

NovaLink Cloud Solutions, Inc.

Master Services Agreement

Orion Logistics Network

Master Services Agreement This Master Services Agreement (“Agreement”) is entered into on April 1, 2025 between **NovaLink Cloud Solutions, Inc.** and **Orion Logistics Network**, a multinational transportation and supply chain management company headquartered in São Paulo, Brazil. **1.**

Purpose.

This Agreement establishes the terms and conditions under which NovaLink will provide software subscriptions, cloud services, professional services, and systems integration solutions to Customer over a multi-year period. **2. Term.**

The Agreement shall remain in effect until April 1, 2028 unless terminated earlier according to the provisions herein. **3. Governance.**

The parties shall conduct quarterly business reviews to evaluate service performance and roadmap alignment. Escalation for unresolved issues shall proceed from the Customer Success Manager to the Director of Services and then to the Vice President of Customer Experience. **4. Included Frameworks.**

The Agreement includes the Data Privacy Addendum (DPA), ISO27001-aligned Security Exhibit, and NovaLink's standard uptime SLA. **5. Commercial Terms.**

Customer agrees to pay annualized service fees totaling **\$310,000 USD**, billed on a Net-30 basis. The Agreement shall not auto-renew. IN WITNESS WHEREOF, both parties have executed this Agreement as of the Effective Date.