

Master Services Agreement

This Master Services Agreement, dated as of the last date of signing by the parties below, and is between DocuSign, Inc. ("**Client**"), and 3Cloud, LLC ("**3Cloud**").

3Cloud is in the business of providing cloud computing solutions and related technical services to clients. Client desires to obtain such services from 3Cloud as described in this agreement and in one or more Statements of Work ("**SOW**") which are hereby incorporated into this agreement (collectively, the "**Agreement**"). Therefore, Client and 3Cloud hereby agree as follows:

1. Definitions

- 1.1 Capitalized terms used in this Agreement have the meanings set forth in Schedule 1 (Definitions) or as otherwise defined in the context of the provision.

2. Term and Termination

- 2.1 Term. The term of this Agreement shall be for a one (1) year term (the "**Term**"), becoming effective immediately upon execution. This Agreement shall automatically renew annually, unless a ninety (90) day notice of non-renewal is provided to the other party prior to renewal date.
- 2.2 Termination for Convenience. Either Party may terminate this Agreement without cause and without penalty by providing the other Party ninety (90) days' advance written notice of termination.
- 2.3 Termination for Cause. Either Party may terminate this Agreement if at any time (i) the other Party materially breaches this Agreement and the breaching party fails to cure such breach within thirty (30) days following receipt of written notice describing the breach.
- 2.4 Events on Termination.

Upon any termination or expiration of a Statement of Work, provided that Client has paid all amounts then due under the Agreement, 3Cloud will reasonably assist Client with the transition of the Services to Client ("**Transition Assistance Services**"). 3Cloud will bill Transition Assistance Services to Client on a time and materials basis at 3Cloud's rates for such Services in effect at such time.

Except as otherwise expressly provided in this Agreement, all rights, licenses and authorizations granted by either Party to the other hereunder will immediately terminate, and each Party will return or destroy any Confidential Information received from the other, at the Disclosing Party's written request.

Upon any termination of the applicable Statement of Work before the expiration of the applicable Statement of Work term or completion of Services therein, Client agrees and acknowledges that if an applicable SOW

contains termination fees, Client shall pay those termination fees set forth in the Statement of Work within 30 days of the effective date of termination of that Statement of Work.

3. Services

3.1 Statements of Work.

3Cloud will provide the Services in accordance with this Agreement and one or more Statements of Work (each a “**Statement of Work**” or “**SOW**”) entered into by the Parties.

An authorized individual of each Party must sign each Statement of Work. Once executed by both Parties, the new Statement of Work will be effective (unless a different SOW Effective Date is specified in the Statement of Work) and the Services thereunder will form part of the Services governed by this Agreement.

All Statements of Work incorporate by reference, and are subject to, the terms and conditions of this Agreement. Upon execution, each Statement of Work will become a part of Schedule 2 (Executed Statements of Work). The Statements of Work will be serially numbered (i.e., the first being Schedule 2-1, the second being Schedule 2-2, the third being Schedule 2-3, etc.).

Notwithstanding that each Statement of Work is a Schedule to this Agreement, this Agreement together with each Statement of Work is to be interpreted as a single agreement so that all of the provisions are given as full effect as possible. Any term of the body of this Master Services Agreement directly conflicts with those of an addendum or amendment to this Master Services Agreement, any Schedule to this Agreement or those of any Statement of Work, the order of precedence is as follows (items with a lower number having priority over, and controlling in the event of a conflict with, items having a higher number): (i) the Statement of Work, including the Exhibits and other attachments incorporated therein (but only with respect to Services to be performed under such Statement of Work); (ii) any addendum or amendment to this Master Services Agreement; (iii) this Master Services Agreement; and (iv) any Schedules or other attachments incorporated in this Master Services Agreement.

Change Orders. The Parties will memorialize any modifications or changes to the Services following execution of a Statement of Work in a mutually agreed upon change order (a “**Change Order**”) signed by both Parties.

3.2 Governmental Approvals and Consents.

3Cloud will, at its own expense, (i) obtain, maintain, and comply with all of the 3Cloud Consents; and (ii) comply with the Client Consents that are identified in a Statement of Work and made available to 3Cloud.

Client will, at its own expense, (i) obtain, maintain, and comply with all Governmental Approvals required for 3Cloud to provide the Services; (ii) obtain, maintain, and comply with the Client Consents; and (iii) comply with the 3Cloud Consents made available to Client.

Each Party will cooperate with the other Party, as reasonably requested by the other Party, in the other Party's obtaining the Governmental Approvals and the Consents that such other Party is required to obtain pursuant to this Section 3.2 and the applicable Statement of Work.

3.3 Representatives. Each Party will designate, for each Statement of Work, an individual to whom all communications may be addressed, and who has the authority to act for the Party in connection with all aspects of such Statement of Work (the “**Representative**”), but any written notice, demand or other communication in respect of matters other than the day-to-day provision of the Services under such Statement of Work shall be

addressed to the person or persons specified in Section 14.2 (Notice). Each Representative may designate an alternate or deputy to act in his or her place in case of illness, vacation, or other absence.

- 3.4 Cooperation with Third Parties. The performance of Services may involve working with third-party companies, consultants, advisors, and contractors of Client. If requested by Client in a Statement of Work, 3Cloud will work with such third Parties for the purposes of the fulfillment of the Services, provided that such third Parties sign a confidentiality agreement with 3Cloud. In no event will 3Cloud be obligated to disclose to or allow a third party to Use 3Cloud's Intellectual Property Rights or Confidential Information. If 3Cloud elects to disclose to or permit a third party to Use any of its Intellectual Property Rights or Confidential Information, 3Cloud may condition any such disclosure or Use to licensing, confidentiality and other terms as 3Cloud deems appropriate.
- 3.5 Qualifications and Training of Project Staff. 3Cloud will assign an adequate number of Project Staff to perform the Services. 3Cloud represents and warrants that the Project Staff are appropriately educated, trained, and qualified for the Services they are to perform, in accordance with applicable industry standards.
- 3.6 Subcontractors. 3Cloud may perform the Services or any part of the Services through one or more subcontractors. No subcontracting will release 3Cloud from its responsibility for its obligations under this Agreement. 3Cloud is responsible for all payments to its subcontractors. 3Cloud will promptly cause any 3Cloud Agent to remove any lien on Client's premises in favor of such 3Cloud Agent.
- 3.7 Delays. Time is of the essence in 3Cloud's performance of this Agreement. Unless performance is excused by Client's acts or omission, breach of a Client's obligation under this Agreement, reliance upon third party providers, or due to circumstances outside of 3Cloud's control, 3Cloud will meet all deliverables set forth in the applicable Statement of Work. 3Cloud will notify Client in writing of material delays and identify for Client's consideration and approval specific measures to address such delay and mitigate the risks associated therewith.
- 3.8 Non-Exclusivity. Nothing in this Agreement will limit or restrict Client's right to do business with, grant rights to or receive grants of rights from, provide services to or receive services from, or enter into any agreements with any other entity, in any scope and manner that Client desires.
- 3.9 Step-In. Absent an excused performance, agreed extension by the parties, or a material change to size and scope of the project, In the event that 3Cloud fails to deliver a material aspect of the Services or Work Product for a period of 15 days without cure, Client may assign Client personnel or any third party to step-in for 3Cloud and perform the functions, activities and tasks that comprise the Services and Work Product which 3Cloud is failing to deliver until such time that 3Cloud can demonstrate the ability to resume the performance of such functions, activities and tasks. Client shall not exercise such step -in rights until 3Cloud has failed within ten (10) business days after written notice from Client to correct (at 3Cloud's own expense) the deficient functions, activities and tasks,.. 3Cloud shall reasonably cooperate with Client's exercise of its step-in rights. Costs associated with remediating the material aspect causing the Client's exercise of such step-in rights under this Section 3.9 shall be borne by 3Cloud. With respect to any function, activity or task for which Client has exercised step-in rights, in addition to the costs set forth above, 3Cloud's sole liability with respect to Client's exercise of its step-in rights shall be payment by 3Cloud of the costs set forth above, up to a total amount of

fees from the applicable SOW that 3Cloud has invoiced Client, through the date notice of non-performance was received by 3Cloud.

4. Client Resources and Responsibilities

4.1 Client Resources. Client will make available to 3Cloud the facilities, equipment, furnishings, and fixtures ("**Client Resources**") set forth in each Statement of Work in accordance with the following provisions:

3Cloud will use the Client Resources for the sole and exclusive purpose of providing the Services under that Statement of Work to Client;

3Cloud's use of the Client Resources does not constitute a leasehold interest in favor of 3Cloud or any 3Cloud Agents;

3Cloud will use the Client Resources in a reasonably efficient manner;

3Cloud will (and will ensure that 3Cloud Agents) keep the Client Resources in good order, not commit or permit waste or damage to Client Resources, and not use the Client Resources for any unlawful purpose;

3Cloud will not make any improvements or changes involving structural, mechanical, or electrical alterations to any Client Resources without Client's approval; and

When a Client Resource is no longer needed to perform the Services, 3Cloud will return such resource to Client in substantially the same condition as when 3Cloud began using such resource, except for ordinary wear and tear;

3Cloud Agents will comply with all Client policies, procedures, and processes for accessing Client Resources.

4.2 Client Responsibilities.

Client will reasonably perform its obligations set forth in this Agreement and, for each Statement of Work, the responsibilities set forth in that Statement of Work (collectively, the "**Client Responsibilities**").

Delays, increased costs and other charges, to the extent attributable to (i) 3Cloud's own resources (including, without limitations, 3Cloud's subcontractors) not completing tasks assigned to them accurately or in a timely fashion; and/or (ii) events within the control of 3Cloud, are the responsibility of 3Cloud and shall not entitle 3Cloud to any adjustment of the applicable Statement of Work, whether through Change Order, amendment or otherwise. The failure or delay of 3Cloud in the performance of its obligations under this Agreement or any Statement of Work is excused if such failure is solely a result of: (x) any act or omission of Client or any entity or individual acting on Client's behalf (other than 3Cloud, its Affiliates and their respective employees and subcontractors), including Client's failure to perform (or cause to be performed) its obligations under this Agreement or any Statement of Work; (y) the reasonable reliance of 3Cloud on instructions, authorizations, approvals or other information from Client's employees or representative(s); or (z) any act or omission of a third party (other than 3Cloud's subcontractors) not under the control of 3Cloud ("**Excused Performance**"). 3Cloud will use commercially reasonable efforts to perform the Services notwithstanding such circumstances. If an Excused Performance causes 3Cloud to incur any delay in performance or to incur additional expenses or charges, the Parties will negotiate a Change Order to reflect the impact of such delay or additional charges. Change Orders are not required for circumstances giving rise to an Excused Performance to the extent affected Services are billed on a time and materials basis, in which event 3Cloud will provide Client with notice of the impact on its performance and invoice Client for the increased effort required by 3Cloud.

Client is responsible for providing, in a timely manner, all data, information and assistance that 3Cloud requires to provide the Services. Client shall ensure that as of the date provided, all provided data and

information is true, complete and not misleading. Client acknowledges that the ability of 3Cloud to provide the Services in accordance with the terms of the Agreement and the associated Statement(s) of Work, including the agreed pricing and delivery models, are contingent upon the accuracy and completeness of information and data provided by Client, as well as Client's cooperation and timely performance of its obligations. In the event any such data or information is found to be inaccurate or incomplete or Client fails to perform its obligations, the Parties agree to negotiate in good faith equitable changes to the impacted Statements of Work, which may include, without limitation, changes to the Fees to Client, except that where Services may be billed on a time and materials basis, 3Cloud will provide Client with notice of the impact on its performance and invoice Client for the increased effort required by 3Cloud. In addition, except as provided in the applicable Statement of Work, Client agrees to timely furnish or make reasonably available, at its own expense, all personnel, hardware, third party services, Software, data and related materials necessary for 3Cloud to perform the Services.

Client will deliver all data provided to 3Cloud in the agreed format as required in the Statement of Work.

5. Fees, Payment Terms, and Taxes

- 5.1 General. In consideration of the Services under each Statement of Work, Client will pay 3Cloud the Fees set forth in the applicable Statement of Work and in accordance with payment-related terms in that Statement of Work ("**Fee Terms**"). 3Cloud will invoice the Fees under each Statement of Work as set forth in the Fee Terms, including such detail as needed to allow Client to determine the accuracy of the amounts billed,. If a Statement of Work does not specify Fee Terms, Client will pay any undisputed Fees forty-five (45) days after receipt of invoice from 3Cloud.
- 5.2 Travel Expenses. Client will reimburse 3Cloud for the reasonable travel and living expenses incurred by Project Staff who are required to travel, and will do so in accordance with its then-current travel and expense policies. 3Cloud will submit monthly travel expense reports to Client, including receipts or other reasonable evidence of such travel expenses, provided that a receipt will not be required for any expense less than \$100 (one hundred dollars). Air travel will be coach class on scheduled commercial flights.
- 5.3 Disputed Fees. Client may dispute invoiced fees, provided that such dispute is in good faith and received by 3Cloud within ten (10) business days following Client's receipt of the invoice. Client will provide 3Cloud a written statement providing reasonable detail describing what fees are disputed and the basis for the dispute. Client will pay any undisputed amounts by the invoice due date. The Parties will meet (which may be via phone call) within five (5) business days of Client's notification of the dispute to resolve the dispute. The Parties agree to use good faith efforts to resolve the dispute quickly and promptly.
- 5.4 Late Payment. If any undisputed (in accordance with Section 5.3 (Disputed Fees)) Fees or expenses remain unpaid by Client for more than thirty (30) days after the receipt of an invoice, Client will pay interest on such unpaid amounts at a rate equal to the lower of one and one half (1.5%) per month or the highest rate permitted by applicable law.
- 5.5 Suspension. Without limiting its termination rights herein, 3Cloud may suspend its provision of the Services if (i) 3Cloud reasonably suspects that the Services are being used by Client for any illegal purpose or effect or in material breach of this Agreement and the Parties are unable to resolve such suspected illegality or breach; or (ii) any amounts due under the Agreement are past due for more than 30 days after 3Cloud provides Client written notice of such amounts being past due.
- 5.6 Client's Tax Responsibility. Client is liable for any sales tax, use tax, service tax, value added tax, transfer tax, excise tax, tariff, duty, or any other similar tax imposed by any Governmental Authority arising from the performance or furnishing by 3Cloud of Services or 3Cloud's Fees to Client under this Agreement. Such taxes will be invoiced by 3Cloud to Client for all taxing jurisdictions where 3Cloud is permitted or required by law to

collect such taxes unless Client provides a valid resale certificate or other documentation required under applicable law to evidence tax exemption. 3Cloud invoices will separately state any Fees that are subject to taxation and separately identify the tax jurisdiction and the amount of taxes invoiced therein.

- 5.7 3Cloud Tax Responsibility. 3Cloud is responsible for any sales tax, use tax, service tax, value added tax, transfer tax, excise tax, tariff, duty or any other similar tax imposed on 3Cloud with respect to any labor, equipment, materials, goods or services acquired, used or consumed by 3Cloud in providing the Services to Client under this Agreement.
- 5.8 Excluded Tax Responsibilities. Neither Party is responsible for any franchise, privilege, income, gross receipts or business activity taxes based on the other Party's gross or net income, net worth or business activities. Neither Party is responsible for any real or personal property taxes assessed on tangible or intangible property owned or leased by the other Party.
- 5.9 Tax Cooperation. Client and 3Cloud will cooperate to segregate the Fees into the following separate payment streams: (1) those for taxable Services; (2) those for nontaxable Services; (3) those for which a sales, use or other similar tax has already been paid; and (4) those for which 3Cloud functions merely as a paying agent for Client in receiving goods, supplies or services (including leasing and licensing arrangements) that otherwise are nontaxable or have previously been subject to tax. In addition, each Party will cooperate as reasonably requested by the other Party to more accurately determine the requesting Party's tax liability and to minimize such liability, to the extent legally permissible. Each Party will provide and make available to the other Party any resale certificates, information regarding out-of-state sales or use of equipment, materials or services, and any other exemption certificates or information requested by the other Party.

6. Intellectual Property Rights

- 6.1 Background IP. Any Intellectual Property Rights held by a Party as of the Effective Date or acquired or developed by a Party after the Effective Date other than pursuant to this Agreement ("**Background IP**") will remain vested in such Party. Neither Party grants a right to Background IP to the other Party except for those rights expressly granted in this Agreement. To the extent that Background IP of 3Cloud is embedded or incorporated in any Work Product, 3Cloud will not be deemed to have transferred or assigned any rights therein to Client; provided that, subject to and except as provided in Section 6.4 (3Cloud Software and IP) and other limitations in this Agreement, and subject to Client's full payment of Fees, 3Cloud hereby grants to Client a global, perpetual, revocable to the extent restrictions on use are violated, non-transferable, royalty-free, fully paid-up, non-exclusive license to Use all Background IP only as embedded or incorporated in any such Work Product and only to the extent necessary to use or maintain such Work Product for Client's internal business purposes. Notwithstanding any other term or provision of this Agreement, any and all derivatives, modifications, enhancements or improvements to 3Cloud's Background IP (including but not limited to any 3Cloud-Branded Materials) developed by 3Cloud will not be considered Client-Owned Work Product and will be owned exclusively by 3Cloud and regarded as 3Cloud's Background IP. 3Cloud will be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used while providing the Services, provided that such use does not require or incorporate the IP or Confidential Information of Client.

6.2 Work Product.

Subject to and excluding 3Cloud's Intellectual Property Rights in Background IP and any third-party Intellectual Property Rights in and restrictions applicable to any third-party materials embedded or incorporated in the Work Product, and subject to Client's full payment of Fees, 3Cloud hereby assigns, transfers and conveys, and will cause its Affiliates and 3Cloud Agents to assign, transfer and convey to Client, without further consideration, all right, title and interest in and to any Work Product that is specifically described in a Statement of Work to be owned by Client ("**Client-Owned Work Product**"). 3Cloud agrees

to execute any documents or take any other actions, at Client's expense, as may reasonably be necessary, or as Client may reasonably request, to perfect Client's ownership in any such Client-Owned Work Product.

3Cloud will exclusively own all right, title, and interest in and to all Work Product (including all Intellectual Property Rights therein) that does not constitute Client-Owned Work Product. Subject to and except as provided in Section 6.4 (3Cloud Software and IP) and other limitations in this Agreement, and subject to 3Cloud's rights (including Intellectual Property Rights) in Background IP, and any third-party Intellectual Property Rights in and restrictions applicable to any third-party materials embedded or incorporated in the Work Product, and subject to Client's full payment of the Fees, 3Cloud hereby grants to Client a global, perpetual, revocable to the extent restrictions on use are violated, non-transferable, royalty-free, fully paid-up, non-exclusive license to Use such Work Product only for Client's internal business purposes only.

6.3 Client Software and IP.

3Cloud will have no rights or interests in the Client Software except as expressly set forth in this Agreement or Statements of Work. Client hereby grants or will cause to be granted (e.g., from the licensor of the Client Third-Party Software) to 3Cloud, during the period in which each Statement of Work is in effect, a non-exclusive, non-transferable license to Use (or a subset of such rights as necessary for 3Cloud to perform the Services) any Client-Owned Software required to provide Services under that Statement of Work. Such license will extend to 3Cloud Agents as necessary to perform Services under such Statement of Work. To the extent required under a Statement of Work, Client will obtain licenses for 3Cloud to access and use Client Third-Party Software identified as Client's responsibility in the Statement of Work, and such use will be subject to the terms and conditions of the applicable third-party agreements between 3Cloud and any Third-Party Software licensor.

Client shall have sole responsibility for the accuracy, quality, integrity, sufficiency, procurement, legality, reliability, appropriateness, and ownership of Client-Owned Software and any Intellectual Property Rights required to Process any data, information, or material proprietary to Client or otherwise provided or submitted by Client to 3Cloud or the services of third parties ("**Client Provided IP**"), and 3Cloud will not be responsible or liable for the deletion, correction, destruction, damage, loss or failure to store any such Client Provided IP.

Except as permitted under a Statement of Work:

- (1) 3Cloud will not copy, use, modify, or distribute any Client Intellectual Property Rights, Client-Owned Software, Client Third-Party Software, or other materials provided or used by Client in connection with providing the Services ("Client Provided IP"); and
- (2) 3Cloud will not remove the Client Provided IP from any systems or deliverables accessed by 3Cloud or made available by Client in connection with the Services, or cause or permit the modification, distribution, reverse engineering, decompilation, disassembly, or other translation of Client Provided IP.

6.4 3Cloud Software and IP.

Client will have no rights or interests in the 3Cloud Software except for limited license rights expressly set forth in this Agreement or Statements of Work. 3Cloud hereby grants to Client, during the period in which each Statement of Work is in effect, a non-exclusive, non-transferable license to Use any 3Cloud-Owned Software required for Client to receive Services under that Statement of Work. To the extent required under a Statement of Work, 3Cloud will obtain licenses for Client to access and use 3Cloud Third-Party

Software identified as 3Cloud's responsibility in the Statement of Work. Such license to 3Cloud Third-Party Software will be subject to the terms and conditions of the applicable third-party agreements.

Except as permitted under a Statement of Work, Client will not copy, use, modify, or distribute any 3Cloud Intellectual Property Rights, 3Cloud-Owned Software, 3Cloud Third-Party Software, or other materials provided or used by 3Cloud in connection with providing the Services ("**3Cloud Provided IP**"). Client will not remove the 3Cloud Provided IP from any systems or deliverables accessed by Client or made available by 3Cloud in connection with the Services, or cause or permit the modification, distribution, reverse engineering, decompilation, disassembly, or other translation of 3Cloud Provided IP.

- 6.5 Third-Party Intellectual Property. If a Statement of Work requires 3Cloud to provide or obtain licenses to any 3Cloud Third-Party Software (including any Open Source Software) or other Intellectual Property Rights owned by a third party (collectively, the "**Third-Party IP**") for Client in connection with this Agreement, including in the creation of the Deliverables and/or Work Product, 3Cloud will pass through to Client all of the warranties 3Cloud receives from such third party to the extent permissible under the applicable agreement between 3Cloud and the third party. 3Cloud will have no other responsibilities with respect to the 3Cloud Third-Party Software or Third-Party IP. Client will be responsible for complying with the terms of any licenses related to Client's use of the Third-Party Software and other Third-Party IP.
- 6.6 3Cloud Obligations Upon Infringement/Misappropriation. If Client-Owned Work Product or any Background IP becomes, or in 3Cloud's reasonable opinion is likely to become, the subject of an infringement or misappropriation claim, 3Cloud will promptly take one or more of the following actions, at no charge to Client and at 3Cloud's sole discretion: (i) promptly secure the right to continue using the item; (ii) replace or modify the item to avoid the infringement or misappropriation at no cost to Client; or (iii) revoke Client's license to the item and refund to Client the Fees associated with the item and any other items affected by the actual or potential infringement or misappropriation. In no event will 3Cloud have any liability or responsibility for any actual or potential infringement or misappropriation claims related to Client Software, 3Cloud Third-Party Software or any Services, Work Product or Deliverables based on the requirements, designs, Confidential Information, systems, or Intellectual Property Rights of Client.

7. Confidentiality

- 7.1 Use and Disclosure. Neither Party will disclose the other Party's Confidential Information to, or use the other Party's Confidential Information, for the benefit of, any third party without the other Party's prior written consent. All Confidential Information relating to a Party will be protected against unauthorized use or disclosure by the other Party to the same extent and with at least the same degree of care as such Party protects its own confidential or proprietary information of like kind and import, but in no event using less than a reasonable degree of care. Each Party may disclose the other Party's Confidential Information to its officers, agents, subcontractors and employees (including 3Cloud Agents) only to the extent not prohibited by Law and only as necessary to perform or receive the Services. Client may disclose 3Cloud's Confidential Information to its Affiliates, subject to the same obligations of confidentiality as apply to Client.
- 7.2 Required Disclosure. If a Party (a "**Receiving Party**") is requested or required by any Governmental Authority to disclose any of the other Party's Confidential Information (the "**Disclosing Party**"), the Receiving Party may disclose the requested or required Confidential Information provided that such Receiving Party promptly provides prior notice of such disclosure to the Disclosing Party, if lawful under the circumstances, and, if the Disclosing Party requests, provides reasonable assistance, at such Disclosing Party's expense, in contesting the disclosure or obtaining an appropriate protective order, confidential treatment, or other similar relief. If the Disclosing Party elects not to or fails to obtain protective treatment of the Confidential Information, then the Receiving Party, acting

upon the advice and guidance of its legal counsel, may disclose only that portion of the Confidential Information that is immediately responsive to the disclosure request.

- 7.3 Right to Injunctive Relief. Each Party acknowledges that, due to the unique nature of the other Party's Confidential Information, the Disclosing Party may not have an adequate remedy in money or damages in the event of any unauthorized use or disclosure of its Confidential Information. In addition to any other remedies that may be available in law, equity, or otherwise, the Disclosing Party will be entitled to seek injunctive relief to prevent the unauthorized use or disclosure of its Confidential Information.
- 7.4 Unauthorized Acts. Without limiting either Party's rights in respect of a breach of this Article 7.4, each party, in its capacity as a Receiving Party, will: (i) refrain from removing or altering any proprietary markings (e.g., copyright or trademark notices) on the Disclosing Party's Confidential Information; (ii) promptly notify the Disclosing Party of any unauthorized possession, use or knowledge of the Disclosing Party's Confidential Information of which it becomes aware; (iii) promptly furnish to the Disclosing Party known details of the unauthorized possession, use or knowledge, and reasonably assist the Disclosing Party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the Disclosing Party's Confidential Information in the Receiving Party's possession; (iv) reasonably cooperate, at the Disclosing Party's expense, with the Disclosing Party in any litigation and investigation against third parties deemed necessary by the Disclosing Party to protect its rights in Confidential Information to the extent such litigation or investigation relates to the Services; and (v) use diligent efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the Disclosing Party's Confidential Information.
- 7.5 Rights in Confidential Information. Nothing contained in the Parties' obligations with respect to Confidential Information will be construed as obligating a Party to disclose its Confidential Information to the other Party, or as granting to or conferring on a Receiving Party, expressly or impliedly, any rights or license to the Confidential Information of the Disclosing Party, and any such obligation or grant will only be as provided by the other provisions of this Agreement.
- 7.6 Rights in Client Data. 3Cloud acknowledges and agrees that, as between 3Cloud and Client, Client owns all right, title, and interest in and to the Client Data. 3Cloud hereby irrevocably assigns, and will cause 3Cloud Agents to assign, to Client without further consideration any right, title, and interest in and to Client Data that is obtained by 3Cloud or the 3Cloud Agents.
- 7.7 Return of Confidential Information. Upon expiration or termination of this Agreement, each Party will (A) promptly return to the Disclosing Party all copies of the Disclosing Party's Confidential Information in its possession or control; or (B) as requested by the Disclosing Party, permanently erase or destroy copies of the Disclosing Party's Confidential Information in its possession or control. Notwithstanding the foregoing, to the extent that the Disclosing Party's Confidential Information is stored in backup storage media (e.g., data tapes), the Receiving Party is permitted to destroy such Confidential Information in the ordinary course of the destruction or reuse of such storage media.

8. Representations, Warranties and Disclaimers

- 8.1 Representations and Warranties by Client. Client represents and warrants that as of the Effective Date and during the Term: (i) Client is duly incorporated or organized, validly existing and in good standing in the state of its incorporation and authorized to conduct business in which Services are being delivered; (ii) Client has all requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement; (iii) the execution, delivery and performance of this Agreement by Client (1) has been duly authorized by Client and (2)

will not conflict with, result in a breach of or constitute a default under any other agreement to which Client is a party or by which Client is bound; (iv) Client has obtained all Client Consents.

- 8.2 Representations and Warranties by 3Cloud. 3Cloud represents and warrants that as of the Effective Date and during the Term: (i) 3Cloud is a limited liability company duly organized, validly existing and in good standing under the Laws of Delaware and authorized to do business in every jurisdiction it provides Services; (ii) 3Cloud has all requisite power and authority to execute, deliver and perform its obligations under this Agreement; (iii) the execution, delivery and performance of this Agreement by 3Cloud (1) has been duly authorized by 3Cloud and (2) will not conflict with, result in a breach of or constitute a default under any other agreement to which 3Cloud is a party or by which 3Cloud is bound.
- 8.3 Non-Confirming Deliverables. Subject to the terms and conditions of the Agreement, 3Cloud warrants that it will perform the Services substantially in accordance with the applicable Statement of Work and in a competent and workmanlike manner. 3Cloud further represents that it will take commercially reasonable steps to comply with all laws, rules and regulations in its performance of its rights and obligations under this Agreement and will obtain all governmental, quasi-governmental, and third-party certifications, licenses, permits, and the like that are required in connection with its performance under this Agreement, and to the extent that Work Product contains any software, 3Cloud will not include any "open source" code (as defined by the Open Source Initiative) or "Free" code (as defined by the Free Software Foundation) (collectively, "Open Source Code"). To the extent that any Work Product is required to be compiled with, incorporates, or links to Open Source Code 3Cloud will seek Client's prior review and approval of the applicable license agreement before using any such open source code. For any breach of the foregoing warranty, 3Cloud will exercise commercially reasonable efforts to re-perform any non-conforming Services of which it is notified and that were performed within the ten (10)-business day period immediately preceding the date of Client's written notice to 3Cloud specifying in reasonable detail such non-conformance. If 3Cloud concludes that conformance is impracticable, then 3Cloud will refund Fees paid by Client to 3Cloud under the applicable Statement of Work, if any, allocable to such nonconforming Services.
- 8.4 DISCLAIMER OF OTHER WARRANTIES. EXCEPT FOR THE WARRANTIES EXPRESSED IN SECTION 8.3, ABOVE OR EXPRESSLY PROVIDED IN A STATEMENT OF WORK, 3CLOUD DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER ORAL, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE. WITHOUT LIMITING THE FOREGOING, 3CLOUD MAKES NO ADDITIONAL WARRANTY OF ANY KIND THAT THE SERVICES OR RELATED THIRD PARTY SERVICES, OR RESULTS OF THE USE THEREOF, WILL MEET CLIENT'S OR ANY OTHER PERSON'S REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEM, OR OTHER SERVICES, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE, OR ERROR FREE.

9. Indemnification

- 9.1 Indemnities by Client. Client will defend and indemnify 3Cloud, its Affiliates and employees, and 3Cloud Agents against any Losses resulting from, arising out of or relating to, any third-party claim: (i) relating to a claim that the Client-Owned Software, any services or Software provided by a third party for which Client obtained the license, or the Services (to the extent based on the Processing of Client Data or the use of other items, information, specifications, requirements, or materials supplied by Client) infringes any Intellectual Property Right of such third party, (ii) breach of Client's obligations under of Article 7 (Confidentiality); (iii) claims resulting from Client's gross negligence, willful misconduct, fraud, or other unlawful act or omission of Client or a Client Party; and (iv) resulting from bodily injury, death, or property damage caused by Client. The foregoing indemnification obligation will be limited to the extent that 3Cloud was responsible, whether in whole or in part, for the events giving rise to

the claim. Client will indemnify 3Cloud against any Losses incurred in connection with the enforcement of this Section 9.1.

- 9.2 Indemnities by 3Cloud. 3Cloud will defend and indemnify Client and its Affiliates, employees, and Client Agents against any Losses resulting from, arising out of or relating to, any third-party claim: (i) relating to any amounts assessed against Client that are the obligation of 3Cloud pursuant to Article 5 (Fees, Payments and Taxes); (ii) relating to a breach by 3Cloud of Article 7 (Confidentiality); (iii) relating to a claim that the Work Product, 3Cloud-Owned Software or 3Cloud-Branded Materials infringes any Intellectual Property Right of such third party; or (iv) a breach of its data protection and security obligations hereunder. 3Cloud's indemnification obligation will be limited to the extent it results from the use of the Work Product, 3Cloud-Owned Software, or 3Cloud-Branded Materials that is: (1) in excess of the rights granted in this Agreement; (2) in conjunction with any other software or equipment not provided by 3Cloud; or (3) due to the Client's failure to implement an update or enhancement to such materials that would have reduced or prevented the infringement. 3Cloud will indemnify Client against any Losses incurred in connection with the enforcement of this Section 9.2.
- 9.3 Indemnification Procedures. If any third-party claim is commenced against a Party entitled to indemnification under this Agreement (the "**Indemnified Party**"), notice thereof will be given to the Party that is obligated to provide indemnification (the "**Indemnifying Party**") as promptly as practicable. The Indemnifying Party will promptly, and in no event, not less than ten (10) days before the date on which a response to such claim is due, assume and diligently pursue the defense and settlement of such claim, engaging attorneys with appropriate expertise to handle and defend the same, at the Indemnifying Party's sole cost and expense. The Indemnified Party will cooperate, at the cost of the Indemnifying Party, in all reasonable respects with the Indemnifying Party and its attorneys in the investigation and defense of such claim and any appeal arising therefrom; provided that the Indemnified Party may, at its own cost and expense, participate, through its attorneys or otherwise, in such investigation and defense of such claim and any appeal arising therefrom. The Indemnifying Party will not settle a claim that involves a remedy other than the payment of money by the Indemnifying Party without the consent of the Indemnified Party. So long as Indemnifying Party timely assumes, and diligently pursues, the defense of any such claim, the Indemnifying Party will not be liable to the Indemnified Party for any legal expenses incurred thereafter by such Indemnified Party in connection with the defense of that claim. If the Indemnifying Party fails to timely assume, or ceases to diligently pursue, such defense, the Indemnified Party may defend or settle the claim in such manner as it may deem appropriate at the cost of the Indemnifying Party.

10. Limitation of Liability

- 10.1 Damages Cap. Subject to Section 10.2 below, the aggregate liability of a Party to the other Party for all claims and damages related to this Agreement, whether based on an action in contract, equity, negligence, tort, indemnification or other theory, will not exceed the greater of one million dollars (\$1,000,000) or the total Fees incurred by Client to 3Cloud under the applicable Statement of Work giving rise to the liability during the twelve (12) months preceding the initial event giving rise to such liability.
- 10.2 Consequential Damages. EXCEPT FOR: (I) ANY INFRINGEMENT BY ONE PARTY OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS, (II) BREACH OF CONFIDENTIALITY OBLIGATIONS BY EITHER PARTY, (III) 3CLOUD'S INDEMNIFICATION OBLIGATIONS, (IV) DAMAGES RESULTING FROM DEATH OR BODILY INJURY ARISING FROM SUPPLIER'S ACTS OR OMISSIONS, OR (V) FRAUD, GROSS NEGLIGENCE OR WILLFUL MISCONDUCT BY EITHER PARTY, IN NO EVENT WILL EITHER PARTY OR ITS DIRECTORS, OFFICERS, SHAREHOLDERS, MEMBERS, EMPLOYEES, ATTORNEYS, AGENTS, ASSIGNS OR SUCCESSORS-IN-INTEREST BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, AGGRAVATED, EXEMPLARY OR CONSEQUENTIAL DAMAGE, LOSS, COST OR EXPENSE OF ANY KIND WHATSOEVER (INCLUDING, WITHOUT LIMITATION, LOSS OF USE, LOSS OF BUSINESS, LOSS OF PROFITS OR REVENUE, OPPORTUNITY COSTS, GOODWILL OR SAVINGS, DOWNTIME, OR DAMAGE TO, LOSS OF OR REPLACEMENT OF DATA OR TRANSACTIONS,

COST OF PROCUREMENT OF SUBSTITUTE SERVICES) WHETHER ARISING IN CONTRACT, TORT, WARRANTY, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

11. Compliance with Laws

- 11.1 Client Compliance. Client will perform its obligations under this Agreement and use the Services in a manner that complies with all Laws applicable to Client in its receipt and use of the Services. Client is not responsible for compliance with any Laws applicable to 3Cloud or 3Cloud's industry.
- 11.2 3Cloud Compliance. 3Cloud will perform the Services in compliance with all Laws applicable to 3Cloud in its performance and delivery of the Services. 3Cloud is not responsible for compliance with any Laws applicable to Client or Client's industry. If changes are required to the Services (as then currently performed) to comply with Laws outside the U.S., the Parties will negotiate changes to the Statement of Work in good faith and issue a Change Order.
- 11.3 Export. This Agreement is expressly made subject to any United States and other applicable Laws or other restrictions regarding export from the United States or another country, and import into any country, of computer hardware, software, technical data or other items, or derivatives of such hardware, Software, technical data or other items. Except as otherwise provided in this Agreement or a Statement of Work, neither Party will directly or indirectly export (or re-export) any computer hardware, Software, technical data or any other item provided to or by it for purposes of this Agreement, or any derivative of the same, or permit the shipment of the same: (a) into (or to a national or resident of) Cuba, Burma, North Korea, Iran, Sudan, Syria or any other country with respect to which the United States has imposed sanctions; (b) to anyone on the U.S. Treasury Department's List of Specially Designated Nationals, List of Specially Designated Terrorists or List of Specially Designated Narcotics Traffickers, or the U.S. Commerce Department's Denied Parties List; or (c) to any person, country or destination for which the United States or another country with jurisdiction, or any agency of the same, requires an export license or other authorization for export, without first having obtained any such license or other authorization required. Client will provide to 3Cloud not less than ten (10) days' prior written notice in the event that any of technical data, hardware, Software or other items provided by Client that will be used or accessed by 3Cloud in providing the Services is controlled for export under the International Traffic in Arms Regulations or other applicable Laws (unless such items are controlled for export under United States law only as ECCN EAR99) and, if requested by 3Cloud, will provide the ECCN classification of any such item, or the similar classification as appropriate under other applicable Law. Unless otherwise expressly agreed, Client will be the importer of record of any items for which import is required for delivery of any portion of the Services outside the United States. Each Party will reasonably cooperate with the other and will provide to the other promptly upon request any end-user certificates, affidavits regarding re-export or other certificates or documents as are reasonably requested to obtain authorizations, consents, licenses and/or permits required for any payment or any export or import of items or Services under this Agreement. The provisions of this Section will survive the expiration or termination of this Agreement or any Statement of Work for any reason. 3Cloud may suspend performance under this Agreement to the extent necessary to assure compliance under U.S. or other applicable export or similar regulations.
- 11.4 Affirmative Action. Client is a federal contractor. As a result, but only if applicable to 3Cloud given the Services provided to Client, the Equal Opportunity Clause set forth in 41 C.F.R. parts 60-1.4(a), and the employee notice found at 29 C.F.R. Part 471, Appendix A to Subpart A are incorporated by reference herein. In addition, but also only if applicable, Supplier shall abide by the requirements of 41 C.F.R. §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.
- 11.5 Changes in Law. 3Cloud and Client will work together to identify the effect of changes in Laws on the provision and receipt of the Services and will promptly discuss the changes to the Services, if any, required to comply with

all Laws. If a change to the Services is required for 3Cloud to comply with a change in any Laws and 3Cloud can reasonably demonstrate that the change will materially increase 3Cloud's costs, Client will by notice to 3Cloud either: (i) direct 3Cloud to implement the required change to the Services, in which case Client will pay any additional Fees that may be determined to be payable as a result of the change in Law, or (ii) terminate this Agreement or the portion of the Services affected by the change in Law.

- 11.6 Notice of Non-Compliance. If a Governmental Authority notifies either Party that the Party is not in compliance with any applicable Laws, the Party will promptly notify the other Party of the same in writing.

12. Data Handling and Security

12.1 Data Handling.

Client will not provide Personal Data to 3Cloud in connection with the Services except (i) where necessary and agreed in the applicable Statement of Work; and (ii) where business contact information and related business information of individuals are related to the Services and necessary for 3Cloud to perform the Services. In the event Client provides Personal Data to 3Cloud, 3Cloud agrees that if required by Client, 3Cloud will consider, in good faith, additional supplemental data protection terms, including, but not limited to, a data processing agreement and/or the standard contractual clauses for the transfer of personal data to processors established in third countries under Directive 95/46/EC of the European Parliament and of the Council (or any successor thereto). In the event that additional data protection terms cannot be agreed upon by the parties, then either party may terminate this Agreement.

Client will remain the controller of its Personal Data at all times, and 3Cloud will always be the processor of Client's Personal Data. To the extent 3Cloud has access to Client Personal Data, 3Cloud agrees to Process Personal Data subject to the requirements of this Agreement and applicable Law. 3Cloud's Processing of Personal Data is further limited to such Processing that is (a) in furtherance of performing the Services pursuant to this Agreement and the relevant Statements of Work; (b) pursuant to a lawful subpoena, service of process, or otherwise required or permitted by Law; and (c) as directed or instructed by Client.

Client represents that 3Cloud's Processing of Personal Data and other Client Data as directed by Client will comply with applicable Law at the time such instructions are given. Client will indemnify 3Cloud from any claim, losses, damages, fines, costs, and expenses based on 3Cloud's Processing of Client Data in strict accordance with Client's instructions or requirements.

HIPAA DISCLAIMER: Unless specifically agreed to by the Parties in a separate addendum, Client represents and warrants that in no event will any Protected Health Information be Processed in Systems that would subject 3Cloud to the obligations of a Business Associate under HIPAA.

- 12.2 Insurance, Risk Management and Security Protocols. It is agreed and understood that the Parties agree to maintain substantial risk management policies, insurance, and adequate security protocols.

Insurance. 3Cloud maintains (i) commercial general liability insurance coverage, with minimum limits of at least Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) in the aggregate; (ii) professional liability (errors and omissions) insurance coverage of at least Two Million Dollars (\$2,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the aggregate to cover claims arising from acts or omissions of the 3Cloud and 3Cloud Agents; and (iii) professional and technology/cyber insurance coverage of at least Five Million Dollars (\$5,000,000) in the aggregate, in connection with this Agreement. Upon request, 3Cloud shall provide Client with evidence of insurance for

such coverages. Upon request by Client, 3Cloud shall provide proof of such coverages. 3Cloud shall also maintain workers' compensation insurance as required by law.

Risk Management Policies and Security Protocols. 3Cloud maintains a formal, documented risk management plan that a third-party firm reviews and audits no less than annually.

(1) Organizational Security Policy

- (a) 3Cloud maintains a documented information security policy that is approved by 3Cloud management and reviewed no less than annually. All employees acknowledge and agree to comply with the policy as a matter of the course of their employment.
- (b) 3Cloud maintains a code of conduct, privacy policy, and non-disclosure policy, all of which are documented in its corporate handbook. 3Cloud requires its employees to sign their acknowledgement and agreement to comply with these policies upon hire, and on an annual basis thereafter.

(2) Asset Management

- (a) 3Cloud maintains a formal asset management policy and associated procedures for ensuring that 3Cloud can track its technology hardware and software assets.
- (b) 3Cloud maintains a formal records management policy that defines the classification of information and the retention periods and data controls for each.

(3) Personnel Security & Training

- (a) 3Cloud performs background screening on all employees and contractors as a condition to employment.
- (b) 3Cloud conducts information security training for its employees no less than annually, and ongoing weekly anti-phishing training and drills.
- (c) 3Cloud conducts HIPAA training and testing for all employees no less than annually, whether or not those individuals will be handling PHI.
- (d) 3Cloud maintains an auditable onboarding and offboarding process for all employees to ensure proper access to assets, systems, and data.

(4) Physical & Environmental Security

- (a) 3Cloud controls its offices with auditable, physical security. Only regular employees at those offices are granted access, and management of that access is governed by standard onboarding and offboarding procedures.
- (b) 3Cloud does not store Client data or information in any 3Cloud facility. All 3Cloud software systems are SaaS-based with physical security governed by the respective third-party cloud vendor.

(5) Communications & Operations Management

- (a) All 3Cloud employees are issued 3Cloud-owned laptops, and 3Cloud uses remote management and policies to ensure the use of updated antivirus software, device encryption, and password policy adherence.
- (b) 3Cloud employees participate in a BYOD (bring your own device) program for mobile devices, but organizational data access is only permitted through specific controlled apps that allow remote management, including remote data wipe. This data is remotely wiped for departing employees as part of the documented offboarding procedure.
- (c) 3Cloud monitors all its office networks and controls them with dedicated firewall devices.

- (d) All 3Cloud user and administrative accounts require the use of multi-factor authentication (MFA).
- (e) 3Cloud uses Microsoft Active Directory Advanced Threat Protection to detect, log, and conditionally block suspicious access attempts by 3Cloud accounts.
- (6) Access Control
 - (a) 3Cloud retains a documented access control and access management policy that it reviews no less than annually.
 - (b) 3Cloud performs a monthly audit of all user permissions to ensure proper assignment.
 - (c) 3Cloud has a documented password policy that requires complex passwords and password changes every 90 days.
- (7) Information Security Incident Management. 3Cloud maintains a detailed incident response plan that is reviewed and approved no less than annually.
- (8) Business Continuity Management. 3Cloud maintains a detailed disaster recovery and business continuity plan that is reviewed, tested, and approved no less than annually.
- (9) Information Systems Management. 3Cloud uses only Software as a Service (SaaS) applications to run its business and does not maintain on-premises servers in the normal course of business.

3Cloud has disclosed to Client, of which Client acknowledges, evidence of insurance and its compliance with the SOC II Type 2 audit. Client represents to 3Cloud that it has reviewed the risk management and security protocols and deems such security as proper and adequate for the performance of the Services. 3Cloud represents to Client that the foregoing risk management and security protocols shall be in place and observed by 3Cloud during the Term of this Agreement.

13. Breach Notification

Reserved.

- 13.1 Audits. The Parties will agree in the applicable Statement of Work if and to what extent any audits, assessments, penetration testing, system scans, certifications, or other independent reports or reviews (e.g., SSAE18 SOC 1 or SOC 2) are required of 3Cloud, the systems managed or operated by 3Cloud, or the Services. 3Cloud is only obligated to permit, obtain or maintain such measures to the extent expressly provided in the applicable Statement of Work.

14. Miscellaneous Provisions

- 14.1 Assignment. Neither Party will, without the consent of the other Party, assign this Agreement or otherwise transfer its rights or obligations under this Agreement, except that either Party may assign all of its obligations under this Agreement or an SOW to one of its Affiliates and either Party may assign this Agreement to an entity that succeeds to all or substantially all of the business or assets of such Party, provided that: (i) such third party is not insolvent or otherwise unable to pay its debts as they become due; (ii) such third party is not a competitor of the other Party; and (iii) such third party is bound hereby. The consent of a Party to any assignment of this Agreement does not constitute such Party's consent to further assignment. This Agreement is binding on the Parties and their successors and permitted assigns. Any assignment in contravention of this subsection is void.
- 14.2 Notices. Except as otherwise specified in this Agreement, all notices, requests, consents, approvals, agreements, authorizations, acknowledgements, waivers, and other communications required under this Agreement will be in

writing and will be deemed given when delivered to the physical or electronic address specified below, which is the respective Party's principal place of business.

In the case of Client:

DocuSign, Inc.

ATTENTION: Scott Gainous

ADDRESS:

EMAIL: scott.gainous@docusign.com

with a copy to: legal@docusign.com

In the case of 3Cloud:

3Cloud, LLC

Attention: Michelangelo Rocco, Chief Executive Officer

3025 Highland Parkway, Suite 525

Downers Grove, IL 60515

notices@3Cloudsolutions.com

Either Party may change its address for notification purposes by giving the other Party notice of the new address and the date on which it will become effective.

- 14.3 Counterparts. This Agreement may be executed in any number of counterparts, each of which is deemed an original, but all of which taken together constitute one single agreement between the Parties.
- 14.4 Relationship. The Parties intend to create an independent contractor relationship, and nothing contained in this Agreement will be construed to make the Parties partners or joint venturers, or principals, agents, or employees of each other. Neither Party has any right, power, or authority, express or implied, to bind the other. Actual direction and control of the personnel actions and the terms and conditions of employment between 3Cloud and its employees or agents will at all times be 3Cloud's responsibility.
- 14.5 Consents, Approvals and Requests. Except consents, approvals or requests that this Agreement expressly provides are in a Party's sole discretion, all consents and approvals to be given by either Party under this Agreement will be in writing and will not be unreasonably withheld or delayed. However, where this Agreement does not expressly require a Party's consent or approval (e.g., a right to terminate), this provision will not be construed as requiring such consent or approval, or as limiting a Party's discretion to exercise any right under this Agreement or applicable Law.
- 14.6 Waivers. No delay or omission by either Party to exercise any right or power it has under this Agreement will impair or be construed as a waiver of such right or power. A waiver by any Party of any breach or covenant will not be construed to be a waiver of any succeeding breach or any other covenant. All waivers must be signed by the Party waiving its rights.
- 14.7 Force Majeure. If and to the extent that a Party's performance is prevented or delayed by fire, flood, earthquake, riot, war, terrorism, malicious acts of nation states, pandemic, acts of God, strikes, foreign enemies, or other events beyond such Party's reasonable control (a "**Force Majeure Event**"), then the affected performance will be excused for so long as the Force Majeure Event continues to prevent or delay performance and the Party continues efforts to recommence performance to the extent possible without delay. The affected Party will promptly notify the other Party, describing the Force Majeure Event in reasonable detail. If any Force Majeure Event delays performance of the Services for more than twenty (20) days, either Party may terminate this

Agreement or the applicable Statement of Work as of a date specified by the Party in a termination notice to the other Party.

- 14.8 Survival. The following Sections of this Agreement will survive the termination or expiration of this Agreement: (excluding non-perpetual or revocable licenses): Fees, Payment Terms, and Taxes; Intellectual Property Rights; Confidentiality; Limitation of Liability; Indemnification; Representations and Warranties, Compliance with Laws; and Miscellaneous Provisions.
- 14.9 Remedies Cumulative. Except as provided in Section 8.3 (3Cloud Performance Warranty), no right or remedy herein conferred on or reserved to either Party is intended to be exclusive of any other right or remedy, and each and every right and remedy is cumulative and in addition to any other right or remedy under this Agreement, or under applicable law, whether now or hereafter existing.
- 14.10 Amendments. No amendment, or waiver of any provision of this Agreement, and no addition of provisions to this Agreement, is valid unless executed by the duly authorized representatives of both Parties. Neither the course of dealings between the Parties nor any trade practices will act to modify, vary, supplement, explain or amend this Agreement.
- 14.11 Third-Party Beneficiaries. Neither Party intends this Agreement to benefit or create any right or cause of action in or on behalf of, any person or entity other than the Parties.
- 14.12 Non-Solicitation. During the Term of this Agreement and for a period of one (1) year thereafter, neither Party will solicit or hire any individual who is directly involved in the work performed under this Agreement or any SOW while that individual is engaged in the employ of the other Party without the other Party's prior written consent. The foregoing does not apply where an employee of a Party seeks employment with the other Party in response to an advertisement placed into the public domain for that position by the other Party or a third-party operating on its behalf unless the other Party has solicited, directly or indirectly, the application from that employee for that position.
- 14.13 Publicity, Branding and Co-Branding. Neither Party will use the other Party's name or mark or use language from which the connection of such name or mark may be inferred, without that Party's written consent. In the event Client gives such consent, 3Cloud will only use Client's trademarks, service marks, corporate or other trade names, or other proprietary marks in accordance with Client's then-current brand asset guidelines as published at <https://www.docusign.com/IP/trademark-brand-guide>.
- 14.14 Incorporation and References. In this Agreement and the Schedules to this Agreement: (i) the Schedules to this Agreement are hereby incorporated into and deemed part of this Agreement and all references to this Agreement include the Schedules to this Agreement; (ii) references to a Schedule, Section or Article are to such Schedule, Section or Article of this Agreement unless otherwise specified; (iii) references to any Law means such Law as in force at the time in question, including any changes, supplements or replacements of such Law enacted after the Effective Date; and (iv) references to and mentions of the word "including" or the phrase "e.g." means "including, without limitation."
- 14.15 Headings. The Article and Section headings and Table of Schedules are for reference and convenience only and will not be considered in the interpretation of this Agreement.
- 14.16 Severability. If a court of competent jurisdiction holds any provision of this Agreement to be contrary to Law, then the remaining provisions of this Agreement, if capable of substantial performance, will remain in full force and effect.
- 14.17 Governing Law. This Agreement and the rights and obligations of the Parties under this Agreement are governed by and will be construed in accordance with the laws of the State of Delaware, without giving effect to the

principles thereof relating to the conflicts of laws. Except to the extent expressly required by Law, neither the United Nations Convention on Contracts for the International Sale of Goods 1980, nor any international and domestic legislation implementing such Convention, applies to this Agreement. The Parties' rights and obligations under this Agreement are solely and exclusively as set forth in this Agreement and the Uniform Computer Information Transactions Act ("**UCITA**"), whether enacted in whole or in part by any state or applicable jurisdiction, regardless of how codified, does not apply to this Agreement and is hereby disclaimed. The Parties will amend this Agreement as may be necessary to comply with any mandatory disclaimer language required by UCITA in any applicable jurisdiction.

- 14.18 Venue. Any legal suit, action or proceeding arising out of or related to this Agreement or the Services provided hereunder must be instituted exclusively in the federal courts of the United States or the state courts of Delaware, in either case as such are located in Kent County, Delaware, and each Party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding. Service of process, summons, notice, or other document by mail to such Party's address set forth herein will be effective service of process for any suit, action, or other proceeding brought in any such court.
- 14.19 Entire Agreement. This Agreement sets forth the complete and final expression of the Parties' agreement and understanding and supersedes all prior agreements and understandings, whether oral or written, relating to the subject matter hereof. The Parties acknowledge that neither of them, nor any agents or attorneys of the Parties, has made any promise, representation, or warranty whatsoever, and that the Parties have not executed or authorized the execution of this Agreement in reliance upon any promise, representation, or warranty, that is not expressly contained.

SIGNATURE PAGE FOLLOWS

Each of Client and 3Cloud has caused this Agreement to be signed and delivered by its duly authorized representative.

Client

DocuSigned by:

By:  November 29, 2021
6B2FAA477C9948B...

Name: Kamal Hathi

Title: CTO

3Cloud, LLC

DocuSigned by:

By:  November 29, 2021
AB11C0E342F3499...

Name: Jim Tatro

Title: VP, Professional Services

Schedule 1 – Definitions

"3Cloud" is defined in the introductory paragraph.

"3Cloud Agents" means the agents, subcontractors, and representatives of 3Cloud and includes Affiliates of 3Cloud to which 3Cloud subcontracts any of the Services under this Agreement.

"3Cloud-Branded Materials" means Deliverables and other documents or materials that are 3Cloud-branded or marked as being authored by 3Cloud or that, based on the circumstances, context, or any related communications, would lead a reasonable reader to understand that 3Cloud produced, authored, or contributed to such Deliverables, documents, or materials.

"3Cloud Consents" means all licenses, consents, permits, approvals and authorizations that are identified in a Statement of Work and are necessary to allow (A) 3Cloud and 3Cloud Agents to Use the 3Cloud Software and any assets owned or leased by 3Cloud and used by 3Cloud to provide the Services; and (B) 3Cloud and 3Cloud Agents to (1) Use any third-party services retained by 3Cloud to provide the Services during the Term, (2) grant the licenses contemplated by Article 9 (Intellectual Property Rights) and (3) assign to Client the Intellectual Property Rights required by Article 9 (Intellectual Property Rights).

"3Cloud Equipment" means any Equipment leased or owned by 3Cloud and 3Cloud Agents that is used by 3Cloud and 3Cloud Agents to provide the Services.

"3Cloud-Owned Software" means the software, software tools and related documentation that are owned by 3Cloud or Affiliates of 3Cloud (excluding Work Product) and used in connection with the Services or with any 3Cloud Third Party Software or Client Software.

"3Cloud Software" means the 3Cloud-Owned Software and the 3Cloud Third-Party Software.

"3Cloud Third-Party Software" means the software, software tools and related documentation licensed, leased or otherwise obtained by 3Cloud from a third party (other than Affiliates of 3Cloud) that is used in connection with the provision of the Services.

"Affiliate" means, for any entity, any other entity that, directly or indirectly, Controls, is Controlled by, or is under common Control with such entity.

"Agreement" means this Master Services Agreement between Client and 3Cloud, including the Schedules hereto and their Exhibits.

"Business Associate" has the meaning defined by HIPAA.

"Confidential Information" of a Party means all information and documentation of that Party, whether disclosed to or accessed by the other Party in connection with this Agreement both before and after the Effective Date, including (A) with respect to Client, all Client Data and the Client Software; (B) with respect to 3Cloud, the 3Cloud Software and the 3Cloud-Branded Materials; and (C) with respect to Client or 3Cloud, the terms of this Agreement, the Background IP, and any other non-public information or materials relating to a Party's or its Affiliate's products, business, Intellectual Property Rights, personnel, clients, suppliers, business partners, marketing, trade secrets, or other information that, based on the circumstances, context, or any related communications, would lead a reasonable person to understand that the information or material is confidential; provided that, except to the extent otherwise provided by Law, the term "Confidential Information" does not include information that (1) is independently developed by the recipient without using the disclosing Party's Confidential Information, as demonstrated by the recipient's written records, (2) is or becomes publicly known (other than through unauthorized disclosure), (3) is disclosed by the owner of such information to a third party free of any obligation of confidentiality, (4) is already known by the recipient at the time of disclosure, as

demonstrated by the recipient's written records, and the recipient has no obligation of confidentiality other than pursuant to this Agreement or any confidentiality agreements between Client and 3Cloud entered into before the Effective Date or (5) is rightfully received by a Party free of any obligation of confidentiality, provided that (a) such recipient has no knowledge that such information is subject to a confidentiality agreement and (b) such information is not of a type or character that a reasonable person would have regarded it as confidential.

"Consents" means the Client Consents and 3Cloud Consents, collectively.

"Control" means, with respect to any entity, the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such entity, whether through the ownership of voting securities (or other ownership interest), by contract or otherwise.

"Client Agents" means the agents, subcontractors, advisors, and representatives of Client, other than 3Cloud and 3Cloud Agents.

"Client Consents" means all licenses, consents, permits, approvals and authorizations that are identified in a Statement of Work or are necessary to allow 3Cloud and 3Cloud Agents to access and (A) Use Client's owned and leased assets; (B) Use the services provided for the benefit of Client under Client's third-party services contracts; or (C) Use the Client Software, all to the extent necessary for 3Cloud to perform the Services. Client Consents do not include 3Cloud Consents.

"Client Data" means all data and information that are submitted, directly or indirectly, to 3Cloud by Client or obtained or learned by 3Cloud in connection with the Services and Deliverables provided by 3Cloud under this Agreement and any Statement of Work.

"Client-Owned Software" means the software, software tools and related documentation owned by Client or its Affiliates and used by 3Cloud in connection with the provision of the Services.

"Client Software" means the Client-Owned Software and the Client Third-Party Software.

"Client Third-Party Software" means the software and software tools that are licensed, leased or otherwise obtained by Client from a third party (other than Affiliates of Client) and used by 3Cloud in connection with the provision of the Services.

"Data Subject" means individuals to whom Personally Identifiable Information relate.

"Deliverable" means the completion of a defined portion of the Services, such as the provision of materials embodying an agreed solution, process, report or other document, or the delivery of Equipment or other tangible items.

"Equipment" means tangible mechanical and electronic equipment intended for the processing, input, output, storage, manipulation, communication, transmission and retrieval of information and data.

"Fees" means all amounts payable by Client to 3Cloud pursuant to this Agreement.

"Governmental Approvals" means all licenses, consents, permits, approvals and authorizations from any Governmental Authority, or any notice to any Governmental Authority, that is required by Law, including any regulatory schemes to which Client is required to submit or voluntarily submits from time to time, for the consummation of the transactions contemplated by this Agreement.

"Governmental Authority" means any federal, state, municipal, local, territorial or other governmental department, regulatory authority, judicial or administrative body, whether domestic, foreign or international.

“HIPAA” means the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009, and as otherwise may be amended from time to time, and any and all implementing regulations, as in effect from time to time, including, the Privacy Standards (45 C.F.R. Parts 160 and 164), the Electronic Transactions Standards (45 C.F.R. Parts 160 and 162), and the Security Standards (45 C.F.R. Parts 160, 162 and 164) promulgated under the Administrative Simplifications subtitle of the Health Insurance Portability and Accountability Act of 1996, as amended.

“Intellectual Property Right(s)” means any and all intellectual property rights existing from time to time under any Law including patent law, copyright law, semiconductor chip protection law, moral rights law, trade secret law, trademark law (together with all of the goodwill associated therewith), unfair competition law, publicity rights law, or privacy rights law, and any and all other proprietary rights, and any and all applications, renewals, extensions and restorations of any of the foregoing, now or hereafter in force and effect worldwide. For purposes of this definition, rights under patent law shall include rights under any and all patent applications and patents (including letters patent and inventor's certificates) anywhere in the world, including, without limitation, any provisionals, substitutions, extensions, supplementary patent certificates, reissues, renewals, divisions, continuations in part (or in whole), continued prosecution applications, requests for continued examination, and other similar filings or stages thereof provided for under any applicable Laws.

“Law” means all applicable laws, statutes, codes, rules, regulations, and other pronouncement having the effect of law of the United States, any foreign country or any domestic or foreign state, county, city or other political subdivision, including those promulgated, interpreted or enforced by any governmental or regulatory authority, and any order of a court or governmental agency of competent jurisdiction in effect as of the Effective Date and as they may be amended, changed or modified from time to time.

“Losses” means any and all damages, fines, penalties, deficiencies, losses, liabilities (including settlements and judgments) and expenses (including interest, court costs, reasonable fees and expenses of attorneys, accountants and other experts and professionals or other reasonable fees and expenses of litigation or other proceedings or of any claim, default or assessment).

“Open Source Software” means any software, programming, or other Intellectual Property Rights that are subject to (i) the GNU General Public License, GNU Library General Public License, Artistic License, BSD License, Mozilla Public License, or any similar license including but not limited to those licenses listed at www.opensource.org/licenses (as that list is updated or modified from time to time) or (ii) any agreement with terms requiring any Intellectual Property Rights owned or licensed by Client to be (a) disclosed or distributed in source code or object code form; (b) licensed for the purpose of making derivative works; or (c) redistributable.

“Parties” means Client and 3Cloud.

“Party” means either Client or 3Cloud.

“Personal Data” means any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Personal Data provided by Client is Client Data.

“PHI” or **“Protected Health Information”** has the meaning defined by HIPAA.

“Process” means any operation or set of operations which is performed upon data, whether or not by automatic means, such as viewing, hosting, printing, backing up, collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure, disposal or destruction.

“Project Staff” means the personnel of 3Cloud and 3Cloud Agents who provide the Services.

“Software” means any computer programming code consisting of instructions or statements in a form readable by individuals (source code) or machines (object code), and related documentation and supporting materials therefore, in any form or medium, including electronic media.

“SOW Effective Date” is defined separately in and for each Statement of Work.

“Services” means any and all services to be performed by 3Cloud under this Agreement, including the Schedules and other attachments to this Agreement, and the Statements of Work, including the Exhibits and other attachments to such Statements of Work.

“Use” means the right to use, load, execute, store, transmit, display, copy, maintain, modify, enhance, create derivative works, make and have made.

“Work Product” means the specifications, design documents, flow charts, software programs, documentation, reports and other similar work product that 3Cloud develops specifically for Client pursuant to this Agreement or any Statement of Work; provided, however, that except as expressly provided herein or in a Statement of Work, Work Product does not include any Background IP, 3Cloud Software, or Third-Party IP.

Schedule Index

Master Schedule Index

Schedule 1 (Definitions)

Schedule 2 (Executed Statements of Work)

Statement of Work

Client DocuSign

Engagement CLM Migration and Modernization

Document 1-1

This Statement of Work ("**SOW**"), dated November 29, 2021 (the "**Effective Date**"), is made under and is subject to the terms of the Master Service Agreement (the "**MSA**") entered by the Parties as of November 29, 2021. If any term of this SOW directly conflicts with the terms of the MSA, the order of precedence established by the MSA will determine which terms control. The obligations and deliverables under this SOW shall constitute Services and Deliverables under the MSA. The information contained in this document is confidential and subject to the confidentiality provisions in the MSA.

Initially capitalized terms used, but not defined, in this SOW shall have the meaning ascribed to them in the MSA.

1. Executive Summary

DocuSign ("**[Subject]**" or "**Client**") has partnered with 3Cloud to design, develop, deploy and configure a templated and fully automated deployment of their Contract Lifecycle Management ("CLM") application utilizing modern DevOps practices. A key objective of this effort is to deploy CLM through code and pipelines for a one-click deployment to multiple Azure regions. Each deployment will be self-contained, with high availability / disaster recovery instrumented in multiple regions within an Azure geographic region. Further, the deployment pipeline will include parametrization, allowing for re-use to deploy additional environments as necessary.

3Cloud and **[Subject]** will use a phased approach to prepare, plan and execute the creation of the deployment as code.

1.1. Objectives

This Statement of Work is guided by the following general objectives:

- Assess the CLM application and review opportunities to move to Azure Services.
- Design and Architect a templated, codified and automated deployment of the CLM Application.
- Deploy and configure supporting services such as logging, monitoring, identity management, and security.
- Build and configure the templated Code and Deployment pipelines for the application(s).
- Test the deployment of the CLM application.

- Production Deployment of the CLM Application to the AUS region.

2. Scope of Work

Within the defined budget, 3Cloud will collaborate with [Subject] to prioritize the objectives of this engagement, performing activities such as those defined below:

2.1. CLM Discovery

During this phase of the engagement, 3Cloud will work with DocuSign to Assess the CLM environment and build the plan for building the automated deployment process. Any necessary change in scope will be identified and addressed during this phase of the engagement.

Discovery

- Collaboratively determine the roles and responsibilities across the 3Cloud and [Subject] teams
- Review the and Assess the CLM Environment for code build out
- Review the Current Deployment Process
- Current technology stack for automated deployment, and supporting technologies

Design

- **CLM Architecture**
 - Definition of the technology stack for the automated deployment process (Github, Terraform, Salt, Jenkins, Artifactory etc.)
 - Definition of the CLM environment architecture
- **CLM Requirements and Backlog Buildout**– Develop technical requirements and backlog for the CLM application. This will be done in the DocuSign Jira environment.
 - Source Control Strategy
 - Deployment Pipelines
 - Infrastructure as Code
 - Performance expectations
 - New Azure Services
 - Data backup requirements
 - Data encryption requirements
 - Requirements for network security and firewall rules

2.2. Pipeline and Infrastructure as Code

During this Phase of the engagement, 3Cloud will work with DocuSign in an agile format to develop the code and pipelines for the deployment of CLM. This will be delivered through a sprint-based approach with a technical lead running the 2-week sprints. The sprints will be built based off the backlog built during the Discovery Phase and will be jointly approved by the 3Cloud Team and the DocuSign team

Build and Configure CLM Automation Pipeline

- Provision Source Control Repository
- Provision automated deployment toolset
- Build out of Infrastructure as code Modules and Deployment Code

- Configuration of CI/CD pipelines for deployment of the Code to the test and production environments

Test

- Deploy the CLM application and Infrastructure to the Test environment
- Validate the CLM application in the Testing environment

2.3. Deployment

During this Phase of the engagement, 3Cloud will work with DocuSign to validate the production pipeline and deploy the CLM application and environment to the production AUS environment.

Deployment

- Validation of the production code and pipeline.
- Deployment of the AUS production CLM application and environment.

2.4. Out of Scope

The following items are expressly out of scope for this Statement of Work:

- Any ExpressRoute activities unless necessary for success of migration efforts.
- Any configuration of multifactor authentication
- Any installation or configuration of third-party backup solutions
- Any integration with on-premises IT service management systems, security information and event management systems, or other monitoring or logging systems
- Any modifications to the structure of forests or domains in Active Directory
- Any modifications to Group Policy Objects
- Any modification to on-premises systems, security mechanisms, network configurations, firewalls, or other on-premises systems
- Any updates, patching, or other remediation of server operating systems
- Any activities relating to decommissioning of on-premises servers
- Any conversion or migration to Center for Internet Security (CIS) operating system images
- Any migration activities for SharePoint, OneDrive, or WordPress

To the extent the Services and/or Deliverables provided by 3Cloud hereunder apply to or work in conjunction with a third party's software/services platform, the Services and/or Deliverables do not include any modifications or revisions necessitated by changes to the third party's software/services platform.

Any work not specified within this Statement of Work is considered out of the scope of this project.

3. Deliverables

3Cloud will generate the following Deliverables during the execution of this Statement of

Deliverable	Description
CLM Deployment Architecture	Architecture documents for the design of the CLM environment, code and pipelines.
Templated Deployment Pipeline	A pipeline to deploy the CLM application and Environment.
Infrastructure as Code Assets	The modules and code for the deployment of the CLM environment.
Deployment of Production CLM system in the AUS region	The fully deployed CLM application and environment to the AUS region.

4. Acceptance and Acceptance Criteria

3Cloud will work with the Client sponsor or authorized representative(s) and SMEs to review and agree upon acceptance criteria including the format and content of the deliverables developed for this engagement.

Once deliverables are submitted to an identified Client resource/SME, they will be considered “accepted” if no comments, changes, updates, or rejections are provided by Client after five (5) business days. If comments are received, 3Cloud will revise the associated deliverable which will be considered “accepted” after three (3) business days of that subsequent deliverable’s resubmittal to Client if no changes or further updates are requested by Client. Except as set forth herein, acceptance is in accordance with the Agreement.

5. Engagement Model

3Cloud will collaborate with Client throughout the project to enhance requirements clarity, project coordination and knowledge transfer. 3Cloud will designate a project lead and/or project manager. In the event no 3Cloud project manager is assigned to the engagement, the 3Cloud lead will serve as the project manager. Client will designate design approvers that will work collaboratively with the 3Cloud team. Client will identify a project manager that will act as a key stakeholder to the project. Since this project may impact applications and work efforts outside of the scope of this project, 3Cloud and Client need to work together to deliver a design and approach that takes into consideration impacts across the Client’s organization. 3Cloud will work collaboratively with Client to cause the Services and Deliverables to meet the requirements of this SOW and satisfy Client.

5.1. Project Team

3Cloud will provide the following project team to perform the Services specified in this SOW:

Role	Description
Project Coordinator	Responsible for budget and time reporting along with periodic status reports.
Consulting Director	Responsible for overall quality in technical outcomes and client satisfaction.
Cloud Infrastructure Architect / Tech Lead	Technical architect responsible for designing and leading the technology effort on the project and managing the backlogs and sprints.
Senior Network Engineer	Technical engineer responsible for performing any necessary networking and Azure topology activities.
Cloud Infrastructure Engineer	Technical engineer responsible for configuring infrastructure services and developing automation templates.

5.2. Project Tracking

3Cloud will establish a backlog to define and track completion of the tasks and assignments required to complete the Services and Deliverables defined in this SOW. These artifacts will capture individual tasks, estimated time to complete, owner, and target date for completion. The 3Cloud technical lead will update the plan regularly and will complete analysis on the team's progress against forecasted timelines and budget. Factors impacting timelines and/or budget will be captured as risks or issues, including the potential or realized impact to the project.

5.3. Risk and Issue Management

The 3Cloud technical lead will have primary responsibility for managing and tracking all project risks and issues. At the start of project, 3Cloud will establish and maintain a project tracker to capture all issues and risks and provide Client with access to the project tracker. When a risk is identified, an owner is assigned by the 3Cloud technical lead, and it is assessed by the project team for the probability of the risk occurring and for the anticipated impact to the project if the risk transitions to an issue. When an issue is identified, the 3Cloud technical lead will work with the project team to assign an owner, a priority, and establish an escalation path. The project tracker will be reviewed on a weekly or daily basis, depending on project phase.

5.4. Project Communications

3Cloud will be responsible for primary communication on project matters. At the start of the project, 3Cloud and Client's project manager (or a designee thereof) will work together to establish a communication plan and schedule that facilitate thorough communication amongst the project team and key stakeholders through the project lifecycle. The communication plan will include a schedule of key project meetings including the following:

- **Daily Stand-Ups** – The 3Cloud project team will participate in a brief daily meeting to review progress from the previous day, planned work for current day and issues and/or risks impeding progress.
- **Status Meetings** – Leaders of the project team will meet regularly to review and discuss project status, including completed tasks, open issues, change requests and other items pertinent to the current phase of the project life cycle.
- **Project Tracker** – Project lists will be utilized for the recording of all items as appropriate throughout the project lifecycle (issues list, change list, risk list).
- **Project Team Site** – 3Cloud will establish a project repository, accessible by 3Cloud and Client teams, to host all the project documentation.

3Cloud will provide status reports to Client at an agreed upon interval. Deliverables will be reviewed and approved in a timely manner by Client project manager or designee thereof.

5.5. Change Management Process

A change is defined as any request to modify the original scope, budget, or schedule of the project (as defined in this SOW) and its Services or Deliverables. When a change is identified, it will be analyzed by the 3Cloud project team for impact to schedule and cost. 3Cloud will work with Client's project manager to review the change and associated impacts to the project and determine next steps. A Change Order will be created for execution by both Parties for all approved changes, regardless of impact to cost and timeline.

5.6. Service Locations

3Cloud plans to perform the Services for this SOW remotely, unless otherwise mutually agreed upon between Client and 3Cloud. Client acknowledges that 3Cloud personnel provides onsite services on prior arrangement only and any travel-related expenses are in addition to the professional services fees.

6. Responsibilities & Assumptions

During the project, Client is responsible for the activities listed below.

- Ensure business and technical consensus throughout the organization to resolve issues in a timely manner.
- **Client Resources:**
 - Specify a project manager or project sponsor to be the focal point for communication between the Parties and who will manage the project on a day-to-day basis.
 - Provide prompt access to Client's team members, as needed.
 - Provide subject-matter experts and access to stakeholders, as needed, to ensure timely completion of project assignments.
- **System Access:**
 - Provide necessary access to all systems required to perform the work.
 - Provide Azure subscription access as deemed appropriate to complete the scope defined.

The following assumptions underpin this proposal:

- **Dependency Delays:** Delays in project dependencies, deliverable approvals, or Client decision-making may result in re-work or schedule delays which may also increase project costs.
- **Preview Services:** 3Cloud's solutions may make use of Azure services that are in a pre-release state (private or public preview). 3Cloud will notify Client if any of these services are used. Solutions built on pre-release software may cease to function when the service is made generally available. Client is also responsible for ensuring awareness of Azure pricing at the time that such service(s) become generally available.
- **Time and Materials Engagement:** If the effort to complete the work items in scope exceeds the project budget, 3Cloud and [Subject] will mutually determine whether to extend the project budget or to reduce the scope.
- **Staffing:**
 - Full-time resources are dedicated on the project, and they will bill at least 40 hours per week.
 - Part-time resources are allocated on other engagements, and they will bill at least 20 hours per week.

The pricing defined in this SOW excludes:

- Microsoft Office and other third-party product(s).
- Azure Online Services.
- Travel expenses.
- Any Services and/or Deliverables outside of the scope of work set forth in this SOW.

7. Schedule

The schedule for this engagement is estimated to be twenty-four (24) weeks in duration with a mutually agreed upon start date. Any project schedule is solely an estimate and is not a commitment or guarantee that 3Cloud will perform all services in the scope of this SOW in accordance with such a schedule. Any delays in the performance of Services or delivery of Deliverables caused by Client may result in additional charges for resource time.

8. Commercial Plan

This section describes pricing in consideration for the Services and Deliverables outlined in this SOW.

8.1. Time and Materials Engagement

3Cloud anticipates that this engagement will be performed in two phases, with Phase I occurring from 11/29/2021 to 1/31/2022, and Phase II running from 2/1/2022 until 6/30/2022. Note that these are estimates only, all work is T&M.

This SOW authorizes the estimated work effort for both Phase I and Phase II.

Prior to completion of Phase I, DocuSign will either confirm its intent to move forward with Phase II of the project or terminate this Statement of Work without incurring any penalties, fines, or fees. For the purpose of clarity, if DocuSign elects to terminate the Statement of Work and not proceed with Phase II, all fees earned for Phase I of the Project remain due and payable.

Phase 1 of the project is estimated to be as follows:

Project Role	Est. Hrs	Hourly Rate	Total	Discounted Hourly Rate	Discounted Total
Project Coordinator	136	\$157	\$21,352	\$36	\$4,896
Cloud Infrastructure Architect/Technical Lead	320	\$291	\$93,120	\$291	\$93,120
Senior Cloud Network Engineer	320	\$260	\$83,200	\$260	\$83,200
Senior Cloud infrastructure Engineer	320	\$260	\$83,200	\$260	\$83,200
Cloud infrastructure Engineer	320	\$229	\$73,280	\$229	\$73,280
Cloud infrastructure Engineer	320	\$229	\$73,280	\$229	\$73,280
Total	1736			TOTAL	\$410,976

Phase 2 of the project is estimated to be as follows:

Project Role	Est. Hrs	Hourly Rate	Total	Discounted Hourly Rate	Discounted Total
Project Coordinator	280	\$157	\$43,960	\$36	\$10,080
Cloud Infrastructure Architect/Technical Lead	640	\$291	\$186,240	\$291	\$186,240
Senior Cloud Network Engineer	640	\$260	\$166,400	\$260	\$166,400
Senior Cloud infrastructure Engineer	640	\$260	\$166,400	\$260	\$166,400
Cloud infrastructure Engineer	640	\$229	\$146,560	\$229	\$146,560
Cloud infrastructure Engineer	640	\$229	\$146,560	\$229	\$146,560
Total	3480			TOTAL	\$822,240



Total Project Estimate

For reference, the full project estimate can be found below:

Project Role	Estimated Hours	Hourly Rate	Total	Discounted Hourly Rate	Discounted Total
Project Coordinator	416	\$ 157	\$ 65,312	\$ 36	\$ 15,072
Cloud Infrastructure Architect / Technical Lead	960	\$ 291	\$ 279,360	\$ 291	\$ 279,360
Senior Cloud Network Engineer	960	\$ 260	\$ 249,600	\$ 260	\$ 249,600
Senior Cloud Infrastructure Engineer	960	\$ 260	\$ 249,600	\$ 260	\$ 249,600
Cloud Infrastructure Engineer	960	\$ 229	\$ 219,840	\$ 229	\$ 219,840
Cloud Infrastructure Engineer	960	\$ 229	\$ 219,840	\$ 229	\$ 219,840
Technical Lead	130	\$321	\$ 38,520	\$ 0	\$0
Subtotal	5,336	ABR \$ 248	\$ 1,322,072	ABR \$ 231	\$ 1,233,312
3Cloud Partnership Investment					
Project Coordinator			(\$ 50,240)		
Technical Lead			(\$ 38,520)		
Total				ABR \$ 107	\$ 1,233,312
Microsoft Funding *ECIF*					(\$ 660,000)

***PLEASE NOTE:** Actual funding amount may vary based on negotiations between DocuSign and Microsoft.

Services under this Statement of Work are provided on a time and materials basis and any estimated amounts described herein are solely good-faith estimates for budgeting and resource-scheduling purposes and are not a guarantee that the work will be completed for such amounts; actual amounts may be higher or lower. Hours not consumed shall not be billed by 3Cloud. 3Cloud may add personnel to the project team in order to meet the requirements of this SOW, provided that any additions are within the agreed-upon SOW budget. Client approved expenses will be billed in addition to hours worked. Travel will be mutually agreed upon by Client and 3Cloud. Client is responsible for any change or cancellation fees assessed to 3Cloud by travel service providers (e.g., airlines, hotels, etc.) as a result of Client's cancellation, postponement, or request to change the schedule of onsite services.

This SOW will expire 30 days from the date it was initially provided to Client for review and/or signature.

8.2. Payment Schedule

3Cloud will submit monthly invoices in accordance with the agreement for the services provided to Client at the preferred method or the address below:

Accounts Payable contact Name: Accounts Payable

Accounts Payable contact E-mail: payables@docusign.com

Accounts Payable contact Phone: N/A

Additional Invoice recipient Email(s): marissa.alger@docusign.com

Mailing Address: _____

PO Required ☒ Yes ☐ NoPO # if required: 39152

(If information above is incomplete, 3Cloud will not add PO numbers to invoices.)

8.3. Changes to Work Schedule

Upon signing this SOW, Client and 3Cloud will collaborate to establish the engagement start date and schedule. Once the schedule is finalized in writing between Client and 3Cloud, Client can revise the schedule without fee or penalties with at least 30 days' written notice. Any suspension or delay of work related to this SOW may result in the reassignment of the current 3Cloud consultant(s) to other engagements.

8.4. Microsoft Funding

Microsoft may be providing funding for all or a portion of the total estimated professional services fees listed above. It is the responsibility of Client to comply with the funding requirements of Microsoft. If the funding requirements are not met, or Microsoft does not provide the funding, Client is responsible for the variance in professional services fees. Client agrees to promptly complete one or more Microsoft Proof of Execution (POE) forms, if requested. Microsoft funding will only be applied to invoices upon receipt of payment from Microsoft.

8.5. Payment Information

Billing contact information for 3Cloud: Accounts Receivable Manager
 invoices@3cloudsolutions.com
 (888) 88-AZURE
 (872) 204-7786 (direct)

3Cloud requests payment via ACH using the account information below. To prevent phishing and fraud, any requests to change our account ACH/wiring instructions will come from 3Cloud on official notice of the change in wiring instructions on 3Cloud letterhead. If Client receives any request for an update to ACH or wiring instructions, Client agrees to perform a callback to 3Cloud's Accounts Receivable department at (872) 204-7786 to verify the change prior to the transfer or wire of any monies to any account other than noted below.

Bank information:	Account information:	
CIBC Bank USA 120 S LaSalle Chicago, IL 60603	Account name:	3Cloud LLC
	ABA (Routing Number):	071006486
	Account Number:	0002768445
	Swift Code:	PVTBUS44

9. Other Terms

9.1. Client Reference

Upon the successful completion of the project, Client may agree to serve as a client reference for 3Cloud. 3Cloud may enter Client's name into its list of clients together with a brief description of the rendered service as reviewed and approved by Client before publishing.

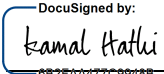
9.2. Digital Partner of Record

Client will assign 3Cloud as Client's Digital Partner of Record, designated by Client in its Microsoft Online Services tenant, for a period of no less than twenty-four (24) months from the conclusion of services delivered under this SOW. Doing so enables 3Cloud to provide Client with ongoing Azure optimization recommendations based on consumption patterns as well as be recognized by Microsoft for services rendered, required for participating in Microsoft Partner Network certifications and related Microsoft programs.

SIGNATURE PAGE FOLLOWS

Each of Client and 3Cloud has caused this Agreement to be signed and delivered by its duly authorized representative.

Client: Docusign

By: 
Name: Kamal Hathi
Title: CTO
Date: November 29, 2021

3Cloud, LLC:

By: 
Name: Jim Tatro
Title: VP, Professional Services
Date: November 29, 2021

About 3Cloud

3Cloud is a “born in the cloud” Gold-Certified Microsoft Azure technology consulting firm that provides cloud strategy, design, implementation, acquisition, and ongoing managed services to its clients across various industries. 3Cloud is a Microsoft Azure Expert Managed Services Provider (MSP) and offers comprehensive services across Cloud Infrastructure Services & Operations, DevOps & Automation, Cloud Application Modernization & Development, and Data Services & Analytics. Founded by former Microsoft technology leaders, 3Cloud uniquely offers its clients: (1) highly experienced and proven cloud architects and technologists, (2) strong business strategy, financial acumen and operational proficiency, and (3) deep relationship and network into Microsoft engineering and field leadership.

3Cloud is headquartered in Chicago and supports its clients throughout North America and Europe. To learn more, please visit www.3cloudsolutions.com.