



## SERVICE AGREEMENT

### Part A: Parties

#### SPREEDLY

Name:	Spreadly, Inc.
Address:	300 Morris Street, Suite 400
City/State:	Durham, NC 27701

#### CUSTOMER

Name:	StubHub, Inc.
Address:	199 Fremont Street, Floor 4
City/Country:	San Francisco, CA 94105

#### PRIMARY SPREEDLY CONTACT

Name:	Kelly Ross
Title:	Vice President
Phone:	919.414.2379
Email:	kross@spreadly.com

#### PRIMARY CUSTOMER CONTACT

Name:	James Barnett
Title:	Director, Product
Phone:	
Email:	jambarnett@stubhub.com

#### SPREEDLY FINANCE CONTACT

Name:	Spreadly Accounting Department
Phone:	888-727-7750
Email:	accounting@spreadly.com

#### CUSTOMER BILLING CONTACT

Name:	
Phone:	
Email:	

### Part B: Terms

1. This Service Agreement (including its exhibits, the "**Agreement**") is effective as of the last date of signing below ("**Effective Date**") and is between Spreadly, Inc. ("**Spreadly**"), and the customer listed above (the "**Customer**"). Except as otherwise provided herein, this Agreement is subject to the Spreadly Privacy Policy ("**Privacy Policy**"), which is incorporated herein by reference, and which can be viewed at <https://spreadly.com/>. To the extent that any term in the Privacy Policy conflicts with the terms of this Agreement or any inconsistency between the Privacy Policy and this Agreement exists, the terms of this Agreement shall prevail.
2. Provision and Use of Service.
  - a. Spreadly hereby grants the Customer a worldwide, limited, non-exclusive, non-transferable license, without the right to sublicense, during the Term, to electronically access and use the Spreadly API (the "**Service**") to validate, tokenize and vault credit cards (and other payment types) and then process charges against those payment methods against one or more of the payment gateways that are integrated to the Service and/or third-party payment method receivers that Spreadly supports, and, where applicable, automatically update expired or lost credit cards. Spreadly is not a payment gateway or merchant account provider and Spreadly does not assume any direct or indirect liability or responsibility for Customer's agreements with payment gateways or merchant account providers supported on our Service. The foregoing license includes Customer's right to access and use Spreadly's website and any software programs, documentation, tools, internet-based services, components, and any updates (including software maintenance, service information, help content, bug fixes or maintenance releases) provided to Customer by Spreadly in connection with the Service.

- b. Spreedly offers the Account Updater program as an optional offering within the Service. If Customer opts-in to the Account Updater program, Customer agrees to pay all applicable fees associated with the Account Updater program and to conform to the specific Account Updater program terms and requirements set forth in **Exhibit D**.
- c. Customer shall comply with all laws, directives, rules and regulations (collectively, "**Laws**") applicable to its use of the Service and Spreedly reserves the right to restrict access to the Service if it determines, in its sole discretion, that Customer is in violation of this requirement. Customer hereby grants Spreedly authorization to share information with law enforcement about Customer, Customer's transactions and Customer's Spreedly account, in each case if Spreedly reasonably suspects that Customer's use of the Service has been for an illegal or criminal purpose. Spreedly shall provide Customer with written notice of such disclosure to the applicable law enforcement agency within 48 hours after such disclosure, to the extent expressly permitted by applicable Law.
- d. Spreedly reserves the right to not store or submit any transaction Customer submits that Spreedly believes is in violation of this Agreement or applicable Law, any other Spreedly agreement, or otherwise exposes Customer or other Spreedly users to harm, including but not limited to, fraud and other criminal acts.

### 3. Intellectual Property Rights.

- a. The Service is licensed and not sold. Spreedly reserves all rights not expressly granted to Customer in this Agreement. The Service is protected by copyright, trade secret and other intellectual property laws. Spreedly owns the title, copyright and other worldwide Intellectual Property Rights (as defined below) in the Service and all copies of the Service. This Agreement does not grant Customer any rights to our trademarks or service marks. For the purposes of this Agreement, "**Intellectual Property Rights**" means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, trademark, trade dress and service mark rights, goodwill, trade secret rights and other intellectual property rights as may now exist or hereafter come into existence, and all applications therefore and registrations, renewals and extensions thereof, under the Laws of any state, country, territory or other jurisdiction.
- b. Customer may submit comments or ideas about the Service, including without limitation, about how to improve the Service or other Spreedly products ("**Ideas**"). By submitting any Idea, Customer agrees that its disclosure is gratuitous, unsolicited and without restriction and will not place Spreedly under any fiduciary or other obligation, and that Spreedly is free to use the Idea without any additional compensation to Customer, and/or to disclose the Idea on a non-confidential basis or otherwise to anyone. Customer further acknowledges that, by acceptance of its submission, Spreedly does not waive any rights to use similar or related ideas previously known to Spreedly, or developed by its employees, or obtained from sources other than Customer.

### 4. Term and Termination.

- a. Unless otherwise terminated in accordance with this Agreement, the initial term of this Agreement shall be for a period of one (1) year from the Effective Date (the "**Initial Term**"). Thereafter, upon mutual agreement of the parties, this Agreement shall renew for successive one year periods (each, a "**Renewal Term**" and, together with the Initial Term, the "**Term**".)
- b. Either party may terminate this Agreement, by written notice to the other party effective as of the date specified in such notice, if the other party materially breaches this Agreement and such breach: (i) cannot be cured; or (ii) being capable of cure, remains uncured thirty (30) days after the breaching party receives written notice thereof. Without limiting the foregoing, in the event of a breach that gives rise to the right by Spreedly to terminate this Agreement, Spreedly may elect, as an interim measure, to suspend the Service until the breach is cured, provided however that all fees shall not continue to accrue during the period of such suspension. Spreedly's exercise of its right to suspend performance shall be without prejudice to Spreedly's right to terminate this Agreement upon written notice to Customer.
- c. Upon termination of this Agreement, (i) Spreedly will immediately discontinue Customer's access to the Service; (ii) Customer shall complete all pending transactions and stop accepting new transactions through the Service; and (iii) each party promptly returns to the other or, if so directed by the other party, destroys all originals and copies of any Confidential Information of the other party (including all notes, records and materials developed therefrom).

### 5. Representations.

- a. Each party to this Agreement represents and warrants to the other that: (i) it possesses the legal right and corporate power and authority to enter into this Agreement and to fulfill its obligations hereunder; and (ii) its execution, delivery and performance of this Agreement will not violate the terms or provision of any other agreement, contract or other instrument, whether oral or written, to which it is a party.
- b. Spreedly represents and warrants to Customer that it will comply, at its own expense, with all Laws applicable to Spreedly's performance of its duties and obligations under this Agreement. Customer represents and warrants to Spreedly that: (i) it will not use or perform the Service, directly or indirectly, for any fraudulent undertaking or in any manner so as to interfere with the use or performance of the Service; and (ii) it will comply, at its own expense, with all Laws applicable to performance of its duties and obligations under this Agreement, its use of Customer's customer data and/or any card authorization, credit, ticket only, capture or settlement

request, decline transaction, or other related transaction, completed or submitted under Customer's account, including without limitation: (A) the terms of service of the payment gateways, merchant service providers and/or API endpoints Customer connects with on the Service; (B) the operating rules, bylaws, schedules, supplements and addenda, manuals, instructions, releases, specifications and other requirements, as may be amended from time to time, of any of the payment networks including Visa, MasterCard, American Express, Discover Financial Services, and any affiliates thereof or any other payment network applicable to this Agreement; (C) PCI-DSS and PA-DSS, as applicable; and (D) any regulatory body or agency having jurisdiction over the subject matter hereof.

6. Pricing. Spreedly will charge Customer the fees outlined on Exhibit A for use of the Services.

7. Confidential Information.

- a. Each party may disclose or make available its Confidential Information (in such capacity, the "**Disclosing Party**") to the other party (in such capacity, the "**Receiving Party**"). Subject to Section 7.b, "**Confidential Information**" means any and all technical and non-technical information, in any form or medium (whether in graphic, electronic, written or oral form), which: (i) if disclosed in writing or other tangible form or medium, is marked "confidential" or "proprietary", (ii) if disclosed orally or in other intangible form or medium, is identified by the Disclosing Party or its Representative (as defined below) as confidential or proprietary when disclosed and summarized and marked "confidential" or "proprietary" in writing by the Disclosing Party or its Representative within 30 days after disclosure, or (iii) due to the nature of its subject matter or the circumstances surrounding its disclosure, would reasonably be understood to be confidential or proprietary; including but not limited to, any trade secrets, methods, techniques, drawings, designs, descriptions, specifications, works of authorship (including, without limitation, any software), patent applications or other filings, models, inventions, know-how, processes, algorithms, software source documents, and formulae related to the current, future, and proposed technologies, products and services of the Disclosing Party, and also any information concerning research, experimental work, development, engineering, financial information, purchasing, customer lists, pricing, investors, employees, business and contractual relationships, business forecasts, business plans, individually identifiable personal information, sales and merchandising, marketing plans of or related to the Disclosing Party and information the Disclosing Party provides to the other regarding or belonging to third parties. For avoidance of doubt, Spreedly's "Confidential Information" includes the source code for the Service and the methods, algorithms, structure and logic, technical infrastructure, techniques and processes used by Spreedly in developing, producing, marketing and/or licensing the Service.
- b. "Confidential Information" does not include any information which: (i) now or hereafter enters the public domain through no breach of an obligation of confidentiality or other fault of the Receiving Party; (ii) the Receiving Party independently knows free of any obligation of confidentiality at the time of receiving such information; (iii) a third party hereafter furnishes to the Receiving Party without restriction on disclosure and without breach of any confidentiality obligations; or (iv) employees or agents of a Receiving Party have independently developed without any use of, or reference to, any of the Disclosing Party's Confidential Information and without breaching this Agreement.
- c. The Receiving Party shall: (i) only disclose the Disclosing Party's Confidential Information to any of its and/or its affiliates' employees, officers, directors, partners, consultants, contractors, agents and representatives (collectively, its "**Representatives**") that have a need to know such Confidential Information and who have agreed to terms at least as restrictive as those stated in this Agreement; (ii) hold in strict confidence and not disclose any of the Disclosing Party's Confidential Information to any third party, except as permitted herein; (iii) protect and safeguard any and all of the Disclosing Party's Confidential Information using the same standard of care as it uses to protect and safeguard its own Confidential Information, but in no event less than a reasonable standard of care; (iv) use the Disclosing Party's Confidential Information only to the extent required for the purposes of this Agreement; (v) not reproduce the Disclosing Party's Confidential Information in any form except as required for the purposes of this Agreement; (vi) not reverse-engineer, decompile, or disassemble any software or devices disclosed by the Disclosing Party; (vii) not directly or indirectly export or transmit any of the Disclosing Party's Confidential Information to any country to which such export or transmission is restricted by regulation or statute; and (viii) promptly provide the Disclosing Party with notice upon discovery of any loss or unauthorized disclosure of the Disclosing Party's Confidential Information. Each party shall be liable for any failure of its Representatives to abide by the provisions of this Agreement as if such failure was the act or omission of such party.
- d. Notwithstanding the foregoing, the Receiving Party may disclose the Disclosing Party's Confidential Information: (i) to the extent required by a court of competent jurisdiction or other governmental authority or otherwise as required or compelled by applicable Laws; or (ii) on a "need-to-know" basis and under an obligation of confidentiality to its legal counsel, accountants, banks and other financing sources and their advisors, or to a Qualified Security Assessor ("**QSA**") for the purpose of assessing compliance with the Payment Card Industry Data Security Standards ("PCI-DSS"). If the Receiving Party or any of its Representatives is compelled to disclose the Disclosing Party's Confidential Information pursuant to clause (i) above then, to the extent permitted by applicable Law, the Receiving Party shall: (x) promptly, and prior to such disclosure, notify

the Disclosing Party in writing of such requirement so that the Disclosing Party can seek a protective order or other remedy or waive its rights under Section 7.c; and (y) provide reasonable assistance to the Disclosing Party, at the Disclosing Party's sole cost and expense, in opposing such disclosure or seeking a protective order or other limitations on disclosure. If the Disclosing Party waives compliance or, after providing the notice and assistance required under this Section 7.d, the Receiving Party remains required by Law to disclose any of the Disclosing Party's Confidential Information, the Receiving Party shall disclose only that portion of the Disclosing Party's Confidential Information that the Receiving Party is legally required to disclose and shall use commercially reasonable efforts to obtain assurances from the applicable court or other presiding authority that such Confidential Information will be afforded confidential treatment.

- e. All Confidential Information (including all copies thereof) shall remain the property of the Disclosing Party. Upon the request of the Disclosing Party, the Receiving Party shall either (i) return such materials to the Disclosing Party; or (ii) certify in writing as to the destruction thereof.
  - f. Each party acknowledges and agrees that a breach or threatened breach by such party of any of its obligations under this Section would cause the other party irreparable harm for which monetary damages would not be an adequate remedy and that, if such breach or threatened breach, the other party will be entitled to equitable relief, including a restraining order, an injunction, specific performance and any other equitable relief that may be available from any court of competent jurisdiction, without any requirement to post a bond or other security, or to prove actual damages or that monetary damages are not an adequate remedy. Such remedies are not exclusive and are in addition to all other remedies that may be available at law, in equity or otherwise.
8. References to Relationship. Provided that it has the express written permission of Customer, Spreadly may identify Customer as a customer of Spreadly and use Customer's logo on our customers page (<https://spreadly.com/customers>) for the Term of this Agreement.
  9. PCI-DSS. Spreadly represents and warrants that, at all times during the Term of this Agreement, it shall be fully compliant with PCI-DSS and all other applicable standards and guidelines issued by the PCI Security Standards Council, LLC, (the "**Council**") as modified from time to time, and shall, on request or on a periodic basis in accordance with the Card Rules (as defined below), provide proof thereof. In addition:
    - a. Spreadly covenants, represents and warrants that, at all times during the duration of this Agreement, it complies with and will comply with all applicable rules and guidelines regarding service providers, third-party agents and processors as issued by the Card Associations (the "**Card Rules**"), as updated from time to time, and including Card Rules applicable to U.S. and international credit card transactions. The term "**Card Associations**" means MasterCard, VISA, American Express, Discover, JCB or any other credit card brand or payment card network for or through which Spreadly Processes payment card transactions. "**Processes**," "**Processed**" or "**Processing**" shall mean any operation in relation to Personal Information irrespective of the purposes and means applied including, without limitation, access, collection, retention, storage, transfer, disclosure, use, erasure, destruction, and any other operation. "**Personal Information**" means any information that identifies or could reasonably be used to identify an individual person, including but not limited to names, cardholder data social security numbers, driver's license numbers, tax identification numbers, addresses and telephone numbers), or any information which is compiled or derived from any of the foregoing.
    - b. Spreadly represents and warrants that it validates its PCI-DSS compliance as required by the applicable Card Rules, and, as of the effective date of this Agreement, Spreadly has complied with all applicable requirements to be considered compliant with PCI-DSS, and has performed all necessary steps to validate its compliance with the PCI-DSS. Without limiting the foregoing, Spreadly represents and warrants: (i) that it undergoes an Annual On-Site PCI Data Security Assessment ("**Annual Assessment**") by a QSA and pursuant to its most recent Assessment, it is currently certified as compliant with the current version of PCI-DSS by the QSA; (ii) that it undergoes a quarterly network scan ("**Scan**") by an approved scanning vendor ("**ASV**") and that it is has passed its most recent scan.
    - c. Spreadly will notify Customer within seven (7) days if it (i) receives a non-compliant Annual Assessment from a QSA; (ii) fails to undergo or complete any Annual Assessment prior to the expiration of the previous year's Annual Assessment; (iii) is unable to pass any of its Scans; or (iv) is no longer in compliance with PCI-DSS.
    - d. Spreadly agrees to supply Customer with evidence of its most recent Annual Assessment prior to or upon execution of this Agreement. Thereafter, Spreadly shall annually supply to Customer, or make available on [www.spreadly.com](http://www.spreadly.com), evidence of Spreadly's successful completion of its Annual Assessment and will, upon reasonable request, supply Customer with additional evidence of its overall PCI-DSS compliance status.
    - e. Spreadly shall, with respect to the Customer's data, use only validated third-party payment applications that have been certified as compliant with the Council's Payment Application Data Security Standards ("**PA-DSS**"), as updated from time to time.
    - f. Customer may elect at any time to perform an automatic export of any Card Data or other credit card or user

information associated with Customer's account to a third party endpoint for which Spreadly supports third-party vaulting (a "**Supported TPV Endpoint**") as set forth at: <https://docs.spreadly.com/guides/third-party-vaulting/>. For any endpoint that is not a Supported TPV Endpoint, Customer may request that Spreadly perform one (1) free-of-charge manual export during the Term, of any Card Data or other credit card or user information associated with Customer's account to a recipient designated by Customer, provided the recipient has proven that it is PCI-DSS compliant and the transfer is not in violation of any applicable Laws. If Customer requires additional manual exports during the Term, each additional manual export shall incur a \$1,000 charge. Spreadly reserves the right to delete all of Customer's Card Data and any other account data stored on its servers 30 days after the effective date of termination of this Agreement (the "**Data Transfer Window**"). If Customer requires additional time to arrange the export of its Card Data to a PCI compliant third party, it may extend the Data Transfer Window for additional 30 day periods by paying the prorated Base Annual Fee as determined in accordance with Exhibit A of this Agreement.

10. **Security.** Without limiting the requirements of this Agreement, Spreadly agrees that all Customer Confidential Information (including Personal Information) will be secured from unauthorized access, use, disclosure, loss, theft and Processing using industry standard security practices and technologies. Without limiting the foregoing, Spreadly represents and warrants the following:
  - a. Spreadly has in place a comprehensive, written information security program designed to protect the information under its custody, management or control, including all Customer Confidential Information. Spreadly's information security program satisfies the requirements of all data security Laws applicable to Spreadly, and includes the following safeguards: (i) secure business facilities, data centers, servers, back-up systems and computing equipment including, but not limited to, all mobile devices and other equipment with information storage capability; (ii) network, device application, database and platform security; (iii) secure transmission, storage and disposal; (iv) authentication and access controls within media, applications, operating systems and equipment; (v) encryption of Customer Confidential Information placed on any electronic notebook, portable hard drive or removable electronic media with information storage capability, such as compact discs, USB drives, flash drives, tapes; (vi) encryption of Personal Information in transit and at rest; (vii) Personal Information must not be Processed in test, development or non-production environments; and (viii) Personnel security and integrity including, but not limited to, background checks consistent with applicable Law and the requirements of this Agreement. "**Personnel**" means a party's officers, directors, employees and authorized agents who contribute to the performance of such party's obligations under this Agreement. For purposes of the foregoing, a party and its officers, directors, employees and authorized agents shall not be deemed Personnel of the other party.
  - b. Spreadly shall regularly, but in no event less than annually, evaluate, test and monitor the effectiveness of its information security program and shall promptly adjust and/or update such programs as reasonably warranted by the results of such evaluation, testing, and monitoring.
  - c. All Spreadly Personnel with access to Customer Confidential Information are provided appropriate information security and privacy training to ensure their compliance with Spreadly's obligations and restrictions under this Agreement, with applicable Laws and with Spreadly's information security program.
11. **Breaches of Security.**
  - a. "**Breach of Security**" means (i) any loss, misuse, compromise, or unauthorized access to Personal Information that Spreadly collects, generates, or obtains from or on behalf of Customer, or (ii) any other act or omission that compromises or undermines the physical, technical, or organizational safeguards put in place by Spreadly in Processing such information or otherwise providing services under this Agreement.
  - b. If there is a Breach of Security, Spreadly will (i) notify Customer within 24 hours of becoming aware of such occurrence and will provide such notice to Customer by contacting the primary Customer Contact set forth above, (ii) promptly investigate the Breach of Security to attempt to determine the root cause, (iii) consult with Customer in good faith about remediation and mitigation plans, and (iv) take all steps reasonably necessary to promptly remediate the effects of such occurrence, ensure the protection of those data subjects that are affected or likely to be affected by such occurrence, prevent the re-occurrence, and comply with applicable Laws.
  - c. Spreadly will, at its own cost, make all notifications, including to data subjects, regulatory authorities and credit reporting agencies, that are required by applicable Law or any Card Association. Spreadly shall not inform any third party of any Breach of Security, except other affected Spreadly customers or as may be required by applicable Law, without first obtaining Customer's prior written consent, which shall not be unreasonably withheld.
12. **Insurance.** At all times during the Term, Spreadly shall maintain (i) commercial general liability insurance with at least \$1,000,000 per occurrence and (ii) "errors and omission" (tech and cyber coverage) insurance in an amount not less than \$30,000,000. Upon Customer's request, Spreadly shall provide Customer with a copy of such policy or

policies or a certificate of insurance evidencing the same.

13. Indemnification.

- a. Spreedly shall indemnify, defend and hold harmless Customer against any loss or damage that Customer may sustain or incur (including attorneys' fees and costs), in relation to any claim or action by a third party (including, without limitation, any regulatory or government authority) (each a "**Claim**"), arising out of or related to any of the following: (i) any claim that the Service infringes, violates or misappropriates a patent, copyright, trademark, trade secret or other intellectual property right of any third party (collectively, "**Third-Party IP Rights**"); (ii) any breach by Spreedly of Section 7 (Confidential Information), Section 9 (PCI-DSS) or Section 10 (Security); or (iii) any Breach of Security that is caused by Spreedly's material breach of its security obligations set forth in Section 10.
- b. Customer shall indemnify, defend and hold harmless Spreedly against any loss or damage that Spreedly may sustain or incur (including attorneys' fees and costs), in relation to any Claim arising out of or related to any of the following: (i) any breach of Section 7 (Confidential Information); and/or (ii) Customer's use of the Service in violation of the terms of this Agreement and/or any applicable Law.
- c. Each party shall promptly notify the other party in writing of any Claim for which such party believes it is entitled to be indemnified pursuant to Section 13.a or 13.b. The party seeking indemnification (the "**Indemnitee**") shall cooperate with the other party (the "**Indemnitor**") at the Indemnitor's sole cost and expense. The Indemnitor shall promptly assume control of the defense and investigation of such Claim and shall employ counsel of its choice to handle and defend the same, at the Indemnitor's sole cost and expense. The Indemnitee's failure to perform any obligations under this Section 13.c will not relieve the Indemnitor of its obligations under this Section 13 except to the extent that the Indemnitor can demonstrate that it has been materially prejudiced as a result of such failure. The Indemnitee may participate in and observe the proceedings at its own cost and expense with counsel of its own choosing. The Indemnitor shall not enter into any settlement that imposes any liability or obligation on the Indemnitee without the Indemnitee's prior written consent.

14. Limitation of Liability.

- a. IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY LOST PROFITS, OR ANY INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF BUSINESS PROFITS) ARISING OUT OF OR RELATING TO THIS AGREEMENT, HOWEVER CAUSED, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- b. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY'S LIABILITY TO THE OTHER PARTY UNDER THIS AGREEMENT FOR ANY LIABILITY OR DAMAGES EXCEED THE AMOUNT OF FEES PAID (AND, WITH RESPECT TO CUSTOMER'S LIABILITY, DUE AND PAYABLE) TO SPREEDLY BY CUSTOMER UNDER THIS AGREEMENT DURING THE TWELVE MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM.

15. Assignment. The parties' rights and obligations under this Agreement will bind and inure to the benefit of their respective successors and permitted assigns. Neither party shall assign or delegate its obligations under this Agreement either in whole or in part without the prior written consent of the other party; provided, however, that either party may assign this Agreement in its entirety, without the other party's consent, to an entity that acquires all or substantially all of the business or assets of the assigning party relating to the subject matter of this Agreement, whether by merger, reorganization, acquisition, sale or otherwise.

16. Notices. Any notices required to be delivered in writing hereunder shall be sent to the party's address set forth in Part A and shall be deemed delivered when (i) by personal delivery (when actually delivered); (ii) by overnight courier (upon written verification of receipt); or (iii) by certified or registered mail, return receipt requested (upon verification of receipt). Either party may change its address at any time by giving written notice of the change to the other party.

17. Force Majeure. Neither party will be liable for failure or delay in performance (except for any obligations to make payments to the other party hereunder) due to causes beyond its reasonable control, including without limitation acts of God, terrorism, war, riots, fire, earthquake, epidemic, pandemic, flood or failure of internet or communications infrastructure. Notwithstanding the foregoing, if any force majeure event lasts more than thirty (30) days, Customer will have the right to terminate the Agreement.

18. Survival. Sections 3.a (Ownership), 4.d (Effect of Termination), 7 (Confidential Information), 13 (Indemnification), 14 (Limitation of Liability), 18 (Survival) and 19 (Miscellaneous) will survive expiration or termination of this Agreement.

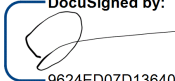
19. Miscellaneous. This Agreement shall be governed by the Laws of the State of New York (without regard to its choice of law provisions). Each party irrevocably waive any and all rights they may have to trial by jury in any judicial proceeding involving any claim relating to or arising under this Agreement. This Agreement contains the final, complete and exclusive agreement of the parties relative to the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements relating to its subject matter and may not be changed, modified,

amended or supplemented except by a written instrument signed by both parties. If any provision of this Agreement is found by a proper authority to be unenforceable or invalid, such unenforceability or invalidity shall not render this Agreement unenforceable or invalid as a whole and in such event, such provision shall be changed and interpreted so as to best accomplish the objectives of such provision within the limits of applicable Law or court decisions. The parties are independent contractors and this Agreement does not create an agency, partnership, joint venture, employee/employer or other similar relationship between them. The failure to require performance of any provision shall not affect a party's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

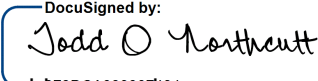
**[SIGNATURES ON FOLLOWING PAGE]**

IN WITNESS WHEREOF, authorized representatives of the parties have executed this Agreement as of the last date of signature below:

**Spreedly, Inc.**

By:   
Name: Justin Benson  
Title: CEO  
Date: 12/17/2020

**Customer**

By:   
Name: Todd O Northcutt  
Title: Sr. Director of Product  
Date: 12/17/2020



**EXHIBIT A****PRICING**

The Initial Term of this agreement is 12 months. Customer shall pay Spreadly a “**Base Annual Fee**” for each 12 months of service, which shall entitle Customer to the following for the duration of the Term:

<b>Enterprise Pricing Table</b>	
<b>Enterprise Platform Fee:</b>	<b>\$50,000</b>
Enterprise Assurance Agreement & SLAs	Included
Access Existing Spreadly Endpoints (gateways, processors, acquirers)	Unlimited
PCI Compliant Card Vaulting Storage Limit	Unlimited
Migrations Assistance/Card Imports	Unlimited
Dedicated Account Manager	Included
Access to Spreadly Enterprise Prioritized Support	Included
Implementation Project Management	Included
Solutions Architecture	Included
<b>Total Base Annual Fee:</b>	<b>\$50,000</b>

**API Usage Fee**

In addition to the Enterprise Platform Fee, Spreadly will bill Customer monthly in arrears at a rate of \$0.0075 per API call for the term of the contract, with payment due and payable in full within 30 days of the invoice date.

**Enterprise Account Management**

All enterprise accounts benefit from support prioritization and a named account manager.

**Payment Terms**

**Base Annual Fee.** Customer will pay the Base Annual Fee for the Initial Term, and each Renewal Term, quarterly, with each payment equal to 25% of the Base Annual Fee for the then-current Contract Year. The first payment of \$12,500 is due and payable in full within 45 days of the Effective Date. Each subsequent quarterly payment shall be invoiced prior to the next quarterly billing date, and shall be due and payable in full within 45 days of the quarterly billing date.

All payment obligations hereunder are non-cancelable and all fees paid hereunder are non-refundable. Any late payments shall accrue a 1% monthly service fee applied to Customer's outstanding balance. Previously assessed and unpaid service fees are included in the outstanding balance.

Fees do not include any taxes. If Spreadly is legally obligated to collect applicable taxes, such taxes shall be invoiced to and paid by Customer, unless Customer provides Spreadly with a valid tax exemption certificate authorized by the appropriate taxing authority.

All payments to be made under this Agreement shall be made in cleared funds, without any deduction or set-off, and free and clear of, and without deduction for or on account of any taxes, levies, imports, duties, charges, fees and withholdings of any nature now or hereafter imposed by any government, fiscal or other authority, save as required by law. If Customer is compelled to make any such deduction, it will pay Spreadly such additional amounts as are necessary to ensure receipt by Spreadly of the full amount which Spreadly would have received but for the deduction.

Customer may elect to pay all amounts due under this Agreement either by:

- (a) ACH payment or wire transfer to the following account:

Receiver:	Silicon Valley Bank
ABA/Routing #:	121140399
SWIFT Code:	SVBKUS6S
Beneficiary:	3301451580
	Spreadly, Inc.
	733 Foster Street, Suite 100
	Durham, NC 27701
	USA

- (b) check delivered to the address specified in the relevant invoice.

**EXHIBIT B**  
**SERVICE LEVEL AGREEMENT**

**Service Level Agreement**

The Transaction Processing Service (as defined below) shall be available 99.95%, measured monthly, excluding scheduled maintenance. For purposes hereof, “**Transaction Processing Service**” means Spreadly’s core API responsible for processing Customer’s payment transaction requests, and does not include any beta features or non-payment transaction Spreadly services such as dashboard reporting. For purposes of calculations, the following shall apply:

- Availability means that the services are up and running, accessible by Customer and its end users, without interruption or undue delay.
- Any downtime resulting from outages of third party connections or utilities or other reasons beyond Spreadly’s control will be excluded from any such calculation.
- Any unavailability resulting from Spreadly’s right to suspend the Service in accordance with the terms of the Agreement shall be excluded from any such calculation.
- Downtime shall begin to accrue as soon as the Transaction Processing Service is unavailable to Customer and/or its end users, and continues until the availability of the Transaction Processing Service is restored.
- Spreadly shall give no less than 5 business days prior written notice to Customer of all scheduled maintenance. Spreadly shall perform scheduled maintenance in such a way that any interruption of the Transaction Processing Service is kept to a minimum and will provide a maintenance window during which the scheduled maintenance will be carried out (which shall not exceed 60 minutes individually or 24 hours in the aggregate in any month).

In the event of a failure to comply with foregoing service level for a given calendar month (a “Service Level Failure”), Spreadly shall issue a credit to Customer (each, a “Service Credit”) in the following amounts based on the availability for the applicable calendar month (as follows):

Monthly Availability Percentage	Credit Percentage
Less than 99.95% but greater than or equal to 99.90%	5% of 1/12 <sup>th</sup> of Base Annual Fee
Less than 99.90% but greater than or equal to 99.80%	10% of 1/12 <sup>th</sup> of Base Annual Fee
Less than 99.80% but greater than or equal to 99.70%	15% of 1/12 <sup>th</sup> of Base Annual Fee
Less than 99.70%	20% of 1/12 <sup>th</sup> of Base Annual Fee

Service Credits may not be redeemed for cash and shall be applied to Customer’s next applicable payment of Base Annual Fee. The issuance of Service Credits sets forth Spreadly’s sole obligation and liability and Spreadly’s sole remedy for any Service Level Failure.

Notwithstanding the foregoing, Spreadly has no obligation to issue any Service Credit unless Customer requests such Service Credit in writing within ten (10) days of the Service Level Failure.

**EXHIBIT C**

**Support**

Spreedly will provide email support between 8.30 am and 8.30 pm (US Eastern timezone). Customer and its employees and consultants can contact Spreedly at support@spreedly.com with questions about the Transaction Processing Service, to report errors or other problems with the Transaction Processing Service, or to otherwise request support or assistance with respect to the Transaction Processing Service. Spreedly will maintain a sufficient number of Spreedly Support Contacts to ensure timely responses to emails from Customer and to otherwise satisfy Spreedly's obligations under this Exhibit C.

Spreedly shall make updates to the Transaction Processing Service available to Customer on a regular basis. In addition, Spreedly shall troubleshoot and resolve errors related to the Transaction Processing Service in accordance with the following table:

Category	Definition	Spreedly Acknowledgement Time	Resolution
Low	End-user or Customer complaint that requires investigation by Spreedly (including bugs not impacting API uptime)	Up to 48 hours	Next update
Serious	Customer's use of Transaction Processing Service is severely impaired due to Spreedly-side issue	Up to 4 hours	Within 3 days
Critical	Transaction Processing Service is unavailable due to Spreedly-side issue	Up to 60 minutes	Within 1 day

Spreedly has internal systems and procedures in place to notify support personnel of critical issues with the Transaction Processing Service 24 hours a day, 7 days a week.