be relieved of any obligation under this SaaS Agreement.

13.3 <u>Notices</u>. Except as otherwise permitted in this SaaS Agreement, notices under this SaaS Agreement shall be in writing and shall be deemed to have been given (a) five (5) business days after mailing if sent by registered or certified mail, (b) when transmitted if sent electronically or by facsimile, provided that a copy of the notice is promptly sent by another means specified in this section, or (c) when delivered if delivered personally or sent by express courier service. All notices shall be sent to the other party at the address set forth in Schedule A of this SaaS Agreement.

13.4 <u>Force Majeure</u>. Each party will be excused from performance for any period during which, and to the extent that, such party or any subcontractor is prevented from performing any obligation or service, in whole or in part, as a result of causes beyond its reasonable control, and without its fault or negligence, including without limitation, acts of God, strikes, lockouts, riots, acts of terrorism or war, epidemics, communication line failures, and power failures.

13.5 <u>Waiver</u>. No waiver shall be effective unless it is in writing and signed by the waiving party. The waiver by either party of any breach of this SaaS Agreement shall not constitute a waiver of any other or subsequent breach.

13.6 <u>Severability</u>. If any term of this SaaS Agreement is held to be invalid or unenforceable, that term shall be reformed to achieve as nearly as possible the same effect as the original term, and the remainder of this SaaS Agreement shall remain in full force.

13.7 <u>Entire SaaS Agreement</u>. This SaaS Agreement (including all Schedules) contains the entire agreement of the parties and supersedes all previous oral and written communications by the parties, concerning the subject matter of this SaaS Agreement. This SaaS Agreement may be amended solely in a writing signed

by both parties. Standard or printed terms contained in any purchase order or sales confirmation are deemed rejected and shall be void unless specifically accepted in writing by the party against whom their enforcement is sought; mere commencement of work or payment against such forms shall not be deemed acceptance of the terms.

13.8   Survival. Sections 3, 6, and 8 through 13 of this SaaS Agreement shall survive the expiration or termination of this SaaS Agreement for any reason.

13.9   Publicity. Customer agrees that Paymate may include Customer's name and logo in its customer lists and on its website. Upon signing, Paymate may issue a high-level press release announcing the relationship and the manner in which Customer will use the Paymate solution. Paymate shall coordinate its efforts with appropriate communications personnel in Customer's organization to secure approval of the press release if requested by Customer.

13.10   No Third Party Beneficiaries. This SaaS Agreement is an agreement between the parties, and confers no rights upon either party's employees, agents, contractors, partners of customers or upon any other person or entity.

13.11   Independent Contractor. The parties have the status of independent contractors, and nothing in this SaaS Agreement nor the conduct of the parties will be deemed to place the parties in any other relationship. Except as provided in this SaaS Agreement, neither party shall be responsible for the acts or omissions of the other party or the other party's personnel.

13.12   Statistical Information. Paymate may anonymously compile statistical information related to the performance of the Services for purposes of improving the SaaS service, provided that such information does not identify Customer's data or include Customer's name.

13.13   Governing Law. This SaaS Agreement shall be governed by the laws of the Province of Ontario. All disputes hereunder shall be resolved in the applicable provincial or federal courts of Ontario. The parties consent to the jurisdiction of such courts, agree to accept service of process by mail, and waive any jurisdictional or venue defenses otherwise available.

13.14   Dispute Resolution. Customer's satisfaction is an important objective to Paymate in performing its obligations under this SaaS Agreement. Except with respect to intellectual property rights, if a dispute arises between the parties relating to the interpretation or performance of this SaaS Agreement or the grounds for the termination hereof, the parties agree to hold a meeting within fifteen (15) days of written request by either party, attended by individuals with decision-making authority, regarding the dispute, to attempt in good faith to negotiate a resolution of the dispute prior to pursuing other available remedies. If, within 15 days after such meeting, the parties have not succeeded in resolving the dispute, either party may protect its interests by any lawful means available to it.

13.15   Signatures. This SaaS Agreement may be executed in multiple counterparts, each of which when executed will be an original, and all of which, when taken together, will constitute one agreement. Delivery of an executed counterpart of a signature page of this SaaS Agreement by facsimile or other electronic transmission (including via pdf) will be effective as delivery of a manually executed counterpart.

13.16   Headings. The paragraph and subparagraph headings contained in this SaaS Agreement are for convenience and reference only. They are not intended to define or limit the scope of any provisions of this SaaS Agreement.

Schedule A – Pricing for Scheduled SaaS Service

Schedule B - Support and Maintenance Services

1. **Support and Maintenance Services**

Support and Maintenance Services are included in the SaaS Service subscription in Schedule A and entitles Customer to the following:
   (a) Telephone or electronic support to help Customer locate and correct problems with the Software.
   (b) Bug fixes and code corrections to correct Software malfunctions to bring such Software into substantial conformity with the operating specifications.
   (c) All extensions, enhancements, and other changes that Paymate, at its sole discretion, makes or adds to the Software and which Paymate furnishes, without charge, to all other Subscribers of the SaaS Service.
   (d) Up to five (5) dedicated contacts designated by Customer in writing that will have access to support services.

2. **Response and Resolution Goals**

   - "Business Hours" means 9 am-6pm EST, Monday through Friday, excluding statutory holidays.
   - "Fix" means the repair or replacement of Software component to remedy the Problem.
   - "Problem" means a defect in Software as defined in Paymate's standard Software specification that significantly degrades such Software.
   - "Respond" means acknowledgement of Problem received containing assigned support engineer name, date and time assigned, and severity assignment.
   - "Workaround" means a change in the procedures followed or data supplied by Customer to avoid a Problem without substantially impairing Customer's use of the Software.

Problem Severity	*Response Goals*	*Resolution Goals*
1. The production system is creating a significant impact to the Customer's business function preventing that function from being executed.	Paymate will Respond within two (2) Business Hours.	Upon confirmation of receipt, a Paymate support personnel begins continuous work on the Problem and a customer resource must be available at any time to assist with problem determination. Customer Support will provide reasonable effort for Workaround or Fix within 24 business hours, once the Problem is reproducible or once we have identified the Software defect. Paymate may incorporate Fix in a future release of the Software.
2. The production system or application is moderately affected. There is no Workaround currently available or the Workaround is cumbersome to use.	Paymate will Respond within four (4) Business Hours.	Customer Support will provide reasonable effort for Workaround or Fix within seven (7) Business days, once the Problem is reproducible. Paymate may incorporate Fix in a future release of the Software.
3. The production system or application issue is not critical: no data has been lost and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available Workaround.	Paymate will Respond within eight (8) Business Hours.	Customer Support will provide reasonable effort for Workaround or Fix within ten (10) Business days, once the Problem is reproducible. Paymate may incorporate Fix in a future release of the Software.

4. Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications.	Paymate will Respond within 24 Business Hours.	Resolution of Problem may appear in a future release of the Software.

3.   Accessing Support

Customer Support offers several ways to resolve any technical difficulties. In addition to online help in the Software, which can be accessed by clicking the "Help" tab when logged into the Software, function-specific help information can also be accessed throughout the Software using the "?" option.

The online support center (http://helpdesk.paymatesoftware.com:8081/) is available 24/7 for self-service technical assistance including:
- Downloading software updates and patches, if applicable
- Logging tickets and viewing status of previously submitted tickets
- Viewing updates to supported platforms and hardware
- Accessing product documentation, technical articles, and FAQs

The support email address is support@paymatesoftware.com.
The support phone number is 1-866-PAYMATE (1-866-729-6283), extension 1.

Schedule C - Service Level Agreement

The Single Sign-On (SSO) SaaS Services will achieve System Availability (as defined below) of at least 99.9% during each calendar year of the Subscription Term. All other SaaS Services will achieve System Availability (as defined below) of at least 99% during each calendar year of the Subscription Term.

"**System Availability**" means the number of minutes within a year that the key components of the SaaS Services are operational as a percentage of the total number of minutes in such year, excluding downtime resulting from (a) scheduled maintenance, (b) events of Force Majeure in the SaaS Agreement, (c) malicious attacks on the system, (d) issues associated with the Customer's computing devices, local area networks, or internet service provider connections, or (e) inability to deliver services because of acts or omissions of Customer or any Harmony Software user. Paymate reserves the right to take the Service offline for scheduled maintenance for which Customer has been provided reasonable notice and Paymate reserves the right to change its maintenance window upon prior notice to Customer.

If Paymate fails to meet System Availability in the year, upon written request by Customer within 30 days after the end of the year, Paymate will issue a credit in Customer's next invoice in an amount equal to 1.00% of the yearly fee for the affected SaaS Services for each 1% below the above-stated System Availability for each SaaS Service, up to a maximum of the Customer's yearly fee for the affected SaaS Services. If the yearly fee has been paid in advance, then at Customer's election, Paymate shall provide a credit to Customer to be used for additional term extension. The remedy stated in this paragraph is Customer's sole and exclusive remedy for interruption of SaaS Services and Paymate's failure to meet System Availability. For greater clarity, interruption of SaaS Services may not be used as a basis to invalidate or otherwise challenge the terms of this SaaS Agreement.

*** End of Page ***

Contact Information

* Primary Contact (required)

	( )
Name	Phone Number & Extension

Title	Email Address

―――

Secondary Contact

	( )
Name	Phone Number & Extension

Title	Email Address

―――

Billing Contact

	( )
Name	Phone Number & Extension

Title	Email Address

―――

HR Contact

	( )
Name	Phone Number & Extension

Title	Email Address

―――

Time & Attendance Contact

	( )
Name	Phone Number & Extension

Title	Email Address

―――

IT Contact

	( )
Name	Phone Number & Extension

Title	Email Address

Implementation Process And Initial Estimate

This schedule describes a typical implementation process followed by Paymate when the Customer requests the implementation to be done by Paymate. Each case can vary.

The implementation process follows the following path. The steps may overlap and may not necessarily follow the sequence shown.

Kickoff
The implementation begins with a kickoff meeting after the sale is complete. The Customer introduces the people that Paymate will be working with and Paymate introduces the implementation team to the Customer.

Discovery
In the Discovery phase, the Customer's detailed requirements are identified and priorities are assigned. This includes special reports, required interfaces and integrations, scripting, etc.

Customization, if required
The estimates for custom work are given for approval and priorities are assigned. The custom work commences based on priority.

Training and Configuration
The training commences and is done in phases to match the portions of the Software that are configured. The configuration sets up the system to match Customer requirements by using the parameters offered within the system and those that do not require any custom work.

Data Conversion
If data is required to be converted, it may be done in multiple steps. A test conversion is done to ensure that every condition is catered to. After this test, the full conversions are completed and balanced.

Parallel Runs
At this stage, the results of the old and new systems should match. This step of parallel is repeated, if necessary, until everything is balanced.

Cutover
When the Customer is satisfied, the Customer can cut over to the new system. The Customer is then handed over to the support team.

The estimate is a preliminary estimate based on the information currently available. It may be revised after the Discovery stage when the details of customization, if any, are clear.

Based on the current information, the estimate is _____ hours. The rate is $175.00 per hour.

Accepted by Customer

_____
Customer Signature