PRODUCT TERMS – INTERFACE SERVICES

1. **Customer Responsibilities.** Notwithstanding any other terms set forth herein or in the Agreement, Customer is solely responsible for: (a) developing and maintaining the programs (including protocols and connections) necessary for data processing communications between Customer and CCC via the Interfaces (as defined below) in accordance with the specifications set forth in the Documentation, including by providing, maintaining and paying for the facilities, hardware, software, tools, personnel and all other resources that are required to develop, test and use the Interfaces; (b) generating and providing test data to be used during Client Testing (as defined below), which Customer agrees shall be synthesized, dummied or otherwise made not reasonably usable to infer information about, or otherwise be linked to, a particular consumer; (c) the configuration of the test environment(s) used for Client Testing; and (d) in connection with Customer's receipt of any Interface Support set forth on an Order Form, or any other support or similar requests of CCC made by Customer, providing timely, complete and accurate access to data, information and personnel of Customer.

2. **Additional Terms.** The following additional terms apply to Customer's use of the Interface Services:

   a. <u>Permitted Purpose</u>. Interfaces are designed to interoperate with other Services provided by CCC pursuant to the Agreement. As such: (i) to the extent that the Permitted Purpose of any Service is modified by the Product Terms applicable to such Service, the Permitted Purpose for use of the applicable interface shall be limited or expanded, as applicable, to be coextensive with such Permitted Purpose and (ii) to the extent that Customer's license to the Service(s) with which any Interface is designed to interoperate is terminated, suspended or expires, Customer's license to the related Interface shall immediately terminate. Other than as set forth in Section 2(a)(ii), above, the Permitted Purpose for which Customer may make use of the Interfaces shall be as set forth in the Agreement provided, however, that Customer may not utilize the Interfaces other than for Customer's internal purposes in connection with use of Services provided by CCC.

   b. <u>Interfaces</u>. Customer shall be entitled to receive the interfaces set forth on the Order Form(s) (each an "Interface"), which are further described within the Documentation.

   c. <u>Testing</u>. Prior to Customer's initial use of any Interface and thereafter from time to time in CCC's sole discretion, CCC will make a client test environment available to Customer beginning on a mutually agreed upon date and continuing for a reasonable period thereafter, not to exceed one hundred eighty (180) days, in order for Customer to test the Interface(s) (the "Client Testing"). CCC will configure the test environment to Customer's reasonable specifications. CCC shall have no obligation or liability to Customer arising out of such configurations or any discrepancy between the operation of the test environment and any production environment(s) which Customer accesses via the Interfaces. If reasonably necessary in connection with the Client Testing, CCC will provide Customer limited access to CCC's products and services provided to repair facilities, independent appraisers or others for Customer's use solely to test the operation of the Interfaces as part of its Client Testing and for no other purpose. All such access, products and services are provided As/Is and without warranty of any kind and CCC shall have no liability or obligation of any type with respect to such access, products or services, unless such exclusion of liability is not enforceable in which case CCC's liability with respect to such access, products and services shall not exceed $1,000.00.

   d. <u>Interface Support</u>. If the Order Form with respect to any Interface reflects that Customer shall receive Interface Support for such Interface, CCC will provide Customer with the aggregate number of hours of support set forth on the Order Form, which support shall be comprised of and limited to (collectively, the "Interfaces Support"): (i) responding to Customer questions regarding data structure or content, connectivity and workflow; (ii) participating in status meetings, at mutually agreed upon times and dates, with Customer to discuss issues, questions and other topics related to Customer's development and maintenance of programs, protocols and connections necessary for data processing communications between Customer and CCC via the Interfaces; and (iii) telephone support during CCC's regular business hours regarding Customer's connectivity to an Interface. Interface Support hours shall expire and be forfeited by Customer as set forth on the Order Form or, if not set forth thereon, on the sixtieth (60th) day following Customer's completion of Client Testing with respect to the applicable Interface. Customer shall not be entitled to receive any credit for any forfeited Interface Support hours. If Interface Support is provided in excess of the hours provided for on an Order Form (including, for the avoidance of doubt, if CCC provides any Interface Support which is not provided for on an Order Form), Customer

agrees to pay the hourly rate set forth on the Order Form or, if none, CCC's then-standard hourly rate for all such Interface Support.

e.   <u>Single Sign On</u>. CCC bears no responsibility for the security of Customer's internal authentication procedures, which are fully within Customer's control and responsibility, including with respect to enforcing any periodic password reset, password complexity, or similar requirements. Customer shall not permit any person other than an Authorized User to access the Services utilizing the Single Sign On Interface.

f.   <u>General</u>. Customer acknowledges and agrees that (i) CCC does not provide any user interfaces in connection with the Interfaces and (ii) CCC does not have access to estimating platforms other than CCC's estimating platforms.