

ConnectiveOne (Kwizbot)

Offer

Offer to enter into Service Agreement in the Field of Information Technologies and Software Applications (Public offer)

The Contractor addresses this offer – a proposal to enter into a Service Agreement in the field of Information Technologies and Software Applications to persons (hereinafter referred to as the Customers) wishing to access the **ConnectiveOne** (Kwizbot) program.

In order to enter into Service Agreement in the field of Information Technologies and Software Applications, hereinafter referred to as "Agreement", a person shall accept, i.e. give his /her consent to enter into an agreement on terms set forth in the offer. Acceptance of this offer is the acceptance of the following terms by paying for services. Following payment for services, the person automatically accepts the terms of this Agreement, and this Agreement is considered concluded without signing it in each case.

If necessary, without conflicting with the terms of the offer, the Contractor may enter into a documented Agreement in the form of a written bilateral document.

1. Definitions

ConnectiveOne – modular software application designed to build communication scripts and chatbots in connected channels with open API (hereinafter – the App). The name ConnectiveOne is a rebranding of the previous (old) name of the Kwizbot Program

ConnectiveOne modules:

- **Operator panel** – a module that allows you to connect a user with the role of "operator" to dialog and send messages to chatbot users in any available channel or process tasks (tickets).
- **Scenario Builder** – a module to configure chatbots and interact with the ConnectiveOne scenario – create and configure bot settings and a visual interface to manage the bot script.
- **Actions** – a separate block in the Scenario Builder that allows you to perform individual processing of user data and integrate ConnectiveOne with other systems to receive/transmit data.
- **Categorizer** - a separate Action block of the Scenario Builder that allows you to define the subject of the website visitor/bot messages without involving an operator. After defining the topic, the Categorizer allows you to personally route the user service scenario for each individual topic, for example, a separate bot scenario, connecting an operator with the Copilot module, adding an automatic response with the Fastline module, etc. In its work, the Categoriser relies on LLM models, for the use of which the Customer pays independently.
- **Site widget** – a module to place a widget on any connected website, through which the site visitor can interact with the chatbot and have dialogues with the operator.

- **Custom data** – a module to create and store data in the ConnectiveOne database for later use in the script.

- **Contact Center PRO** – a module to get advanced statistics on the work of users with the “operator” role, such as operator working hours, operator working hours report, statistics on operators and topics, NPS reports, detailing dialogues by operators and topics.

- **AI Answer** – a module that automatically generates responses to user requests (customers, employees, etc.) using artificial intelligence models. Answers are generated based on the settings of a particular Customer instance (customized promos, knowledge base, etc.). Using the AI Answer module does not require a separate connection of models for the client and payment of tokens.

- **Fastline** is a module that allows you to automatically answer questions from website visitors/bots without the involvement of operators. The module uses a knowledge base that the Customer fills in independently. In its work, Fastline relies on the LLM model, for which the Customer pays independently.

- **Copilot** is a module that offers the user of the Operator Panel module (operator) the most relevant response to a site/bot visitor's request, taking into account the tone and style of the request. The operator independently decides whether to send the suggested answer to the site visitor/bot, edit it before sending it, or reject it completely. The module uses a knowledge base, which the Customer fills by himself. In its work, Copilot relies on the LLM model, for which the Customer pays independently.

- **AI QA** is a quality control module based on artificial intelligence technologies (large language models / LLM) that provides automated quality control of communications between the Client's operators and end customers.

To activate the module, you must also:

- for call quality control, integration with the Customer's telephony system must be implemented. The scope of work, terms, and procedure for integration shall be agreed upon by the Parties separately.
- to monitor the quality of the Customer's text communications via text channels (email, messengers), the Customer must use the “Operator Panel” module or integrate with a third-party service that the Customer uses for text communications. The scope of work, terms, and procedure for integration shall be agreed upon by the Parties separately.

- **Mailing module** - a module that allows you to send messages (including media files) to all or certain subscribers of the chatbot through the available channels of the App.

- **OCR ConnectiveOne** – API service for extracting/reading fields from photos of documents uploaded by users to chat-bots or related services or programs.

- **ConnectiveOne Live Cart** - module of the web version of ConnectiveOne, which allows you to conduct video calls between two participants of the chat-bot (client and operator) or in services and programs related to the bot, save a video recording of the call as well as individual frames, configure additional features client and operator interface.

- **SDK ConnectiveOne** - version of ConnectiveOne for mobile devices running on Android and IOS operating systems. The development used the Flutter open-source framework.

Providing access to the App - giving the Customer an opportunity to work with the App as a whole and/or individual ConnectiveOne Modules within the paid period.

Availability of the Program - the state of operation of the Program in which it is possible to use it for its intended purpose.

Uptime (UT) - is a full calendar month minus the time of maintenance and/or suspension of access to the Program due to cyber-attacks (e.g. DDoS, SQL injections, botnet attacks, etc.) on the

Customer's services or a third-party service integrated with ConnectiveOne or the ConnectiveOne module.

Downtime (DT - downtime) - the period of time when the Program is unavailable due to errors or accidents.

Service window time (SW) - an agreed period of time during which the Program may be unavailable due to maintenance of the Contractor's hardware and software infrastructure, and which is not considered downtime.

The actual time of service provision (RUT - real uptime) - is the actual level of accessibility of the Programme in the reporting period, calculated by the formula:

$$RUT = 100\% \times (UT - DT)/UT.$$

Target uptime (TUT) - guaranteed level of actual availability (RUT), which the Contractor shall adhere to. It is set as a fixed percentage value.

Priority support - consultations on the current functionality of the Program and its documentation through the Contractor's Servicedesk system at

<https://evergreens.atlassian.net/servicedesk/customer/portal/23>.

Automation Guru is a service that can be provided to ConnectiveOne Customer's upon request and includes the following tasks:

- identification and description of the Customer's business requirements in the process of using ConnectiveOne;
- customization of the existing ConnectiveOne functionality according to the Customer's request;
- development and implementation of the interaction scheme of ConnectiveOne with other systems;
- other tasks that contribute to the solution of the Customer's business needs in the process of using ConnectiveOne.

The ConnectiveOne Programme's website address is <https://www.connectiveone.io/> (hereinafter referred to as the ConnectiveOne website).

Contractor – a person from the following:

1) Evergreen IT Development Ltd.
(registration no. 12595294)
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Acceptance – complete, irrevocable, and unconditional acceptance of the terms of the Service Agreement in the field of Information Technologies and Software Applications.

Unique name (login) – symbolic code used to work with the App provided to the Customer once when connecting to the App and is unique to each Customer and retained for him/her all the time.

Personal Data – any information collected by the Customer through the Program relating to an identified or identifiable natural person as defined in Article 4(1) of the GDPR.

Processing – any operation or set of operations performed on Personal Data as defined in Article 4(2) of the GDPR.

Controller - the natural or legal person who determines the purposes and means of processing Personal Data, as defined in Article 4(7) of the GDPR.

Processor – the natural or legal person who processes Personal Data on behalf of the Controller, as defined in Article 4(8) of the GDPR. The Contractor acts as the Processor.

Data Subject – an identified or identifiable natural person whose Personal Data is processed.

End Users – natural persons interact with the Program or whose Personal Data is processed as a result of such interaction.

GDPR – the General Data Protection Regulation (EU) 2016/679.

2. General provisions

2.1. This Agreement is concluded by providing the full and unconditional consent (acceptance) of the Customer to conclude the Agreement in full, without signing a written copy of the Agreement by the Parties.

2.2. The Customer confirms the fact of familiarization and agreement with all the terms of this Agreement in full by accepting.

2.3 Payment for the Services shall be deemed acceptance of this Agreement and confirmation of agreement with the terms and conditions set forth herein.

2.4. The list of ConnectiveOne modules, access to which is acquired by the Customer, is indicated in the invoice.

2.5. If the Customer does not agree with the terms of this Agreement, he does not have the right to enter into this Agreement and also is not entitled to access the Program in full and/or individual modules of the Program (Ari services) in accordance with this Agreement.

"Contractor", on the one part, and any other person who has accepted the terms of this Agreement, hereinafter referred to as the "Customer", on the other part, hereinafter collectively referred to as the Parties, have entered into this Agreement as follows:

3. Subject matter

3.1. On the basis of this Agreement, the Contractor shall provide the Customer, and the Customer shall accept and pay the Contractor for the services of providing access to the Program as a whole and/or individual ConnectiveOne Modules, in accordance with the selected period (hereinafter referred to as the Services), as well as Priority Support services and Automation Guru services.

3.2. Services shall be provided by giving the Customer a unique name (login) and password to access the App.

3.3. The App as a whole and individual ConnectiveOne Modules are intellectual property, the legal protection of which is established by the Civil Code of Ukraine, and current international treaties of Ukraine. The Contractor guarantees that he has the rights necessary to perform the Agreement.

4. Rights and obligations of the Parties

4.1. The Contractor is obliged:

- comply with the terms of this Agreement;
- provide Services during the period paid by the Customer;
- provide advice to the Customer regarding the provision of Services during the working hours determined by the Contractor's work schedule;
- maintain the confidentiality of the Customer's information received from him during registration, as well as the content of personal e-mails, except as provided by applicable law of Ukraine;
- in case of updating the App, inform the Customer about the possibility and conditions of relevant updating (periodic update) of the App, including financial conditions and procedure for providing access to the App as a whole and/or individual ConnectiveOne Modules at the Customer's request.
- to ensure the best operation of the App, support current versions of Chrome, Edge, Opera, Safari browsers and Windows, MacOS, iOS, Android operating systems. You can check the relevance of the versions on the website <https://www.whatismybrowser.com/guides/the-latest-version/>. The performer supports the current -5 versions of the browser and the current -3 sub-version of the operating system.

The term "current version" means the latest available version of the browser or operating system that contains the latest bug fixes, functionality and security improvements. The Contractor supports the current -5 version of the browser, which means that it provides support for the last five versions of the browser, which includes the latest available version and four previous versions. Similarly, the Contractor supports the current -3 sub-version of the operating system, which means that it provides support for the last three sub-versions of the operating system, which includes the latest available sub-version and two previous sub-versions.

4.2. The Customer is obliged:

- comply with the terms of this Agreement;
- provide reliable personal data and other information necessary to comply with the terms of this Agreement;
- pay for Services in accordance with the Contractor's tariffs. The Customer undertakes to read the information on the terms of service and tariffs on the ConnectiveOne website;

- provide the hardware and software environment for the correct operation of the App, requirements for which are listed on the ConnectiveOne website;
- ensure the confidentiality of login and password;
- in case of transferring your login and password to third parties, bear full responsibility for the consequences of such actions;
- when contacting the Technical Support Service of the Contractor, use the contact e-mail address (address specified when ordering service) and provide own login, name and surname, and if necessary use other options to confirm the access rights;
- keep payment documents confirming payment to the Contractor's account for one year and, if necessary, provide copies to the Contractor;
- give consent to the Contractor to process and use their personal data in accordance with the Law of Ukraine "On Personal Data Protection" by accepting this Agreement.

4.3. The Contractor shall be entitled to:

- change the composition, procedure, conditions, and prices for the provision of Services by posting information on the ConnectiveOne website. In case of a price change, the payment made by the Customer shall not be subject to adjustment according to a new price;
- terminate Services automatically after the end of the period paid by the Customer;
- disclose information about the Customer only in cases provided by the legislation of Ukraine;
- post information on its website, on the Internet, in presentations and other marketing materials, on its personal pages in social networks, press releases, and comments in mass media that Contractor provides the Customer with App access services, as well as about the name and logo or mark for Customer's goods and services.

4.3.1. Suspend (temporarily or completely) the provision of Services to the Customer without refund and require written explanations from the Customer in cases of default as described in clause 2.2, as well as in the following cases:

- if any actions taken by the Customer through access to the Software and/or individual ConnectiveOne Modules under this Agreement cause or may cause damage to the Contractor or other Customers;
- in case of damage or attempt to damage the security features of the App and/or individual ConnectiveOne Modules, as well as the inclusion of software into the Customer's own developments;
- when the Customer publishes and transfers over the Internet any information that defames the Contractor or acts in a way that interferes with the normal operation of the Contractor.

4.3.2. Block access to the App from a specific IP address in the following cases:

- Exceeding the number of requests from the IP address for a certain period of time;
- cyberattacks on the Customer's services (e.g. DDoS, SQL injection, botnet attacks) or a third-party service integrated with ConnectiveOne or a ConnectiveOne module;

- actions with the App that may lead to consequences provided for in Section XVI of the Criminal Code of Ukraine "Crimes when using electronic computing machines (computers), apps, computer networks, and telecommunication networks."

4.4. The Customer shall be entitled to:

- request the Contractor to provide Services in accordance with the terms of this Agreement;
- in case of comments on the quality of Services, notify the Contractor in writing and in a timely manner;
- refuse the Contractor's Services unilaterally under the conditions provided for in clause 7.3.

5. Procedure for Providing Services

5.1. When using the Services for the first time:

5.1.1. The Customer applies for the Services (in the form of filling out an electronic form or e-mail) to the Contractor, who sends an invoice for payment for the Services to the Customer's e-mail address specified in the application.

5.1.2. The minimum payment period is one month. The order of payment is defined in section 4 of this Agreement.

5.1.3. After the Customer pays the invoice and the Contractor receives 100% of amount to the Contractor's bank account, the Contractor provides access to the App with the selected ConnectiveOne Modules in the form of a unique login and password sent to the Customer's e-mail. Access is granted from the first day and is valid until the last day of the period specified in the invoice and paid by the Customer.

5.1.4. The Customer can use the App provided he entered the correct login and password and has access to the Internet.

5.1.5. After the paid period ends, the Customer's access to the App with the selected ConnectiveOne Modules is terminated.

5.2. Upon re-receipt of Services:

5.2.1. To restore access to the App, the Customer receives an invoice for payment for Services in a manner provided for in clause 3.1.1. The minimum payment period is one month. The order of payment is defined in section 4 of this Agreement.

5.2.2. After the Customer pays the invoice and the Contractor receives 100% of the amount to the Contractor's current account, the Contractor provides access to the App with the selected ConnectiveOne Modules. Access is granted from the first day and is valid until the last day of the period specified in the invoice and paid by the Customer.

5.2.3. After the end of the paid period, the Customer's access to the App with the selected ConnectiveOne Modules is terminated.

5.2.4 Three (3) months after the end of the period paid by the Customer, the Contractor deletes all data that has been placed in the Customer's ConnectiveOne instance, without the possibility of its further recovery.

6. Cost of services and payment procedure

6.1. The cost of the Services under this Agreement is determined in accordance with the current tariffs and payment terms published in Annex 1. Tariffs are indicated in US dollars and are payable in the national currency of Ukraine at the average dollar selling rate in banks in Kyiv indicated on the website <https://minfin.com.ua/ua/currency/banks/kyiv/usd/> based on the Contractor's account. Settlements with non-resident Customers and/or non-resident Contractors shall be made in foreign currency in accordance with the current currency legislation of Ukraine.

6.2. The cost of the Services (the Contractor's tariffs) shall be indicated without VAT. VAT is additionally charged on the cost of the Services (the Contractor's tariffs), being a VAT payer, and is paid separately in accordance with the current legislation.

6.3. Payment for the Services shall be made by the Customer by bank transfer to the Contractor's bank account.

6.4. Services are provided subject to payment of 100% upon receipt of payment to the bank account of the Contractor. The start date to provide Services by the Contractor shall be the date of the beginning of a period indicated in the invoice.

6.5. The Contractor shall be entitled to unilaterally change prices and introduce new tariffs at any time. The effective date of new prices or tariffs is the date of publication thereof on the ConnectiveOne website. In the event of a price change, the payment previously made by the Customer shall not be subject to adjustment according to a new price.

6.6. The Contractor shall not recalculate the cost of the Services and refunds for the paid but unused access to the Program and receipt of other Services during the paid period, except in cases of early termination of the Agreement, and therefore the Customer shall be solely responsible for the correctness of the payments made by him/her.

6.7. In the event of early termination of the Agreement, the recalculation and refund of the prepaid cost of the Services for the full months after termination of the Agreement shall be made in proportion to the share of the Services not actually provided for such months.

In case of termination of the Agreement within a month as the minimum period of provision of services, the Contractor shall not recalculate the cost of the Services and refund the paid but unused period of provision of the Services during such month.

7. Confidentiality

7.1. The Customer undertakes to maintain the strict confidentiality of all technical, commercial and other information received from the Contractor and to take all reasonable steps to prevent the unauthorized use or disclosure of such information under this Agreement.

7.2. The parties shall not be responsible for the breach of confidentiality that occurred:

- due to force majeure;

- due to a breach of confidentiality at the request of public authorities in accordance with applicable law.

8. Liability of the Parties

8.1. The parties to this Agreement are liable in accordance with the subject matter and terms of the Agreement under the current legislation of Ukraine.

8.2. The Contractor guarantees the absence of program bookmarks, spyware or malicious code in the Program and/or individual ConnectiveOne Modules, access to which is provided to the Customer

under this Offer, and guarantees the implementation of updates related to identified security problems of the Program and/or serious vulnerabilities of the App (if any will be).

8.3. The Contractor shall not be liable for:

- direct or indirect losses, lost benefit, or non-pecuniary damage of the Customer related to the use or inability to use the App and/or individual ConnectiveOne Modules;

- for deterioration of Quality of Services, and interruptions in the work of ConnectiveOne, which occurred due to reasons beyond the control of the Contractor.

The Contractor does not warrant that the App will run continuously, error-free, and free of malware and other defects. If the Customer is not satisfied with the terms and/or quality of the App, he may stop using it or contact the Contractor's support service.

8.4. The Contractor does not guarantee the availability of third-party services with which the Customer may integrate the Contractor's Program as a whole and/or individual ConnectiveOne Modules, the unavailability of which may lead to partial or complete inoperability of the Contractor's Program as a whole and/or individual ConnectiveOne Modules.

In the event of a cyber-attack (for example, DDoS, SQL injection, botnet attacks, etc.) on the Customer's services or a third-party service integrated with the Programme as a whole and/or individual ConnectiveOne Modules, the Contractor shall be entitled to temporarily block access to the Program until the attack is terminated. In this case, the unavailability of the Software shall not be included in the Downtime (DT) when determining the Software availability (RUT) and shall not be considered a violation of the Service quality level (TUT).

8.5. The Customer shall be fully liable for maintaining his login and password and for any damage that may occur due to unauthorized use. Upon theft of login and password due to the fault of third parties, the Customer shall have the right to send to the Contractor an application for change of login and password, with a mandatory attachment to the application of the relevant financial document confirming payment for Services. The Contractor shall not be liable for actions of third parties that caused the theft, and in order to reimburse the money spent on stolen time, the client shall contact the appropriate investigative and law enforcement agencies.

8.6. If it is impossible to resolve the dispute through negotiations and pre-trial proceedings, the dispute may be referred to court.

8.7. The amount of liability, not regulated by this Agreement, is governed by the applicable law of Ukraine.

9. Entry into force of the Agreement. Validity. Amendments and termination.

9.1. The Agreement is public and indefinite and is valid until its termination by either Party in a manner prescribed herein and applicable law, but in any case until its complete performance by the Parties. This Agreement is considered to be agreed by the Customer and concluded at the location of the Contractor from the date of acceptance hereof.

9.2. The Parties have the right to terminate this Agreement unilaterally, in case of non-fulfillment by one of the Parties of the terms hereof and in cases provided by this Agreement and the current legislation of Ukraine.

9.3. In case of early termination of this Agreement at the initiative of the Customer:

- the Customer shall notify the Contractor in writing 15 (fifteen) calendar days before the termination hereof;

- The Contractor shall not recalculate the cost of the Services for the full months of the used period and refund the paid but unused period of the Services during the current month of the Services, which is the month of termination of the Agreement.

9.4. The Contractor shall unilaterally make changes (amendments) to this Agreement, changes to the procedure, scope, and conditions of providing Services. All amendments the Contractor makes hereto shall enter into force and become binding on the Customer from the moment of publication thereof on the ConnectiveOne website. In the event of the Customer's disagreement with changes made to this Agreement, the Customer has the right to terminate it in a manner prescribed by this Agreement. All appendices, changes, and supplements to this Agreement shall constitute an integral part hereof.

10 Special conditions

10.1. Services under this Agreement shall not be provided to individuals and legal entities having citizenship and/or place of residence and/or place of registration and/or operating in the states that carry out armed aggression against Ukraine (the Russian Federation and the Republic of Belarus) and/or have business relations with the said states, as well as with individuals and legal entities having citizenship and/or place of residence and/or place of registration of the said states.

10.2. The persons referred to in clause 10.1 shall not be entitled to enter into this Agreement, nor shall they be entitled to access the Program as a whole and/or individual Program modules (Service Areas) under this Agreement.

10.3. In case of detection of the facts of access to the Program as a whole and/or individual module of the Program (Ari of Services) by the persons specified in clause 10.1, the Contractor shall immediately and without notice terminate such access and provision of the Services under this Agreement. At the same time, the funds paid by such persons shall be non-refundable and shall be taken into account by the Contractor as a penalty for violation of clauses 10.1 and 10.2 of this Agreement.

11. Data protection and processing of personal data

11.1. The Contractor shall provide services in accordance with the current data protection legislation, including the Law of Ukraine "On Personal Data Protection" and the GDPR. However, the Contractor shall not be liable for ensuring compliance with these regulations by the Customer in its interaction with the End Users. The Customer acknowledges that it is solely responsible for determining whether the use of the services involves the processing of Personal Data collected directly from the End Users and for ensuring full compliance with all legal obligations related to such processing.

11.2. Personal Data shall be processed by the Contractor only if the Customer has entered into a separate legally binding Data Processing Agreement (DPA) with the Contractor. Without such an agreement, the Contractor will not take any specific data protection measures other than those required to ensure the basic functionality of the services and the GDPR.

11.2.1. The Customer shall personally apply to the Contractor with a request to conclude a Data Processing Agreement (DPA), if such a need arises. The signed DPA will clearly define the duties and responsibilities of each party, in particular with regard to the protection of the rights of data subjects and compliance with data protection legislation.

11.2.2. In the event of any discrepancy between this section and the provisions of the Data Processing Agreement (DPA), the provisions of the DPA shall prevail.

11.3. The Customer, as the Controller, is fully responsible for determining the purposes, legal grounds and means of collecting and processing Personal Data.

11.4. The Customer, in its role as the Controller, is solely responsible for ensuring that any processing of Personal Data through the Contractor's services is lawful, fair and in accordance with the requirements of the GDPR. The Customer must independently determine the legal basis for processing, obtain the necessary consents and provide all mandatory notifications to data subjects.

11.5. The Customer retains full control over the scope, categories and purposes of Personal Data processing. The Contractor shall not be responsible for the accuracy, legality or appropriateness of the processing of Personal Data initiated by the Customer.

11.6. The Customer shall indemnify the Contractor for any losses and hold it harmless from any claims, fines, losses or liability arising in connection with:

11.6.1. Violation of the GDPR or other applicable laws by the Customer;

11.6.2. Any unauthorized or unlawful processing of Personal Data;

11.6.3. Any complaints, disputes or legal actions filed by data subjects, regulatory authorities or third parties.

11.7. The Contractor shall process Personal Data solely upon the documented instructions of the Customer, as required by Article 28(3)(a) of the GDPR. Any processing that goes beyond such instructions is the sole responsibility of the Customer.

11.8. The Contractor shall implement reasonable technical and organizational measures to protect Personal Data from unauthorized access, loss or alteration.

11.9. The Contractor shall not be liable for any unauthorized access or misuse of Personal Data if it occurred as a result of the Customer's actions or inaction, in particular through the transfer of access to third parties or inadequate security of its systems.

12. Data Subjects' rights and assistance

12.1. The Customer is solely responsible for processing requests from Data Subjects regarding their rights under the GDPR.

12.2 The Contractor shall not process the requests of Data Subjects directly, unless otherwise provided by law. If the Contractor receives a request from the Data Subject, it shall notify the Customer and act in accordance with its instructions.

12.3 The Contractor shall not be liable for any refusal or improper response of the Customer to the requests of the Data Subjects.

13. Additional terms

13.1. By concluding this Agreement, the Customer confirms its consent, if it is an individual, to receive and process the Customer's personal data in order to comply with the terms of this Agreement.

24.03.2026

Tariffs (cost of Services) and the procedure for their calculation

**Minimum monthly payment for providing access to ConnectiveOne
(without the Fastline module) of \$80**

Payment terms: prepayment from 1 month

Discounts: 20% if prepayment for 12 months

The number of recipients of messages in the Mailing Module, thousand	Monthly fee, \$	The number of "Actions" blocks used in the chatbot, pcs.	Monthly fee, \$	The number of operators connected in the Chatbot module "Operator Panel", pcs.	Monthly fee, \$
0	0	1	1,66	1	20
0,5	0	30	50	2	40
1	5	60	100	3	60
2	10	90	150	4	80
5	25	120	200	5	100
10	50	150	250	6	120
20	100	180	300	7	140
30	150	210	350	8	160
40	200	240	400	9	180
50	250	270	450	10	200
60	300	300	500	11	220
70	350			12	240
80	400			13	260
90	450			14	280
100	500			15	300
120	600			16	320
140	700			17	340
160	800			18	360
180	900			19	380
200	1000			20	400
300	1500			21	420
400	2000			22	440
500	2500			23	460
600	3000			24	480
700	3500			25	500
800	4000			26	520
900	4500			27	540
1000	5000			28	560

1200	6000			29	580
1400	7000				
1600	8000				
1800	9000				
2000	10000				

1. The tariff (the cost of the Services for providing access to ConnectiveOne) includes 1 GB of static data (pictures, video files, audio files and other media files) and 2 GB of dynamic data (history, messages, logs, statistics).

2. 500 MB for static data (pictures, video files, audio files and other media files) and 150 MB for dynamic data (history, messages, logs, statistics) for each operator connected in the "Operator Panel" chatbot module.

3. The total data limit per instance is calculated according to the following formula:

- Total limit of static data per instance = limit of static data per instance from item 1 + number of operators x limit of static data per 1 operator from item 2.

- Total limit of dynamic data per instance = limit of dynamic data per instance from item 1 + number of operators x limit of dynamic data per 1 operator from item 2

4. In case of exceeding the specified General limits of data placement, the Customer, after a corresponding warning to the Contractor, is obliged to reduce the volume of data to the above-mentioned limits of data placement included in the tariff (cost of Services), or the cost of services for him in the following month increases by depending on the additional data location:

a) If the actual volume of static data exceeds the general limit of static data per instance, the Customer shall pay an additional tariff:

- 5.5 US dollars without VAT monthly for every 10 GB of static data, cumulatively per instance up to 999.9 GB of static data;

- \$11.0 US dollars without VAT monthly for every 10GB of static data cumulatively per instance with more than 1TB of static data.

b) If the actual volume of dynamic data exceeds the general limit of dynamic data per instance, the Customer shall pay an additional tariff:

- \$11.0 US dollars without VAT monthly for every 10 GB of dynamic data, cumulatively per instance up to 199.9 GB of dynamic data;

- \$22.0 US dollars without VAT monthly for every 10GB of dynamic data cumulatively per instance with more than 200GB of dynamic data.

5. The Contractor shall notify the Customer in writing by e-mail about the remainder of the General limit of static and/or dynamic data per instance upon reaching 90% of the respective limits.

6. The cost of the **service for deploying the ConnectiveOne instance on a separate dedicated server is 220 (two hundred twenty) US dollars per month** and is paid by the Customer additionally and separately from the payment of the cost of other Services (Tariffs).

The tariff for using AI Answer module is 299\$ per month (for a package of automated responses up to 30,000) *

Payment terms: prepayment from 1 month

***Update the knowledge base and other settings
are carried out individually at Automation Guru rates**

The tariff for using Fastline module is 299\$ per month (for a package of automatic responses up to 5000 pcs).

Payment terms: prepayment from 1 month

Discounts: 20% if prepayment for 12 months.

Copilot module usage tariff is 5\$ per month for each operator, connected in the Operator Panel module

Payment terms: prepayment from 1 month

Discounts: 20% if prepayment for 12 months

AI QA module usage tariff is 299\$ per month

(for a package of up to 30,000 dialogs)

and \$15 per month for each operator

connected via the "Operator Panel" module *

Payment terms: prepayment starting from the 1st month

***Promotional rate valid until June 1, 2026**

Tariffs for the Automation Guru service and how they are calculated

The cost of Automation Guru is calculated on the basis of the hourly cost of fulfilling the Customer's request, based on the cost of one hour of the relevant work of the Contractor:

support and customization (all work by support engineers) - work in scripts, constructor, etc. that does not require the development of new components/modules	architecture, development, CTO services, DevOps services, project management
30 USD/hour.	55 USD/hour.

Tariffs for the Priority Support service and the procedure for its provision

Services	Priority support packages		
	Free	Business	Enterprise
Self-service			
Access to the knowledge base in the Notion portal	yes	yes	yes
Communication channels			
Support in the Service Desk	yes	yes	yes
Support via email	yes	yes	yes
Support in Telegram	no	yes	yes
Cobrowsing / Screenshare	no	no	yes
New releases			
Notifications about new releases and critical security updates	yes	yes	yes

Early access testing before updating to production (on request)	no	no	yes
Customized update schedule	no	no	yes
Ability to influence the product roadmap	no	no	yes
Customer success management			
Personalized onboarding	no	yes	yes
Recommendations for implementation based on best practices	no	yes	yes
Quarterly Business Review	no	no	no
Additional services			
Case prioritization management	no	no	yes
Guaranteed solution time	no	no	yes
Individualized proactive monitoring 24/7	no	no	no
Number of authorized contacts to submit support requests	2	5	15
Support packages			
Package cost per month	\$ 0	\$ 300	on request
Support hours of operation	9:00 – 19:00 (Monday - Friday)	9:00 – 19:00 (Monday - Friday)	9:00 – 19:00 (Monday - Sunday)
Target Uptime* - the time to reach your target	99%	99%	99,5%*
Response time to incidents** and problems	24 hours	5 hours	2 hours
Response time for changes and consultations on product features	24 hours	5 hours	5 hours
Incident priorities** and resolution timeframes			
Critical	-	-	30 minutes
High	-	-	4 hours
Middle			72 hours

*The Contractor does not guarantee the availability of third-party services that are not the Contractor's own development, with which ConnectiveOne can integrate.

In the event of a cyberattack on the Customer's services (e.g. DDoS, SQL injection, botnet attacks) or a third-party service integrated with ConnectiveOne or the ConnectiveOne module, the Contractor shall have the right to temporarily block access to ConnectiveOne until the attack is terminated. The unavailability of ConnectiveOne in all of the above cases shall not be counted as Downtime (DT) when determining Target Uptime and shall not be considered a violation of the quality level of the Services.

**** An incident is a sudden and unpredictable event that results in partial or complete unavailability of ConnectiveOne.**

Resolution strategy: Identification of the cause of the incident and its elimination (if it is the responsibility of ConnectiveOne) or search and implementation of workarounds to restore normal operation of ConnectiveOne. The main goal of the incident resolution process is to restore the normal operation of ConnectiveOne as soon as possible by any means without additional approval from the Customer.

In the proposed Priority Support Packages, the Contractor shall provide the Customer with consultations on the current functionality of the Program and its documentation during working hours through the communication channels of the relevant Package.

Working hours - the period from 9:00 to 19:00 daily, except Saturdays and Sundays, public holidays and non-working days of the Contractor.

Knowledge Base in the Notion portal - is an electronic information resource hosted on the Notion platform, which includes structured materials, instructions, answers to frequently asked questions, as well as other reference documentation provided to the User for self-instruction, training and solving problems within the framework of using the Program.

Cobrowsing – joint screen sharing, which allows the Contractor's representative (support operator) to see the User's screen in real time solely with the permission and under the control of the User for the purpose of consulting, resolving technical issues or demonstrating the operation of the Program.

Quarterly Business Review (QBR) – a periodic analytical review conducted by the Contractor's representative once a quarter in order to summarize the User's use of the Service, assess the effectiveness of cooperation, present key performance indicators (KPIs), and provide recommendations for further development and improvement of interaction with the Program.

Personalized onboarding – an individualized process of initial setup, training and support of the User, which is carried out by an employee of the Contractor or an authorized representative in order to adapt the User to work with the Service, to properly configure it, as well as to ensure the most efficient and comfortable start of using the Service in accordance with the needs and specifics of the User's activities.

Support request (Request) – a message transmitted by the Customer to the Contractor through the Contractor's Servicedesk system and other agreed communication channels of the relevant Priority Support Package.

Servicedesk-system - the Contractor's system with access via the Internet at <https://evergreens.atlassian.net/servicedesk/customer/portal/23>, to which the Contractor provides access to the Customer and through which the Customer submits Requests under this Agreement.

Reaction time – is the maximum time that starts from the moment the Request is received by the Contractor (within the hours of providing Priority Support) and during which the Contractor is obliged to fulfill the Request.

Scheme of Request processing:

- - The Customer creates a Request for Consultation through the agreed communication channels of the relevant Priority Support Package;
- - The Contractor processes the Request by providing advice to the Customer;
- - After fulfilling the Request, the Contractor shall send the Customer a notice of closing the Request with a description of the results through the agreed communication channels of the relevant Priority Support Package.

24.03.2026