NovaLink Cloud Solutions, Inc.
Enterprise Subscription Agreement
Acme Industries

Enterprise Subscription Agreement This Enterprise Subscription Agreement ("Agreement") is entered into as of January 15, 2025 ("Effective Date") between **NovaLink Cloud Solutions, Inc.**, a Delaware corporation with principal offices located at 1190 Market Street, San Francisco, CA, and **Acme Industries**, a manufacturing and logistics company headquartered in Toledo, Ohio ("Customer").

1. Scope of Services.
NovaLink agrees to provide Customer with access to the NovaLink Enterprise Suite – Tier 3, including workflow automation, document intelligence processing, and secure data integration features. Customer shall receive 450 licensed user seats under this subscription. **2. Term & Renewal.**
The initial term of this Agreement shall run from January 15, 2025 through January 14, 2026 ("Subscription Term"). The Agreement shall renew automatically for successive one-year periods unless either party provides written notice of non■renewal at least sixty (60) days prior to the end of the then■current term. **3. Service Levels & Support.**
NovaLink guarantees a 99.95% uptime service■level agreement ("SLA"), excluding scheduled maintenance windows. Customer shall receive 24/7 enterprise support with a dedicated Customer Success Manager ("CSM"). **4. Fees.**
Customer agrees to pay an annual subscription fee of **$185,000 USD**, due within thirty (30) days of invoice. **5. Additional Provisions.**
NovaLink shall provide up to two (2) custom connector development projects per year at no additional charge. NovaLink will also provide priority onboarding, with full environment provisioning within fourteen (14) business days. **6. Data Protection.**
All customer data shall be retained for a minimum of seven (7) years unless otherwise required by law. NovaLink shall implement commercially reasonable security controls consistent with ISO27001■aligned standards. IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.