

EXHIBIT C | Support Terms

These Support Terms set out the terms on which Protex AI provides Support Services. Capitalized terms used but not defined in these Support Terms will have the meanings ascribed to them in the Agreement.

Overview	
<p>Protex AI provides remote assistance support for the Protex AI Offering.</p> <p>The Standard Support Services consist of the following support:</p> <ul style="list-style-type: none"> • Helpdesk Support Assistance with troubleshooting and issue resolution. • Platform Updates Deployment of updates, patches, and security fixes. • Device Support Replacement of faulty Devices, Device firmware, or Device components. • Health Checks and System Diagnostics Monitoring of system performance. • Client Success Proactive guidance to drive adoption, satisfaction, and long-term value of the Offering. <p>Support Services are available during the Coverage Window, as defined in the "Additional Terms and Assumptions" Section.</p>	
Standard Support Services	
Helpdesk Support	<p><u>Requesting Support.</u> Protex AI will provide support from its technical support personnel during the Coverage Window. Support requests can be raised and responded to through the Platform or via email, and support will be available in the English language.</p> <p>Through the Platform, Client may:</p> <ul style="list-style-type: none"> • Learn how to request support; • Request support; • Manage users; • Add/remove contacts for notifications; • View any training videos in the 'Knowledge Base'; • Read documentation, blogs and articles in the 'Knowledge Base' <p>For reported problems, Protex AI may initiate and perform remote diagnostics using electronic remote support tools or other means available, to access Client equipment or infrastructure to facilitate remote problem resolution.</p> <p><u>Error Correction.</u> Protex AI will use reasonable endeavours to correct verifiable and reproducible errors based on standard reproducible test case methodology when reported to Protex AI by Client through the Platform or their designated Technical Client Success Manager (TCSM). Where a verifiable error exists (<i>i.e.</i>, that which constitutes unexpected or deviant code execution from baseline standard), the error correction, when completed, may be provided in the form of a software patch and/or a workaround. Client acknowledges that not all reported errors may be corrected. Client agrees to implement temporary procedures or workarounds provided by Protex AI ("Temporary Solutions") while Protex AI works on a permanent solution. If Client fails to implement any such Temporary Solutions, resulting in the failure of the Offering, Protex AI will have no liability for such failure.</p>
Platform Updates	<p>Protex AI will make available to Client, for no additional charge, a copy of each Update. "Update" means new releases of the Offering containing error corrections, enhancements, updates which are made commercially available by Protex AI as part of maintenance and any corrections and updates to the associated Documentation. Updates can be delivered automatically. In the event that Updates are not automatically installed, Client shall install the Updates within a reasonable time when made available on the Platform.</p>

Device Support	<p>Other than racking, cables, data-feeds and third party products (such as network taps), Protex AI provides all parts and materials necessary to maintain the Device in good operating condition, including parts and materials.</p> <p>Upon discovery of any failure of the Device and/or any component parts, Protex AI will ship replacement Device(s) and/or component part(s) which may be an equivalent or later revision ("Replacement Device"). While Protex AI will endeavour to ship the Replacement Device within a reasonable period, the Client acknowledges and agrees that transport delays, import and export requirements, and other factors outside of Protex AI's control may affect delivery timescales.</p> <p>Client is responsible for performing the following functions prior to return shipping failed Device(s) to Protex AI: (a) raising a support request detailing the specifics of the failure and performing any troubleshooting steps advised by a Protex AI technical support personnel; (b) providing, in writing to Protex AI, the Device(s)' model number, serial number, current failure symptoms, pertinent failure history and ship-to address (if applicable); (c) unless the Replacement Device will be delivered and picked up in person by Protex AI or a Partner, Client is responsible for packaging the failed Device carefully in the original packaging or Protex AI provided shipping container, or a shipping container that prevents it from being damaged while in transit to Protex AI; and (d) all parts originally shipped must be returned.</p> <p>Protex AI will not be responsible for maintaining or protecting any configuration settings or data found on the returned Device or component part(s).</p> <p>Replacement parts provided under Device Support may be whole unit replacements, or may be new or functionally equivalent to new in performance and reliability.</p> <p>Should the Device or component parts returned by Client be missing any hardware or component parts, Protex AI will invoice for, and Client agrees to pay the cost of, the Device and/or component parts, as applicable.</p> <p>For components that are discontinued, an upgrade path may be required. Protex AI will work with the Client to recommend a solution.</p>
Health Check and Systems Diagnostics	<p>Where Call Protex is enabled, the health checks diagnostics are continual and include but are not limited to the following types of metrics, as applicable to the Offering:</p> <ul style="list-style-type: none"> • CPU performance • Memory utilisation • Bandwidth per interface • Connections per minute • Errors on interface • Disk utilization • Device load • Event metrics (numeric values) <p>If any diagnostic troubleshooting is required, Protex AI technical support personnel can run diagnostic tools remotely via Call Protex to assist in determining the cause of any issues.</p>
Client Success Support	<p>Protex AI will provide strategic support and technical Client management to help ensure effective onboarding, Platform adoption, and long-term success with the Offering. Each Client Site will be assigned a Technical Client Success Manager (TCSM), who will act as the primary point of contact for non-break/fix support. TCSMs will provide guidance on system configuration, usage best practices, and workflow integration planning to help Client maximise value from the Offering.</p> <p>As part of the standard Client Success Support, Clients may receive:</p> <ul style="list-style-type: none"> • Onboarding guidance and Platform training tailored to their deployment and supported use cases;

	<ul style="list-style-type: none"> • Periodic business reviews focused on adoption, outcomes, and optimisation of the Offering; • Reasonable assistance with configuration adjustments and change requests (e.g., zones, user management); • Proactive communication of Offering limitations, or relevant feature updates; • Collaboration with internal Protex AI teams (Product, Engineering, Support) to advocate for Client requirements and escalate issues when appropriate; • Strategic input, as reasonably required, in support of renewals, expansion, or platform feature discussions. <p>Client Success does not include 24/7 support, SLA-based break/fix services, or Platform customisation. Technical support issues should be raised via the Helpdesk, in accordance with the "Helpdesk" Section above. Where technical issues are identified, TCSMs may support triage and may escalate internally for resolution.</p> <p>If any onsite Client Success Support is required to be provided, Client will be charged for any applicable travel fees and expenses.</p>
Additional Terms & Assumptions	
Duration	Support Services will be provided for the duration of the Subscription Term specified in the applicable Order Form. Protex AI will only be liable to provide Support Services if the Client has an active Subscription Term and is current with its payment of Fees to Protex AI.
Coverage Window	<p>The Coverage Window specifies the hours during which Support Services are available.</p> <p>The Support Services will be available Monday through Friday from 9.00am to 5.30pm GMT, excluding any public holidays in the United Kingdom or Ireland.</p> <p>Protex AI will generally respond to any Client support request submitted through the Platform or via the Protex AI support email within 2 hours of receiving said request during the Coverage Window.</p>
Call Protex	The Protex AI Offering can be configured to connect to Protex AI's secure and encrypted channel to receive patches and Updates. If required to respond to a support ticket, the Protex AI remote technical support is dependent on the granting of Call Protex access for the technical support engineer to be able to interact with the Offering. At Protex AI's discretion, Support Services may also be provided using remote diagnosis and support, onsite service or through other Support Services delivery methods, or any combination thereof. If any onsite support is required to be provided, Client will be charged for any applicable travel fees and expenses.
Client Responsibilities	<p>Upon Protex AI's request, Client will be responsible for assisting Protex AI in resolving the problem remotely in providing all information necessary for Protex AI to deliver timely and professional remote support, including:</p> <ul style="list-style-type: none"> • Starting self-tests and/or other diagnostic tools and programs; • Installing Client-installable firmware updates and patches; and • Performing, and being responsive to, other reasonable activities to help Protex AI identify and resolve the problem or otherwise provide Client Success Support.
Maintenance	<p><u>Planned Maintenance and Downtime.</u> Protex AI reserves the right to carry out periodic fault rectification and maintenance of the Device and the Platform (or any software or firmware component thereof), and may update or replace such whenever Protex AI deems it necessary. Client will be notified through the Platform of any planned downtime, which will be scheduled during off-peak hours where feasible to minimize disruption.</p> <p><u>Emergency Maintenance.</u> In cases of emergency maintenance required to address critical security vulnerabilities or system integrity issues, Protex AI may perform Updates without prior notice but will endeavour to restore full functionality as quickly as possible. Protex AI is not liable for disruptions caused by emergency maintenance. Software and firmware Updates may require Client-side actions, such as reboots</p>

	<p>or configuration adjustments, to ensure full compatibility. Clients are responsible for maintaining network connectivity and appropriate system settings to support these Updates.</p>
<p>General Requirements</p>	<p>Protex AI will not be liable to provide Support Services with respect to Device(s) which are faulty on the basis of: (a) improper use, Site preparation, or Site or environmental conditions or other non-compliance with applicable Documentation or these Support Terms; (b) failure or functional limitations of any non-Protex AI software or product impacting systems receiving Protex AI Device Support Services; (c) malware (e.g., virus, worm, etc.) introduced by any person other than Protex AI or its subcontractors; (d) modifications or improper system maintenance or calibration not performed by Protex AI or authorized in writing by Protex AI; (e) fire damage, water damage, accident, electrical disturbances, transportation by Client, or other causes beyond Protex AI's control; or (f) use not in line with conditions which adequately protect and preserve the Device.</p> <p>Client is responsible for maintaining the Device in good condition (ordinary wear and tear excepted) while the Device is deployed on the Site. Client shall reimburse Protex AI on demand for all costs and expenses incurred by Protex AI for any damage to or loss of the Device whether due to accident, operation of the Device in contravention of the instructions of Protex AI and the Documentation or otherwise caused by Client or any of its officers, employees, agents, contractors or sub-contractors.</p> <p>Protex AI may discontinue specific Support Services no longer included in the Offering upon six (6) months' prior written notice, unless otherwise agreed in writing. If Protex AI cancels prepaid Support Services pursuant to this paragraph, Protex AI will refund Client a pro-rated amount for such unused pre-paid Support Services.</p> <p>Additional services performed by Protex AI at Client's request, which are not included in the Support Services, will be agreed by the parties in writing in advance and chargeable at the applicable professional services rates agreed by the parties.</p> <p>NO ADVICE, RECOMMENDATION, OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY CLIENT FROM PROTEX AI OR THROUGH OR FROM THE SUPPORT SERVICES SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE PROTEX AI MASTER SERVICES AGREEMENT.</p>
<p>Affiliates</p>	<p>Client acknowledges that the following Protex AI Affiliates may be involved in the provision of Support Services: Protex AI Limited (Ireland), Protex AI UK Limited (United Kingdom), Protex AI, LLC (United States of America).</p>