

# Core BTS, Inc.

## MICROSOFT ONLINE SERVICES CUSTOMER AGREEMENT

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This **MICROSOFT ONLINE SERVICES CUSTOMER AGREEMENT** (this "Agreement"), is made and entered into as of the date the last party executes the Microsoft Online Services Ordering Document (the "Ordering Document") (such date, the "Effective Date"), thereby indicating acceptance of the terms of this Agreement between Core BTS, Inc., a Delaware corporation, with offices at 5875 Castle Creek Parkway North Drive, Suite 320, Indianapolis, IN 46250 ("CORE BTS, INC."), and the customer identified in the Ordering Document ("Customer").

**IT IS RECOMMENDED THAT YOU PRINT A COPY OF THIS AGREEMENT FOR FUTURE REFERENCE.**

### 1. PRODUCTS AND TERMS OF SERVICE

**1.1 Products.** This Agreement establishes the terms under which CORE BTS, INC., as an authorized reseller of Microsoft Corporation ("Microsoft"), will provide Customer with a subscription-based license to access the Microsoft online services set forth in the Ordering Document (the "Product(s)"). Customer acknowledges and agrees that this Agreement governs Customer's use of the Products, but does not govern implementation and deployment services performed by CORE BTS, INC., if any, which will be performed under a separate Master Professional Services Agreement between CORE BTS, INC. and Customer.

**1.2 Support.** CORE BTS, INC. will receive initial calls to provide front-line technical support directly to Customer's technology administrators on a continuous basis (24 hours per day, 365 days per year) with respect to questions, complaints and other support issues that Customer cannot resolve. CORE BTS, INC. will be the point of contact for Customer for all operational or technical support questions related to the Products, and CORE BTS, INC. is hereby authorized by Customer to submit Customer support issues requiring escalation to Microsoft on behalf of Customer. If Customer contacts Microsoft directly for support, Microsoft at its sole discretion may redirect Customer to CORE BTS, INC.

**1.3 Microsoft Cloud Agreement.** Before CORE BTS, INC. can provide Customer with any license to the Products, Customer must agree to the terms of the Microsoft Cloud Agreement, including the Online Services Terms and other URL terms included therein, attached to this Agreement as Exhibit A (the "Microsoft Terms"). The term "Reseller," as used in the Microsoft Terms, refers to CORE BTS, INC., and CORE BTS, INC. will stand behind all obligations of Microsoft to Customer included in the Microsoft Terms. By entering into this Agreement, Customer acknowledges and agrees to the Microsoft Terms, all of which are incorporated by reference into this Agreement in their entirety. Capitalized terms used but not defined in this Agreement will have the meanings assigned to such terms in the Microsoft Terms. The Microsoft Terms are confidential information of Microsoft and Customer agrees to handle such terms in strict confidence.

**1.4 Service Level Agreements.** If Customer has a claim relating to a Microsoft SLA, Customer will promptly notify CORE BTS, INC. and CORE BTS, INC. will escalate the claim to Microsoft for review in accordance with its standard SLA review process. CORE BTS, INC. will credit Customer any and all amounts determined to be due Customer by Microsoft with respect to an SLA claim. Microsoft reserves the right to audit outages at any time.

**1.5 Eligibility.** If Customer is purchasing one or more of the services or features identified at <http://azure.microsoft.com/en-us/> (the "Azure Government Services"), Customer represents and warrants that it meets the eligibility criteria set forth at <http://www.microsoft.com/licensing/contracts> under "Qualifying Government Eligibility Definitions" (also attached as Exhibit B) and agrees to use Azure Government Services solely for the benefit of entities that meet such criteria. Exhibit C includes a qualification questionnaire that Customer must complete if Customer is purchasing Azure Government Services.

## 2. CHARGES AND PAYMENT

**2.1 Fees.** Customer's use of the Products is subject to payment of the fee(s) set forth in the Ordering Document in accordance with Section 2.3.

**(A)** The unit price for any fixed term Commitment Offering will not change during the term of the Subscription (e.g., the price of the Product as of the Subscription start date will apply for all 12 months of the fixed term). CORE BTS, INC. will have the right to change the fee once each year, effective with the next Subscription renewal date. CORE BTS, INC. will notify Customer of any fee increase at least 30 days prior to the expiration of the then-current Subscription term.

**(B)** Consumption Offerings (also called Pay-As-You-Go) will be billed based on actual usage in the preceding month with no upfront commitment. The unit price for a Product sold on a consumption basis may change during the Subscription period.

**2.2 Support Charges.** Any support to be provided by CORE BTS, INC. under Section 1.2 of this Agreement will be performed on business days between the hours of 6:00 a.m. to 6:00 p.m. Pacific Time, at no additional cost. Any support services requested by Customer which requires either (a) on-site assistance by CORE BTS, INC. personnel or (b) escalation to Microsoft will be billed to Customer at an hourly rate of \$295.00, EXCEPT "P1" support issues related to (a) a defect or outage causing the software or product to be unusable, and/or (b) the unavailability of a major function, for which CORE BTS, INC. is unable to determine an acceptable bypass/ workaround; in such cases, CORE BTS, INC. shall also render support services to Customer at no additional cost.

### 2.3 Payments.

**(A)** Unless otherwise provided in the Ordering Document, Customer will pay for Commitment Offering licenses on a full-prepaid basis for the Initial Subscription Term and each succeeding 12-month Subscription Renewal Term (both as defined in Section 3.1(A)), to the extent applicable. Fees for prepaid orders where CORE BTS, INC. issues an invoice are due upon Customer's receipt of the invoice, and are considered delinquent 30 days after the date of the applicable invoice.

**(B)** Customer will pay for any Consumption Offerings licenses on a monthly basis in arrears. Consumption Offerings will be billed at CORE BTS, INC.'s next billing cycle, and will include all usage from the prior month. Payments are considered delinquent 30 days after the date of the applicable invoice.

**2.4 Taxes.** Customer is responsible for any taxes associated with Customer's purchase and receipt of the Products (except for any taxes assessable against CORE BTS, INC. based on its income, property or employees) and Customer will pay CORE BTS, INC. without any reduction for such amounts. If CORE BTS, INC. is obligated to collect or pay taxes, the taxes will be invoiced to Customer, unless Customer provides CORE BTS, INC. with a valid tax exemption certificate authorized by the appropriate taxing authority. If Customer is required by law to withhold any taxes from its payments to CORE BTS, INC., Customer must provide CORE BTS, INC. with an official tax receipt or other appropriate documentation to support such payments and will increase the payment to CORE BTS, INC. so that the amount received by CORE BTS, INC. is the same as it would have been if no taxes were withheld.

**2.5 Delinquent Payments.** Customer is responsible for all reasonable expenses (including legal fees) incurred by CORE BTS, INC. in collecting unpaid or delinquent amounts, except where these unpaid or delinquent amounts are due to billing inaccuracies attributable to CORE BTS, INC..

## 3. TERM, TERMINATION AND ADDITIONAL END USER ACCOUNTS

**3.1 Term of Agreement; Term of Subscription.** The term of this Agreement will begin on the Effective Date and will continue until terminated in accordance with the terms of this Section.

- (A) Each fixed term Subscription will continue for a period of 12 months from the date such Product is provided to Customer by CORE BTS, INC. (such period, the “Initial Subscription Term”). At the end of the Initial Subscription Term, each Subscription will be renewed automatically for consecutive 12-month renewal terms (each, a “Renewal Subscription Term”), unless Customer (effective as of the end of the then-current Subscription Term) cancels its Subscription by notifying CORE BTS, INC. at least 10 business days prior to the expiration of the then-current term. The terms and conditions of this Agreement shall apply during each Renewal Subscription Term, provided that (i) upon renewal of a Subscription, Customer may be required to agree to new, supplemented, or amended Microsoft Terms, as such terms are updated by Microsoft from time to time; (ii) in the case of Online Services, the Online Services Terms in effect at the time of such renewal will apply for the applicable Renewal Subscription Term; and (iii) the fee for each Renewal Subscription Term will be the rates then in effect as described in Section 2.1. CORE BTS, INC. will invoice Customer, and Customer agrees to pay, for the renewal of its Subscription as set forth in the Ordering Document and Article 2 above.
- (B) Consumption Offerings do not expire until cancelled by Customer upon at least 10 business days’ prior notice to CORE BTS, INC. Subscriptions for Consumption Offerings can be cancelled at any time, and any usage by Customer prior to such cancellation will be billed by CORE BTS, INC. to Customer at CORE BTS, INC.’s next scheduled invoice date. For Online Services that are billed periodically based on consumption, the Online Services Terms current at the start of each billing period will apply to usage during that period.

**3.2 Termination.** This Agreement will terminate upon expiration or cancellation of all Product licenses subject to this Agreement in accordance with the terms of Section 3.1. Customer may cancel a Subscription for a Product, provided that no refund will be provided for any prepaid fees. In addition, either party may terminate this Agreement for cause upon written notice if the other party fails to cure any material breach of this Agreement within 30 days after receiving written notice of such breach; provided, however, that the period to cure a breach with respect to payment shall be ten days and termination is effective immediately upon notice if the cause for termination is not curable. Other than as may be provided elsewhere in this Agreement, such termination will be Customer’s sole and exclusive remedy in the case of a material breach of this Agreement by CORE BTS, INC.

**3.3 Effect of Termination.** If this Agreement terminates or expires, then the rights granted hereunder by either party to the other will cease immediately and Customer’s access to the Products will cease. Unless this Agreement is terminated due to breach by CORE BTS, INC., all payments owed by Customer under this Agreement are immediately due. Upon any expiration, termination or cancellation of a Subscription, Customer will have 90 days to migrate any Customer Data to either a new Subscription with CORE BTS, INC., with Microsoft directly, or some other service. Customer may incur a charge for CORE BTS, INC.’s assistance in migrating its Customer Data.

**3.4 Disablement.** Microsoft may disable a Customer’s Subscription for legal or regulatory reasons. Depending on the Product, Customer will have limited or no access to the Product in such case. If a Customer’s Subscription is disabled, CORE BTS, INC. will suspend or refund any fees to Customer associated with the suspended period for that Subscription until the Subscription is re-enabled.

**3.5 Additional End User Accounts.** Customer may alter the number of end user accounts associated with a Product at any time. The fees associated with end user accounts added mid-term will be pro-rated, beginning on the date of the applicable order and ending on the expiration of the then-current Subscription Term. For each purchase of additional end user accounts, CORE BTS, INC. will issue a quote to Customer.

#### **4. PRIVACY; CUSTOMER DATA**

**4.1 Customer Consent and Agreement.** Consistent with Section 4 of the Microsoft Terms, Customer consents to the collection, use, transfer, disclosure and processing of Customer Data, including personal information, by CORE BTS, INC. and Microsoft, and their respective Affiliates, subsidiaries, and service providers, as for the purposes of ordering, provisioning and administering the Online Services, as

contemplated by this Agreement and the Microsoft Terms. Customer is responsible for obtaining all required consents from third parties under applicable privacy and data protection laws before providing personal information to CORE BTS, INC. or Microsoft on behalf of third parties. As and to the extent required by law, Customer will notify the individual users of the Products that their data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities as directed by CORE BTS, INC., and will obtain the users' consent to the same.

**4.2 Customer Acknowledgment.** Customer acknowledges and agrees that Microsoft may collect, use, transfer, disclose and otherwise process Customer Data, including personal data, as described in the Microsoft Terms. Microsoft may send direct communications to Customer related to the Microsoft Terms or the operation or delivery of the Products.

**4.3 Customer Data.**

(A) CORE BTS, INC. will use Customer Data only to provide Customer with the Products and the support services specified in this Agreement and to assist Customer in the proper administration of the Products.

(B) If CORE BTS, INC. receives a request for Customer Data either directly from a law enforcement agency or as redirected to CORE BTS, INC. by Microsoft, CORE BTS, INC. will redirect the law enforcement agency to request that data directly from Customer. If compelled to disclose Customer Data to law enforcement, CORE BTS, INC. will promptly notify Customer and provide a copy of the demand, unless legally prohibited from doing so. CORE BTS, INC. will only access and disclose to law enforcement or other government authorities, to the extent required by law, data from, about or related to Customer, including the content of communications (or to provide law enforcement or other government entities access to such data).

**5. INTELLECTUAL PROPERTY RIGHTS.** Except as expressly set forth herein, this Agreement does not grant either party any rights, implied or otherwise, to the other's data or content. As between the parties, Customer owns all intellectual property rights in Customer Data. The parties acknowledge and agree that Microsoft owns all intellectual property rights in the Products.

**6. WARRANTY, DISCLAIMER OF WARRANTIES.** Microsoft warrants its Products as described in the Microsoft Terms. Neither CORE BTS, INC. nor Microsoft provide any other warranties, representations or conditions. **To the maximum extent permitted under applicable laws, CORE BTS, INC. disclaims all implied or statutory warranties for Products, including warranties of quality, title, non-infringement, merchantability and fitness for a particular purpose.**

**7. LIMITATION OF LIABILITY.**

(A) Unless applicable law requires otherwise, the only remedy either party will have for anything related to this Agreement or the Products is to obtain direct damages from the liable party up to the amount actually paid by Customer to CORE BTS, INC. for its Subscription during the prior one-year period, minus any amounts paid by the liable party during that same period for any prior liability. **In no event will either party be liable for loss of revenue or indirect, special, incidental, consequential, punitive, or exemplary damages, or damages for loss of use, lost profits, revenues, business interruption, or loss of business information, however caused or on any theory of liability.**

(B) The limitations in paragraph (A) of this Section do not apply to claims for non-payment, fraud, defense of infringement claims (as set forth in the Microsoft Terms), or Customer's violation of Microsoft's intellectual property rights. Each party's liability for loss or damage of any kind (including loss or damage caused by negligence) is reduced to the extent that the other party's agents caused or contributed to that loss or damage.

- (C) If applicable law gives Customer any implied terms not set forth in this Agreement, despite the exclusions and limitations in this Agreement, then to the extent permitted by applicable law, Customer's remedies are limited to repair or replacement of the Product and if CORE BTS, INC. cannot repair or replace the Product, CORE BTS, INC. will refund the amount Customer paid for it.

## 8. GENERAL PROVISIONS

**8.1 Notices.** All notices, consents, approvals, acknowledgements and waivers under this Agreement must be in writing and delivered to the applicable party, sent to Customer's address set forth in the Ordering Document in the case of Customer, and in the case of CORE BTS, INC., sent to the attention of CORE BTS, INC.'s Chief Financial Officer at the address set forth in the preamble to this Agreement. CORE BTS, INC. and Customer each agree that notices and other communications under this Agreement may be received by email, unless otherwise required by law. Notice will be deemed given: (A) when verified by written receipt if sent by personal courier, overnight courier, or when received if sent by mail without verification of receipt; or (B) when verified by automated receipt or electronic logs if sent by email. A party may change its address or designee for notification purposes by giving the other party written notice of the new address or designee and the date upon which it will become effective.

**8.2 Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the state of California, without regard to its choice of law principles except that (A) if Customer is a U.S. government entity, this Agreement is governed by the laws of the United States, and (B) if Customer is a state or local government entity in the United States, this Agreement is governed by the laws of that state. For any litigation that may arise under this Agreement, the parties consent to personal jurisdiction in and the venue (and waive any claim of *forum non conveniens*) of the state and federal courts located in Los Angeles County, California. Notwithstanding the foregoing, if the parties have entered into a Master Professional Services Agreement, the parties consent to the personal jurisdiction and venue set forth in the Master Professional Services Agreement with respect to any litigation that may arise under this Agreement.

**8.3 Authorization; Binding Nature and Assignment.** Each party represents and warrants to the other that: (A) it has the requisite corporate power and authority to enter into this Agreement and to carry out the transactions contemplated by this Agreement; and (B) the execution, delivery and performance of this Agreement and the consummation of the transactions contemplated by this Agreement have been duly authorized by the requisite corporate action on the part of such party. This Agreement will be binding upon the parties and their respective successors and assigns. CORE BTS, INC. may assign this Agreement in its entirety, but not in parts, in connection with a merger, consolidation, change of control, or sale or other disposition of all or substantially all of its assets. Any other assignment will be null and void, except with the other party's prior written consent.

**8.4 Publicity.** Customer hereby consents to CORE BTS, INC.'s inclusion of Customer in a customer list (together with any identifying Customer trade name, trademark, and/or logo), but only if Customer is not the only customer appearing on the list. Other than this, neither party may make any public statement regarding the relationships contemplated by this Agreement without the consent of the applicable party.

**8.5 Third Party Beneficiary.** The parties agree that Microsoft is a third party beneficiary of this Agreement and certain sections of this Agreement are for the benefit of Microsoft. As a result, Microsoft is entitled to enforce this Agreement. There are no other third party beneficiaries to this Agreement.

**8.6 Reseller Status.** Customer acknowledges that CORE BTS, INC. is not an agent of Microsoft and has no power or authority to bind Microsoft or to change any terms, conditions, warranties or covenants made by Microsoft. Microsoft may accept or reject any proposed Customer at Microsoft's discretion, in which case this Agreement will automatically terminate. CORE BTS, INC. has no control over the features or functionality of Products and Microsoft reserves the right to add new features or functionality to, or remove existing features or functionality from, a Product.

**8.7 No Agency.** The parties are independent contractors, and this Agreement does not create an agency, partnership or joint venture

**8.8 Waiver of Default.** Failure to enforce any provision of this Agreement will not constitute a waiver.

**8.9 Survival.** The provisions of Section 2.4, Article 4, Article 5, Article 6, Article 7, and this Article, as well as any other provision of this Agreement that contemplates performance or observance subsequent to termination or expiration of this Agreement will survive expiration or termination of this Agreement.

**8.10 Force Majeure.** Neither party will be liable for any failure in performance due to causes beyond that party's reasonable control. This Section will not, however, apply to Customer's payment obligations under this Agreement.

**8.11 Severability.** If any provision of this Agreement is found to be illegal or otherwise unenforceable in any respect, that provision will be deemed to be restated to reflect as nearly as possible the original intent of the parties in accordance with applicable law. The remainder of this Agreement will remain in full force and effect.

**8.12 Entire Agreement; Incorporation; Amendment and Waiver.** This Agreement, the Ordering Document, and the Exhibits to this Agreement, each of which is incorporated herein for all purposes, constitute the entire agreement of the parties with respect to the subject matter hereof and supersede any prior or contemporaneous agreements on that subject. The terms located at a URL and referenced in this Agreement or its Exhibits are hereby incorporated by this reference. Any amendment must be agreed upon in writing and expressly state that it is amending this Agreement. No change, waiver or discharge hereof will be valid unless made in writing and signed by an authorized representative of the party against which such change, waiver of discharge is sought to be enforced.

**8.13 Counterparts; Electronic Signature.** The parties may enter into this Agreement in counterparts, each of which shall be deemed an original and, which taken together, will constitute one instrument. Any signature delivered by facsimile transmission or by e-mail delivery of a ".pdf" format document or other e-Signature will create a valid and binding obligation of the party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile, ".pdf" or e-Signature were an original thereof.

**CUSTOMER ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT, UNDERSTANDS IT, AND AGREES TO BE LEGALLY BOUND BY IT.**

# EXHIBIT A

## MICROSOFT CLOUD AGREEMENT



Volume Licensing

### Microsoft Cloud Agreement

This Microsoft Cloud Agreement is entered into between the entity you represent, or, if you do not designate an entity in connection with a Subscription purchase or renewal, you individually ("Customer"), and Microsoft Corporation ("Microsoft"). It consists of the terms and conditions below, Use Rights, SLA, and all documents referenced within those documents (together, the "agreement"). It is effective on the date that your Reseller provisions your Subscription. Key terms are defined in Section 10.

#### 1. *Grants, rights and terms.*

All rights granted under this agreement are non-exclusive and non-transferable and apply as long as neither Customer nor any of its Affiliates is in material breach of this agreement.

- a. **Software.** Upon acceptance of each order, Microsoft grants Customer a limited right to use the Software in the quantities ordered.
  - (i) **Use Rights.** The Use Rights in effect when Customer orders Software will apply to Customer's use of the version of the Software that is current at the time. For future versions and new Software, the Use Rights in effect when those versions and Software are first released will apply. Changes Microsoft makes to the Use Rights for a particular version will not apply unless Customer chooses to have those changes apply.
  - (ii) **Temporary and perpetual licenses.** Licenses available on a subscription basis are temporary. For all other licenses, the right to use Software becomes perpetual upon payment in full.
  - (iii) **Downgrade rights.** Customer may use an earlier version of Software than the version that is current on the date Customer orders the Software. In that case, the Use Rights for the current version apply to the use of the earlier version. If the earlier Software version includes features that are not in the new version, then the Use Rights applicable to the earlier version apply with respect to those features.
- b. **Online Services.** Customer may use the Online Services as provided in this agreement.
  - (i) **Online Services Terms.** The Online Services Terms in effect when Customer orders or renews a subscription to an Online Service will apply for the applicable subscription term. For Online Services that are billed periodically based on consumption, the Online Services Terms current at the start of each billing period will apply to usage during that period.
  - (ii) **Suspension.** Microsoft may suspend use of an Online Service during Customer's violation of the Acceptable Use Policy or failure to respond to a claim of alleged infringement. Microsoft will give Customer notice before suspending an Online Service when reasonable.
  - (iii) **End Users.** Customer controls access by End Users, and is responsible for their use of the Product in accordance with this agreement. For example, Customer will ensure End Users comply with the Acceptable Use Policy.
  - (iv) **Customer Data.** Customer is solely responsible for the content of all Customer Data. Customer will secure and maintain all rights in Customer Data necessary for Microsoft to provide the Online Services to Customer without violating the rights of any third party or otherwise obligating Microsoft to Customer or to any third party. Microsoft does not and will not assume any obligations with respect to Customer Data or to Customer's use of the Product other than as expressly set forth in this agreement or as required by applicable law.

- (v) **Responsibility for your accounts.** Customer is responsible for maintaining the confidentiality of any non-public authentication credentials associated with Customer's use of the Online Services. Customer must promptly notify customer support about any possible misuse of Customer's accounts or authentication credentials or any security incident related to the Online Services.
- c. **License transfers.** License transfers are not permitted, except that Customer may transfer only fully-paid perpetual licenses to (1) an Affiliate or (2) a third party, solely in connection with the transfer of hardware or employees to whom the licenses have been assigned to the third party as part of (a) a divestiture of all or part of an Affiliate or (b) a merger involving Customer or an Affiliate. Upon such transfer, Customer and its Affiliates must uninstall and discontinue using the licensed Product and render any copies unusable. Attempted license transfers that do not comply with this agreement are void.
- d. **Reservation of rights.** Products are protected by copyright and other intellectual property rights laws and international treaties. Microsoft reserves all rights not expressly granted in this agreement. No rights will be granted or implied by waiver or estoppel. Rights to access or use Software on a device do not give Customer any right to implement Microsoft patents or other Microsoft intellectual property in the device itself or in any other software or devices.
- e. **Restrictions.** Customer may use the Product only in accordance with this agreement. Customer may not (and is not licensed to): (1) reverse engineer, decompile or disassemble any Product or Fix, or attempt to do so; (2) install or use non-Microsoft software or technology in any way that would subject Microsoft's intellectual property or technology to any other license terms; or (3) work around any technical limitations in a Product or Fix or restrictions in Product documentation. Customer may not disable, tamper with, or otherwise attempt to circumvent any billing mechanism that meters Customer's use of the Online Services. Except as expressly permitted in this agreement or Product documentation, Customer may not distribute, sublicense, rent, lease, lend, resell or transfer and Products, in whole or in part, or use them to offer hosting services to a third party.
- f. **Preview releases.** Microsoft may make Previews available. Previews are provided "as-is," "with all faults," and "as-available," and are excluded from the SLA and all limited warranties provided in this agreement. Previews may not be covered by customer support. Previews may be subject to reduced or different security, compliance, and privacy commitments, as further explained in the Online Services Terms and any additional notices provided with the Preview. Microsoft may change or discontinue Previews at any time without notice. Microsoft also may choose not to release a Preview into "General Availability."
- g. **Verifying compliance for Products.**
- (i) **Right to verify compliance.** Customer must keep records relating to all use and distribution of Products by Customer and its Affiliates. Microsoft has the right, at its expense, to verify compliance with the Products' license terms. Customer must promptly provide any information reasonably requested by the independent auditors retained by Microsoft in furtherance of the verification, including access to systems running the Products and evidence of licenses for Products that Customer hosts, sublicenses, or distributes to third parties. Customer agrees to complete Microsoft's self-audit process, which Microsoft may request as an alternative to a third party audit.
- (ii) **Remedies for non-compliance.** If verification or self-audit reveals any unlicensed use of Products, then within 30 days (1) Customer must order sufficient licenses to cover its use, and (2) if unlicensed use is 5% or more, Customer must reimburse Microsoft for the costs Microsoft incurred in verification and acquire the necessary additional licenses at 125% of the price, based on the then-current price last and customer price level. The unlicensed use percentage is based on the total number of licenses purchased for current use compared to the actual installed base. If there is no unlicensed use, Microsoft will not



subject Customer to another verification for at least one year. By exercising the rights and procedures described above, Microsoft does not waive its rights to enforce this agreement or to protect its intellectual property by any other legal means.

- (iii) **Verification process.** Microsoft will notify Customer at least 30 days in advance of its intent to verify Customers' compliance with the license terms for the Products Customer and its Affiliates use or distribute. Microsoft will engage an independent auditor, which will be subject to a confidentiality obligation. Any information collected in the self-audit will be used solely for purposes of determining compliance. This verification will take place during normal business hours and in a manner that does not unreasonably interfere with Customer's operations.

## **2. Subscriptions, ordering.**

- a. **Choosing a Reseller.** Customer must choose and maintain a Reseller authorized within its region. If Microsoft or Reseller chooses to discontinue doing business with each other, Customer must choose a replacement Reseller or purchase a Subscription directly from Microsoft, which may require Customer to accept different terms.
- b. **Available Subscription offers.** The Subscription offers available to Customer will be established by its Reseller and generally can be categorized as one or a combination of the following:
  - (i) **Online Services Commitment Offering.** Customer commits in advance to purchase a specific quantity of Online Services for use during a Term and to pay upfront or on a periodic basis for continued use of the Online Service.
  - (ii) **Consumption Offering (also called Pay-As-You-Go).** Customer pays based on actual usage with no upfront commitment.
  - (iii) **Limited Offering.** Customer receives a limited quantity of Online Services for a limited term without charge (for example, a free trial) or as part of another Microsoft offering (for example, MSDN). Provisions in this agreement with respect to the SLA and data retention may not apply.
  - (iv) **Software Commitment Offering.** Customer commits in advance to purchase a specific quantity of Software for use during a Term and to pay upfront or on a periodic basis for continued use of the Software.
- c. **Ordering.**
  - (i) Orders must be placed through Customer's designated Reseller. Customer may place orders for its Affiliates under this agreement and grant its Affiliates administrative rights to manage the Subscription, but, Affiliates may not place orders under this agreement. Customer also may assign the rights granted under Section 1.a and 1.b to a third party for use by that third party in Customer's internal business. If Customer grants any rights to Affiliates or third parties with respect to Software or Customer's Subscription, such Affiliates or third parties will be bound by this agreement and Customer agrees to be jointly and severally liable for any actions of such Affiliates or third parties related to their use of the Products.
  - (ii) Customer's Reseller may permit Customer to modify the quantity of Online Services ordered during the Term of a Subscription. Additional quantities of Online Services added to a Subscription will expire at the end of that Subscription.
- d. **Pricing and payment.** Prices for each Product and any terms and conditions for invoicing and payment will be established by Customer's Reseller.
- e. **Renewal.**

- (i) Upon renewal of a Subscription, Customer may be required to sign a new agreement, a supplemental agreement or an amendment to this agreement.
  - (ii) Customer's Subscription will automatically renew unless Customer provides its Reseller with notice of its intent not to renew prior to the expiration of the Term.
- f. **Eligibility for Academic, Government and Nonprofit versions.** Customer agrees that if it is purchasing an academic, government or nonprofit offer, Customer meets the respective eligibility requirements listed at the following sites:
- (i) For academic offers, the requirements for educational institutions (including administrative offices or boards of education, public libraries, or public museums) listed at <http://go.microsoft.com/academic>;
  - (ii) For government offers, the requirements listed at <http://go.microsoft.com/government>; and
  - (iii) For nonprofit offers, the requirements listed at <http://go.microsoft.com/nonprofit>.

Microsoft reserves the right to verify eligibility at any time and suspend the Online Service if the eligibility requirements are not met.

- g. **Taxes.** The parties are not liable for any of the taxes of the other party that the other party is legally obligated to pay and which are incurred or arise in connection with or related to the transactions contemplated under this agreement, and all such taxes will be the financial responsibility of the party who is obligated by operation of law to pay such tax.

### **3. *Term, termination.***

- a. **Agreement term and termination.** This agreement will remain in effect until the expiration or termination of Customer's Subscription, whichever is earliest. Customer may terminate this agreement at any time by contacting its Reseller. The expiration or termination of this agreement will only terminate Customer's right to place new orders for additional Products under this agreement.
- b. **Termination for cause.** If either party breaches this Agreement, the other party may terminate the breached agreement (in whole or in part, including orders) upon notice. If the breach is curable within 30 days, then the terminating party must provide 30 days' notice to the breaching party and an opportunity to cure the breach.
- c. **Cancel a Subscription.** Customer's Reseller will establish the terms and conditions, if any, upon which Customer may cancel a Subscription.

### **4. *Security, privacy, and data protection.***

- a. **Reseller Administrator Access and Customer Data.** Customer acknowledges and agrees that (i) once Customer has chosen a Reseller, that Reseller will be the primary administrator of the Online Services for the Term and will have administrative privileges and access to Customer Data, however, Customer may request additional administrator privileges from its Reseller; (ii) Customer can, at its sole discretion and at any time during the Term, terminate its Reseller's administrative privileges; (iii) Reseller's privacy practices with respect to Customer Data or any services provided by Reseller are subject to the terms of Customer's agreement with its Reseller and may differ from Microsoft's privacy practices; and (iv) Reseller may collect, use, transfer, disclose, and otherwise process Customer Data, including personal data. Customer consents to Microsoft providing Reseller with Customer Data and information that Customer provides to Microsoft for purposes of ordering, provisioning and administering the Online Services.

- b. Customer consents to the processing of personal information by Microsoft and its agents to facilitate the subject matter of this agreement. Customer may choose to provide personal information to Microsoft on behalf of third parties (including your contacts, resellers, distributors, administrators, and employees) as part of this agreement. Customer will obtain all required consents from third parties under applicable privacy and data protection laws before providing personal information to Microsoft.
- c. Additional privacy and security details are in the Online Services Terms. The commitments made in the Online Services Terms only apply to the Online Services purchased under this agreement and not to any services or products provided by a Reseller. If Customer uses software or services that are hosted by a Reseller, that use will be subject to Reseller's privacy practices, which may differ from Microsoft's.
- d. As and to the extent required by law, Customer shall notify the individual users of the Online Services that their data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities as directed by Reseller or as required by law, and Customer shall obtain the users' consent to the same.
- e. Customer appoints Reseller as its agent for purposes of interfacing with and providing instructions to Microsoft for purposes of this Section 4.

## **5. Warranties.**

- a. **Limited warranty.**
  - (i) **Software.** Microsoft warrants that each version of the Software will perform substantially as described in the applicable Product documentation for one year from the date Customer is first licensed for that version. If it does not, and Customer notifies Microsoft within the warranty term, then Microsoft will, at its option, (1) return the price Customer paid for the Software license or (2) repair or replace the Software.
  - (ii) **Online Services.** Microsoft warrants that each Online Service will perform in accordance with the applicable SLA during Customer's use. Customer's remedies for breach of this warranty are in the SLA.

The remedies above are Customer's sole remedies for breach of the warranties in this section. Customer waives any breach of warranty claims not made during the warranty period.

- b. **Exclusions.** The warranties in this agreement do not apply to problems caused by accident, abuse or use inconsistent with this agreement, including failure to meet minimum system requirements. These warranties do not apply to free or trial products, Previews, Limited Offerings, or to components of Products that Customer is permitted to redistribute.
- c. **Disclaimer.** Except for the limited warranties above, Microsoft provides no warranties or conditions for Products and disclaims any other express, implied, or statutory warranties for Products, including warranties of quality, title, non-infringement, merchantability and fitness for a particular purpose.

## **6. Defense of third party claims.**

The parties will defend each other against the third-party claims described in this section and will pay the amount of any resulting adverse final judgment or approved settlement, but only if the defending party is promptly notified in writing of the claim and has the right to control the defense and any settlement of it. The party being defended must provide the defending party with all requested assistance, information, and authority. The defending party will reimburse the other party for reasonable out-of-pocket expenses it incurs in providing assistance. This section describes the parties' sole remedies and entire liability for such claims.

- a. **By Microsoft.** Microsoft will defend Customer against any third-party claim to the extent it alleges that a Product or Fix made available by Microsoft for a fee and used within the scope of the license granted under this agreement (unmodified from the form provided by Microsoft and not combined with anything else), misappropriates a trade secret or directly infringes a patent, copyright, trademark or other proprietary right of a third party. If Microsoft is unable to resolve a claim of infringement under commercially reasonable terms, it may, as its option, either: (1) modify or replace the Product or fix with a functional equivalent; or (2) terminate Customer's license and refund any prepaid license fees (less depreciation on a five-year, straight-line basis) for perpetual licenses and any amount paid for Online Services for any usage period after the termination date. Microsoft will not be liable for any claims or damages due to Customer's continued use of a Product or Fix after being notified to stop due to a third-party claim.
- b. **By Customer.** To the extent permitted by applicable law, Customer will defend Microsoft against any third-party claim to the extent it alleges that: (1) any Customer Data or non-Microsoft software hosted in an Online Service by Microsoft on Customer's behalf misappropriates a trade secret or directly infringes a patent, copyright, trademark, or other proprietary right of a third party; or (2) Customer's use of any Product or Fix, alone or in combination with anything else, violates the law or harms a third party.

## **7. *Limitation of liability.***

For each Product, each party's maximum, aggregate liability to the other under this agreement is limited to direct damages finally awarded in an amount not to exceed the amounts Customer was required to pay for the applicable Products during the term of this agreement, subject to the following:

- a. **Online Services.** For Online Services, Microsoft's maximum liability to Customer for any incident giving rise to a claim will not exceed the amount Customer paid for the Online Service during the 12 months before the incident; provided that in no event will Microsoft's aggregate liability for any Online Service exceed the amount paid for that Online Service during the Subscription.
- b. **Free Products and distributable code.** For Products provided free of charge and code that Customer is authorized to redistribute to third parties without separate payment to Microsoft, Microsoft's liability is limited to direct damages finally awarded up to US\$5,000.
- c. **Exclusions.** In no event will either party be liable for loss of revenue or indirect, special, incidental, consequential, punitive, or exemplary damages, or damages for loss of use, lost profits, revenues, business interruption, or loss of business information, however caused or on any theory of liability.
- d. **Exceptions.** The limits of liability in this section apply to the fullest extent permitted by applicable law, but do not apply to: (1) the parties' obligations under section 6; or (2) violation of the other's intellectual property rights.

## **8. *Support and Professional Services.***

Customer's Reseller will provide details on support services available for Products purchased under this agreement. Support services may be performed by Reseller or its designee, which in some cases may be Microsoft. If Customer purchases Professional Services under this agreement, the performance of those Professional Services will be subject to the terms and conditions in the Use Rights.

## **9. *Miscellaneous.***

- a. **Notices.** You must send notices by mail, return receipt requested, to the address below.

**Notices should be sent to:**

Microsoft Corporation  
Volume Licensing Group  
One Microsoft Way  
Redmond, WA 98052  
USA  
  
Via Facsimile: (425) 936-7329

You agree to receive electronic notices from us, which will be sent by email to the account administrator(s) named for your Subscription. Notices are effective on the date on the return receipt or, for email, when sent. You are responsible for ensuring that the email address for the account administrator(s) named for your Subscription is accurate and current. Any email notice that we send to that email address will be effective when sent, whether or not you actually receive the email.

- b. **Assignment.** You may not assign this agreement either in whole or in part. Microsoft may transfer this agreement without your consent, but only to one of Microsoft's Affiliates. Any prohibited assignment is void.
- c. **Severability.** If any part of this agreement is held unenforceable, the rest remains in full force and effect.
- d. **Waiver.** Failure to enforce any provision of this agreement will not constitute a waiver.
- e. **No agency.** This agreement does not create an agency, partnership, or joint venture.
- f. **No third-party beneficiaries.** There are no third-party beneficiaries to this agreement.
- g. **Use of contractors.** Microsoft may use contractors to perform services, but will be responsible for their performance, subject to the terms of this agreement.
- h. **Microsoft as an independent contractor.** The parties are independent contractors. Customer and Microsoft each may develop products independently without using the other's confidential information.
- i. **Agreement not exclusive.** Customer is free to enter into agreements to license, use or promote non-Microsoft products or services.
- j. **Applicable law and venue.** This agreement is governed by Washington law, without regard to its conflict of laws principles, except that (i) if you are a U.S. Government entity, this agreement is governed by the laws of the United States, and (ii) if you are a state or local government entity in the United States, this agreement is governed by the laws of that state. Any action to enforce this agreement must be brought in the State of Washington. This choice of jurisdiction does not prevent either party from seeking injunctive relief in any appropriate jurisdiction with respect to violation of intellectual property rights.
- k. **Entire agreement.** This agreement is the entire agreement concerning its subject matter and supersedes any prior or concurrent communications. In the case of a conflict between any documents in this agreement that is not expressly resolved in those documents, their terms will control in the following order of descending priority: (1) this agreement, (2) the Product Terms, (3) the Online Services Terms, and (4) any other documents in this agreement.
- l. **Survival.** All provisions survive termination of this agreement except those requiring performance only during the term of the agreement.

- m. **U.S. export jurisdiction.** Products are subject to U.S. export jurisdiction. Customer must comply with all applicable international and national laws, including the U.S. Export Administration Regulations, the International Traffic in Arms Regulations, and end-user, end-use and destination restrictions issued by U.S. and other governments related to Microsoft products, services, and technologies.
- n. **Force majeure.** Neither party will be liable for any failure in performance due to causes beyond that party's reasonable control (such as fire, explosion, power blackout, earthquake, flood, severe storms, strike, embargo, labor disputes, acts of civil or military authority, war, terrorism (including cyber terrorism), acts of God, acts or omissions of Internet traffic carriers, actions or omissions of regulatory or governmental bodies (including the passage of laws or regulations or other acts of government that impact the delivery of Online Services)). This Section will not, however, apply to your payment obligations under this agreement.
- o. **Contracting authority.** If you are an individual accepting these terms on behalf of an entity, you represent that you have the legal authority to enter into this agreement on that entity's behalf.

## **10. Definitions.**

Any reference in this agreement to "day" will be a calendar day.

"Acceptable Use Policy" is set forth in the Online Services Terms.

"Affiliate" means any legal entity that a party owns, that owns a party, or that is under common ownership with a party. "Ownership" means, for purposes of this definition, control of more than a 50% interest in an entity.

"Consumption Offering", "Commitment Offering", or "Limited Offering" describe categories of Subscription offers and are defined in Section 2.

"Customer Data" is defined in the Online Services Terms.

"End User" means any person you permit to access Customer Data hosted in the Online Services or otherwise use the Online Services.

"Fix" means a Product fix, modifications or enhancements, or their derivatives, that Microsoft either releases generally (such as Product service packs) or provides to Customer to address a specific issue.

"Licensing Site" means <http://www.microsoft.com/licensing/contracts> or a successor site.

"Non-Microsoft Product" is defined in the Online Services Terms.

"Online Services" means any of the Microsoft-hosted online services subscribed to by Customer under this agreement, including Microsoft Dynamics Online Services, Office 365 Services, Microsoft Azure Services, or Microsoft Intune Online Services.

"Online Services Terms" means the additional terms that apply to Customer's use of Online Services published on the Licensing Site and updated from time to time.

"Previews" means preview, beta, or other pre-release version or feature of the Online Services or Software offered by Microsoft to obtain customer feedback.

"Product" means all products identified in the Product Terms, such as all Software, Online Services and other web-based services, including Previews.

"Product Terms" means the document that provides information about Microsoft Products and Professional Services available through volume licensing. The Product Terms document is published on the Licensing Site and is updated from time to time.

"Professional Services" means Product support services and Microsoft consulting services provided to Customer under this agreement. "Professional Services" does not include Online Services.

"Reseller" means an entity authorized by Microsoft to resell Software licenses and Online Service Subscriptions under this program and engaged by you to provide assistance with your Subscription.

"SLA" means Service Level Agreement, which specifies the minimum service level for the Online Services and is published on the Licensing Site.

"Software" means licensed copies of Microsoft software identified on the Product Terms. Software does not include Online Services, but Software may be a part of an Online Service.

"Subscription" means an enrollment for Online Services for a defined Term as established by your Reseller.

"Term" means the duration of a Subscription (e.g., 30 days or 12 months).

"Use Rights" means the use rights or terms of service for each Product published on the Licensing Site and updated from time to time. The Use Rights supersede the terms of any end user license agreement that accompanies a Product. The Use Rights for Software are published by Microsoft in the Product Terms. The Use Rights for Online Services are published in the Online Services Terms.



## EXHIBIT B

### Microsoft Government Eligibility Definition (United States)

Organizations that fall into one or more of the categories or criteria set forth below are eligible to participate in Microsoft volume licensing programs specifically designed for government organizations.

An "eligible entity" means any organization that does not operate for profit and that falls into one of the following categories:

Categories	
<b>A. Federal</b>	<ul style="list-style-type: none"><li>• A bureau, office, agency, department or other entity of the United States government (including executive, legislative, and judicial branches).</li></ul>
<b>B. State and Local</b>	<ul style="list-style-type: none"><li>• Any executive, legislative or judicial government agency, bureau, department, office, instrumentality, division, or other entity of a state or local government.</li><li>• Any county, borough, commonwealth, city, municipality, town, township, special purpose district, or other similar type of governmental instrumentality established by the laws of a state and located within the state jurisdiction and geographic boundaries.</li><li>• Any other entity in a state expressly authorized by the laws of the state to purchase under state contracts.</li></ul>
<b>C. Tribal Entity</b>	<ul style="list-style-type: none"><li>• A federally-recognized tribal entity performing governmental functions eligible for funding and services from the U.S. Department of Interior by virtue of its status as an Indian tribe, or, in Alaska, a Native village or Alaska Regional Native Corporation.</li></ul>

If an organization fits into one of the categories above but operates for profit, the following criteria applies to determine whether the organization is an eligible entity:

1. Do the revenues/profits go solely to the government (or do they also go to private shareholders)?
2. Is the organization in question exempt from corporation tax?
3. Is the organization financed more than 50% by the government (i.e., does it derive less than 50% of its funding from commercial activities)?

If the answer to all of these questions is "yes," then the organization is an eligible entity. If the answer to any of the questions above is "no," then the organization is not an eligible entity. Generally, government-owned corporations, state-owned enterprises and government-owned organizations (whether incorporated or not) undertaking commercial activities (e.g., telecommunications, banking, transportation, etc.) do not qualify as eligible entities.

If an organization loses its status as an eligible entity after entering into a volume licensing agreement with Microsoft that requires it to be an eligible entity, the organization may continue to use the products and services for which it is licensed under its agreement with Microsoft, but it may not submit a new order for products or services under such agreement.

Microsoft offers government pricing to eligible public sector organizations (as defined and described above). Subject to such additional eligibility requirements as may be set forth in a particular volume licensing agreement, eligible organizations qualify to receive (1) price level D under the Enterprise, Enterprise Subscription, Select, or Select Plus volume licensing programs or (2) other discounts that may be available under other Microsoft volume licensing programs.



# EXHIBIT C

## MICROSOFT AZURE CUSTOMER QUALIFICATION QUESTIONNAIRE

### Use of this Questionnaire

In order to be eligible to purchase Azure Government or become an end customer of a solution built by a qualified Microsoft partner on Azure Government, a customer must be pre-qualified according to criteria set by Microsoft. The following questionnaire is intended to collect the information necessary for pre-qualification.

### Instructions

*Section A* to be filled out by all potential customers.

*Section B* to be filled out by a customer seeking to qualify as a Government Entity.

*Section C* - INTENTIONALLY DELETED.

*Section D* to be filled out by a non-government customer who is seeking to qualify on the basis that the customer has qualifying data that requires the use of Azure Government.

If none of Sections B, C or D apply to you, please explore options for purchasing commercial Microsoft Azure.

*Section E* to be filled out by all potential customers.

### Section A:

Name:

Address:

Domain name:

Organization website:

Main organization address and contact info:

Name, address and contact info of representative:

### Section B: To be filled out by potential customer seeking to qualify on the basis that it is a government entity

Are you a U.S. government entity<sup>1</sup>?

Please check one:

- United States Federal government
- State government
- Local government
- Tribal government
- Non-U.S. government

List the name and address of all Parent Organizations, as applicable:

List name and address of all Affiliate Agencies, as applicable:

If your entity was created or authorized by a statute or regulation, please cite the statute or regulation here:

Does any foreign government have a formal role in managing or operating your entity or appointing leaders of your organization?

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<sup>1</sup> Federal Agency, State/Local Entity, or Tribal Entity acting in its governmental capacity as defined by the Azure Government qualifying criteria

- Yes
- No

Are you an Educational Institution/Entity?

- Yes
- No

If yes, please see Azure in Education offers

Does a substantial purpose of your organization consist of any of the following:

- Conducting gambling
- Providing alcohol, marijuana or any controlled substance
- Providing products or services related to the sex industry
- Any activity prohibited by federal law or the law of the state in which the entity is located.

- Yes
- No

Are you a federally funded research and development center (FFRDC)?

If yes, provide name:

### Section C: INTENTIONALLY DELETED

### Section D: Customer seeking to qualify on the basis of the type of data for which it will use Azure Government

Is your entity a U.S. person<sup>2</sup>?

- Yes
- No

Does your organization hold any of the following types of data? Please check all that apply:

- Controlled Unclassified Information (CUI)<sup>3</sup>
- International Traffic in Arms Regulation (ITAR)<sup>4</sup>  
If ITAR, please provide a copy of the DS-2032 Statement of Registration, DSP-5 / technical assistance agreement (TAA), or other appropriate and signed documentation from the Directorate of Defense Trade Controls establishing that the entity has been granted a license for transfer of ITAR data (temporary licenses include DSP-73 and DSP-61).
- Department of Defense (DoD) Unclassified Controlled Nuclear Information (UCNI)<sup>5</sup>
- Department of Energy (DoE) UCNI<sup>6</sup>
- Criminal Justice Information (CJI)<sup>7</sup>
- Other, please specify \_\_\_\_\_

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<sup>2</sup> As defined by ITAR Regulations, Sec. 120.15, U.S. person means a person who is a lawful permanent resident or who is a protected individual. It also means any corporation, business association, partnership, society, trust, or any other entity, organization or group that is incorporated to do business in the United States. It also includes any governmental (federal, state or local) entity. It does not include any foreign person. See the Azure Government Qualification Criteria for additional information.

<sup>3</sup>As defined by DoD Directives 5230.25 and 5400.7

<sup>4</sup> As defined by 22 U.S.C. 2778 of the Arms Export Control Act ("AECA")

<sup>5</sup> As defined by 32 CFR 223.6

<sup>6</sup> As defined by DOE Order 5635.4

<sup>7</sup> As defined by 28 CFR CH I Sec. 20.33 and CJIS Security Policy

Section E: Signature of Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

# EXHIBIT D

## Core BTS, Inc.

### MICROSOFT ONLINE SERVICES CUSTOMER AGREEMENT HIPAA BUSINESS ASSOCIATE AMENDMENT

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This HIPAA Business Associate Amendment (the "Amendment") is entered into between the Parties executing the underlying **MICROSOFT ONLINE SERVICES CUSTOMER AGREEMENT** to which this Amendment is an Exhibit (the "Underlying Agreement").

To provide the services set forth in the Underlying Agreement, CORE BTS, INC. may receive and maintain Protected Health Information of Customer and may be a business associate under HIPAA. If Customer is a Covered Entity or a Business Associate and CORE BTS, INC. creates, receives, maintains, or transmits Protected Health Information, CORE BTS, INC. is a Business Associate of Customer. As such, HIPAA requires CORE BTS, INC. and Customer to comply with additional obligations under the Privacy Rule, Breach Notification Rule, and Security Rule that relate to Use, Access, and Disclosure of Protected Health Information (each as defined below).

The terms and conditions in this Amendment supersede any conflicting terms and conditions in the Underlying Agreement. The Parties amend and supplement the Underlying Agreement with the following:

#### 1. DEFINITIONS

Capitalized terms used but not defined in this Amendment will have the meanings assigned to such terms in HIPAA and the Underlying Agreement.

"Breach Notification Rule" means the Breach Notification for Unsecured Protected Health Information Final Rule.

"Business Associate" has the same meaning as the term "business associate" in 45 CFR §160.103 of HIPAA.

"Covered Entity" has the same meaning as the term "covered entity" in 45 CFR §160.103 of HIPAA.

"Customer" means the Customer identified in the Underlying Agreement.

"HIPAA" collectively means the administrative simplification provision of the Health Insurance Portability and Accountability Act enacted by the United States Congress (45 C.F.R. Parts 160-64), and its implementing regulations, including the Privacy Rule, the Breach Notification Rule, and the Security Rule, as amended from time to time, including by the Health Information Technology for Economic and Clinical Health ("HITECH") Act, the Modifications to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules under the HITECH Act and the Generic Information Nondiscrimination Act, Other Modifications to the HIPAA Rules, and the Final Rule.

"Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information.

"Protected Health Information" has the same meaning as "protected health information" in 45 CFR §160.103 of HIPAA, provided it is limited to such protected health information that is received by CORE BTS, INC. from, or created, received, maintained, or transmitted by CORE BTS, INC. on behalf of, Customer.

“Security Rule” means the Security Standards for the protection of Electronic Protected Health Information.

## **2. PERMITTED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION**

**2.1 Performance of Underlying Agreement.** Except as otherwise limited in this Amendment, CORE BTS, INC. may Use and Disclose Protected Health Information for, or on behalf of, Customer as specified in the Underlying Agreement and Required by Law; provided that any such Use or Disclosure would not violate HIPAA if done by Customer, unless expressly permitted under paragraph 2.2 of this Section.

**2.2 Management, Administration, and Legal Responsibilities.** Except as otherwise limited in this Amendment, CORE BTS, INC. may Use and Disclose Protected Health Information for the proper management and administration of CORE BTS, INC. and to carry out the legal responsibilities of CORE BTS, INC., provided any Disclosure may occur only if: (1) Required by Law; or (2) CORE BTS, INC. obtains reasonable assurances from the person to whom the Protected Health Information is Disclosed it will be held confidentially and used or further Disclosed only as Required by Law or for the purpose for which it was Disclosed to the person, and the person notifies CORE BTS, INC. of any instances of which it becomes aware in which the confidentiality of the Protected Health Information has been breached.

## **3. RESPONSIBILITIES OF THE PARTIES WITH RESPECT TO PROTECTED HEALTH INFORMATION**

**3.1 Responsibilities of CORE BTS, INC..** If CORE BTS, INC. is acting as a Business Associate, CORE BTS, INC. agrees to the following:

**3.1.1 Limitations on Use and Disclosure.** CORE BTS, INC. will not Use or Disclose the Protected Health Information other than as permitted or required by the Underlying Agreement, this Amendment, or as Required by Law. Except as otherwise expressly provided in the Underlying Agreement, CORE BTS, INC. will not Disclose, capture, maintain, scan, index, transmit, share or Use Protected Health Information. CORE BTS, INC. will not violate the HIPAA prohibition on the sale of Protected Health Information. CORE BTS, INC. will make reasonable efforts to Use, Disclose, and request the minimum necessary Protected Health Information to accomplish the intended purpose of such Use, Disclosure, or request.

**3.1.2 Safeguards.** CORE BTS, INC. will (1) use reasonable and appropriate safeguards to prevent Use and Disclosure of Protected Health Information other than as provided for in the Underlying Agreement, this Amendment or as Required by Law; and (2) comply with the applicable requirements of 45 CFR Part 164 Subpart C of the Security Rule.

**3.1.3 Reporting.** CORE BTS, INC. agrees to report to Customer: (1) any Use or Disclosure of Protected Health Information that is not permitted or required by this Amendment of which CORE BTS, INC. becomes aware; (2) any Security Incident of which it becomes aware, provided notice is hereby deemed given for Unsuccessful Security Incidents (as defined below) and no further notice of such Unsuccessful Security Incidents will be given; and (3) any Breach of Customer’s Unsecured Protected Health Information that CORE BTS, INC. may discover (in accordance with 45 CFR §164.410 of the Breach Notification Rule). Notification of a Breach will be made without unreasonable delay, but in no event more than thirty (30) calendar days after discovery of a Breach. Taking into account the level of risk reasonably likely to be presented by the Use, Disclosure, Security Incident, or Breach, the timing of other reporting will be made consistent with CORE BTS, INC.’s and Customer’s legal obligations.

For purposes of this Section, “Unsuccessful Security Incidents” mean, without limitation, pings and other broadcast attacks on CORE BTS, INC.’s firewall, port scans, unsuccessful log-on attempts, denial of service attacks, and any combination of the above, as long as no such incident results in unauthorized, access, acquisition, Use, or Disclosure of Protected Health Information. Notification(s) under this Section, if any, will be delivered to the contact(s) identified by Customer in Section 3.2.5 “Contact Information for Notices” below. CORE BTS, INC.’s obligation to report under this Section is not and will not be construed

as an acknowledgement by CORE BTS, INC. of any fault or liability with respect to any Use, Disclosure, Security Incident, or Breach.

**3.1.4 Subcontractors.** CORE BTS, INC. will ensure that any Subcontractors who create, receive, maintain, or transmit Protected Health Information on behalf of CORE BTS, INC. agree in writing to the same or more stringent restrictions, conditions, and security requirements that apply to CORE BTS, INC. with respect to such information in accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2).

**3.1.5 Reseller.** CORE BTS, INC., in its capacity as a reseller of Microsoft products and services, is an independent contractor. CORE BTS, INC. is not an agent of Microsoft, nor is Microsoft an agent or subcontractor of CORE BTS, INC.. Customer acknowledges and agrees that CORE BTS, INC. has no control over Microsoft's policies or the provision of its services.

**3.1.6 Disclosure to the Secretary.** CORE BTS, INC. will make its internal practices, books, and records relating to the Use and Disclosure of Protected Health Information received from Customer available to the Secretary for purposes of determining Customer's compliance with the HIPAA Rules, subject to attorney-client and other applicable privileges.

**3.1.7 Access.** If CORE BTS, INC. maintains Protected Health Information in a Designated Record Set for Customer, then CORE BTS, INC., at the request of Customer, will make access to such Protected Health Information available to Customer in accordance with 45 CFR § 164.524 of the Privacy Rule.

**3.1.8 Amendment.** If CORE BTS, INC. maintains Protected Health Information in a Designated Record Set for Customer, then CORE BTS, INC., at the request of Customer, will make available such Protected Health Information to Customer for amendment and incorporate any reasonably requested amendment in the Protected Health Information in accordance with 45 CFR § 164.526 of the Privacy Rule.

**3.1.9 Accounting of Disclosure.** CORE BTS, INC., at the request of Customer, will make available to Customer such information relating to Disclosures made by CORE BTS, INC. as required for Customer to satisfy Customer's obligations under 45 CFR § 164.528 of the Privacy Rule.

## **3.2 Responsibilities of Customer.**

**3.2.1 Obtain Permissions.** Customer will obtain all authorizations, consents, releases, and permissions and take all other actions that are necessary or desirable to allow CORE BTS, INC. to fulfill its obligations under the Underlying Agreement and to Use and Disclose Protected Health Information as permitted or required under this Amendment.

**3.2.2 No Impermissible Requests.** Customer will not request CORE BTS, INC.'s Use or Disclosure of Protected Health Information in any manner that would not be permissible under the HIPAA Rules if done by Customer (unless permitted by HIPAA for a Business Associate).

**3.2.3 Safeguards and Appropriate Use of Protected Health Information.** Customer is responsible for implementing appropriate privacy and security safeguards to protect its Protected Health Information in compliance with HIPAA. Without limitation, it is Customer's obligation to implement privacy and security safeguards in the systems, applications, and software Customer controls, configures, and uploads so that CORE BTS, INC. can perform its services in accordance with the Underlying Agreement. CORE BTS, INC. does not act as, or have the obligations of, a Business Associate, with respect to Customer Data once it is sent to or from Customer outside of CORE BTS, INC.'s online systems or over the public internet.

**3.2.4 Customer's Privacy Practices.** Customer shall notify CORE BTS, INC. of any limitation(s) in the Notice of Privacy Practices of Covered Entity under 45 CFR § 164.520, if such limitation may affect CORE BTS, INC.'s Use or Disclosure of Protected Health Information.

**3.2.5 Contact Information for Notices.** Customer agrees that any reports, notification, or other notice by CORE BTS, INC. pursuant to this Amendment may be made electronically. Customer has provided contact information to CORE BTS, INC. in the Underlying Agreement that may be used for purposes of any notice requirements under this Amendment. Customer will notify CORE BTS, INC. in the manner provided for in the Underlying Agreement if its contact information changes during the term of this Amendment.

#### **4. TERM AND TERMINATION**

**4.1 Term.** This Amendment will continue in effect until the earlier of (1) termination by a Party for breach as set forth in Section 4.2 below, or (2) expiration of Customer's Subscription in accordance with the Underlying Agreement.

**4.2 Termination for Breach.** Either Party immediately may terminate the Underlying Agreement if the other Party reasonably determines that the other Party has breached a material term of this Amendment, provided the non-breaching Party: (1) provides the breaching Party with at least thirty (30) days' written notice of the existence of an alleged material breach; and (2) affords the breaching Party an opportunity to cure said alleged material breach upon mutually agreeable terms.

**4.3 Return, Destruction, or Retention of Protected Health Information upon Termination.** Upon the termination or expiration of the Underlying Agreement or this Amendment, for any reason, CORE BTS, INC. agrees to return or destroy all Protected Health Information in its possession. However, if CORE BTS, INC. determines that it is not feasible to return or destroy any Protected Health Information in its possession upon the termination or expiration of the Underlying Agreement (including without limitation if CORE BTS, INC. is required by applicable law to retain any such Protected Health Information for a time following termination), CORE BTS, INC. will continue to extend the protections of this Amendment to such Protected Health Information and limit further Use or Disclosure of the Protected Health Information to those purposes that make the return or destruction infeasible for the duration of the retention of the Protected Health Information.

#### **5. MISCELLANEOUS**

**5.1 Interpretation.** The Parties intend that this Amendment be interpreted consistently with their intent to comply with HIPAA and other applicable federal and state law. Any ambiguity in this Amendment will be interpreted to permit compliance with the HIPAA Rules. The Parties agree that if an inconsistency exists between the Underlying Agreement and this Amendment, the provisions of this Amendment will control to the extent of any inconsistency. Any captions or headings in this Amendment are for the convenience of the Parties and will not affect the interpretation of this Amendment.

**5.2 Amendments; Waiver.** This Amendment may not be modified or amended except in a writing duly signed by authorized representatives of the Parties. A waiver with respect to one event will not be construed as continuing, or as a bar to, or waiver of, any right or remedy as to subsequent events.

**5.3 No Third-Party Beneficiaries.** Nothing express or implied in this Amendment is intended to confer, nor will anything in this Amendment confer, upon any person other than the Parties, and the respective successors or assigns of the Parties, any rights, remedies, obligations, or liabilities whatsoever.

**5.4 Limitation of Liability.** NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), OR OTHERWISE ARISING UNDER THIS AMENDMENT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

**5.5 Severability.** If any provision of this Amendment is found to be invalid or unenforceable, the remainder of this Amendment shall not be affected thereby, but rather the remainder of this Amendment shall be enforced to the greatest extent permitted by law.

**5.6 No Agency Relationship.** It is not intended that an agency relationship (as defined under the Federal common law of agency) be established hereby expressly or by implication between Customer and CORE BTS, INC. under HIPAA or the Privacy Rule, Security Rule, or Breach Notification Rule. No terms or conditions contained in this Amendment will be construed to make or render CORE BTS, INC. an agent of Customer.