

WAKANDA SERVICES
SUBSCRIPTION PACK
GENERAL TERMS AND CONDITIONS

You should read carefully all the terms and conditions of this Agreement before purchasing or using any Services from any entity of 4D Group.

This Agreement defines the terms and conditions of Wakanda Services, as defined in the corresponding Subscription Form.

BY ACCEPTING THIS AGREEMENT, EITHER BY CLICKING A BOX INDICATING YOUR ACCEPTANCE AND/OR BY EXECUTING A SUBSCRIPTION FORM THAT REFERS TO THIS AGREEMENT AND/OR BY USING ANY WAKANDA SERVICES, SUBSCRIBER AGREES TO THE TERMS OF THE AGREEMENT. IF YOU ARE ENTERING INTO THE AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY, IN WHICH CASE THE WORD "SUBSCRIBER" SHALL REFER TO SUCH ENTITY. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT ACCEPT THE TERMS OF THE AGREEMENT, YOU MUST NOT USE WAKANDA SERVICES.

SUBSCRIBER WARRANTS THAT AT THE TIME IT ENTERS INTO THE AGREEMENT, IT IS CURRENT IN ALL PAYMENTS TO WAKANDA.

1. Definitions

WAKANDA: WAKANDA SAS or any of its Affiliates as defined in the Subscription Form.

4D Group: 4D SAS and its Affiliates (including WAKANDA).

Affiliate(s): any entity which directly or indirectly controls, is controlled by, or is under common control of the subject entity.

Agreement: in decreasing order of priority, with the first-listed prevailing over the following documents in the event of a contradiction and the most recent version prevailing over the previous version in the event of a contradiction between multiple versions of the same document, with which Subscriber is familiar and all of the terms and conditions of which Subscriber accepts, by its signature of the Subscription Form:

- the Subscription Form, including the description of the applicable Subscription Pack;
- the General Terms and Conditions.
- the Wakanda Store Terms and Conditions of Sales

Associated Services: the services related to the Software, as included in the Subscription Pack.

Effective Date: the effective date of the Agreement, as specified in the Subscription Form.

General Terms and Conditions/GTC: these general terms and conditions for Wakanda Services.

Incident/Case: a support issue in accordance with the terms of section 5.1 below.

Party(ies): individually, WAKANDA or Subscriber; collectively, WAKANDA and Subscriber.

Software: depending on the type of Software license granted to Subscriber and defined on the Subscription Form, Wakanda machine-readable or open source computer programs, and updates provided under such Software license.

Subscriber: the natural person or legal entity identified on the Subscription Form, represented by a natural person duly authorized to sign the Agreement,

Subscription Fee: the fees for the Subscription Pack, as specified in the corresponding invoice, including any readjustment and/or revision in accordance with the terms of the Agreement.

Subscription Form: the electronic or paper versions of the locally applicable documents for placing the order for the Subscription Pack hereunder. The Subscription Form designates and identifies WAKANDA SAS or any concerned Affiliate and Subscriber as contracting parties, the level and the language of the Subscription Pack subscribed for thereby, the pricing conditions applicable for twelve (12) months, and a description of the Services. To be valid, each Subscription Form must expressly refer to the GTC, be duly completed and expressly approved by Subscriber and WAKANDA or the concerned Affiliate.

Subscription Pack: the pack as specified by Subscriber on the Subscription Form, invoiced annually, including the supply of Technical Support and Associated Services; given that WAKANDA offers different Services levels in accordance with eligibility criteria, both being defined in exhibit 1.

Supported Versions: the then current unmodified production release of the Software.

Technical Support: the provision of technical assistance by WAKANDA to Subscriber's technical contacts with respect to Incidents, at the corresponding Services level purchased by Subscriber.

Wakanda Services/Services: collectively, Technical Support and Associated Services under the Subscription Pack.

Wakanda Store Terms and Conditions of Sales: the locally applicable terms and conditions that apply to any order made from Wakanda Store by LICENSEE for the purchase of Associated Services.

2. Prerequisites

Subscriber hereby acknowledges that, throughout the term of the Agreement it shall:

- (i) fulfill all the eligibility criteria requirements corresponding to the Subscription Pack as subscribed by Subscriber, in particular regarding the Software license; given that failure to comply with this requirement will result in termination of the Agreement in accordance with section 11.2 of the GTC;
- (ii) use the Software in accordance with the terms and conditions of the corresponding Software license agreement, the related technical documentation, and, if appropriate, WAKANDA's recommendations;
- (iii) retain employees with the skill level necessary to use the Software, in particular with respect to Subscriber's authorized technical support contact person(s);
- (iv) use Supported Versions of the Software; and
- (v) acknowledge that failure to comply with the requirements under (ii), (iii) and (iv) will result in a professional services fee charge for support services.

3. Purpose

The purpose of the General Terms and Conditions is to set forth the terms and conditions under which WAKANDA will provide Subscriber with Wakanda Services at the applicable Services level purchased; such Services level being defined on the Subscription Form.

4. Subscription Pack

The Subscription Pack shall enter into effect on the Effective Date.

The submission of any Subscription Form as implies the acceptance, without qualification, of the General Terms and Conditions.

The Subscription Form constitutes a fixed order form for the Subscription Pack.

5. Scope of the Subscription Pack

The Subscription Packs are described in exhibit 1.

WAKANDA shall provide the Subscription Packs in accordance with the Services level purchased by Subscriber, as defined on the Subscription Form.

5.1 Technical Support

Under the Subscription Pack and subject to disclosure by Subscriber of its Subscriber's number and name, WAKANDA shall assist Subscriber in diagnosing Incidents and, in this regard, shall provide assistance in using the Software by telephone and/or e-mail and/or TAOW and/or Skype during office hours defined based on the specified Subscription Pack and defined in the concerned Subscription Form;

Technical Support includes the recording, handling and assessment of Incidents up to the number of hours of Technical Support handling included in each Subscription Pack and specified in the Subscription Form.

It is expressly understood that the number of hours of Support specified in the Subscription Form shall be applicable to each Subscription Pack and not to each person authorized to request Technical Support.

If WAKANDA feels that such activity is necessary and/or at Subscriber's request, WAKANDA may conduct a "technical visit" to Subscriber's premises, take action that will be covered in a separate order form and invoicing at the rates in effect when the order is submitted, subject to Subscriber's prior acceptance.

Only Incidents affecting the Supported Versions, as running on the hardware and operating system combinations that have been certified as compatible with the Supported Versions, may be taken into consideration under the Subscription Pack. WAKANDA reserves the right to refer Subscriber to written manuals or documents issued by WAKANDA when the problem has already been resolved or if it is due to insufficient familiarity with the technical documentation of the Software. In general, if Subscriber's familiarity is insufficient, WAKANDA reserves the right to request it to complete training at the required level and shall

limit the time spent to that necessary for explanations at the skill level required to use the Software.

Third-party software, including that developed by Subscriber, notably as part of the use of Wakanda Community license, is expressly excluded from the scope of Technical Support.

In no event shall Technical Support replace the Software warranty specified in the related license agreement - if any - and which is included in electronic form on said Software, the terms and conditions of which Subscriber is deemed to have accepted without qualification prior to any Software use.

Technical Support does not include any other services that may be provided by WAKANDA under separate proposals and/or agreements, in particular, Technical Support of the outdated versions. "Outdated version" means any other version than the current production release.

Notwithstanding the provisions of the prior paragraph, and if the Software ceases to be currently marketed during the Subscription Pack, WAKANDA reserves the right to cease providing corresponding Technical Support with three (3) months notice.

5.2 Associated services

Subscription Packs include additional services, depending on the Subscription Pack purchased by Subscriber on the Subscription Form.

6. Other professional services

Subject to a separate accepted order and/or agreement, WAKANDA may provide Subscriber with additional professional services.

7. Subscriber's obligations

In addition to its obligations as part of Prerequisites under section 2, Subscriber hereby expressly agrees to:

- provide its Subscriber number and name as soon as possible;
- keep the WAKANDA Technical Support telephone number, Skype account, dedicated email and access code to TAOW as confidential;
- comply with the normal terms and conditions for Software use as specified in the applicable Software license agreement and the related technical documentation, and strictly comply with the instructions issued by WAKANDA;
- provide WAKANDA with the name of persons authorized to request Technical Support under the concerned Subscription Pack, who must have sufficient skills to contact WAKANDA; any Incident encountered by Subscriber must be centralized by said authorized contact person(s) prior to being submitted to WAKANDA. In this regard, Subscriber must inform WAKANDA prior to any change in said contact person(s) and any replacement must have sufficient skill that is no less than that of the prior authorized contact person; Subscriber shall bear the expenses of any Software training that is necessary;

- cooperate with WAKANDA by providing it with all helpful information to fully understand the Incident and give it free access to all documents and other items deemed necessary by WAKANDA to provide the Services covered by the Subscription Pack; and
- not rely on WAKANDA’s technical and commercial warranty if Subscriber develops its own applications under its sole responsibility.

8. Confidentiality; non-disclosure

8.1 Subscriber shall consider as strictly confidential any data, information or knowledge, whatever their form or nature, and on whatever media, disclosed to it by WAKANDA in performing the Wakanda Services (“Confidential Information”), and agrees that it shall not give or disclose any Confidential Information to any third party.

Subscriber may disclose Confidential Information only to those persons allowed to receive such Confidential Information for the exclusive purpose of performing the Agreement and who agree to be bound by the provisions of the Agreement. Subscriber undertakes to make such abovementioned persons sign a non-disclosure agreement containing the same level of obligation as the provisions of this section 8.

WAKANDA may use, *inter alia*, in its publications or sample databases, configuration examples or concrete case studies from Subscriber, except as otherwise expressly agreed between the Parties.

8.2 Information shall not be deemed Confidential Information that:

- (i) is or falls into the public domain other than due to Subscriber’s wrongful act or action;
- (ii) was developed by Subscriber independently and without using WAKANDA Confidential Information, which Subscriber must demonstrate; and
- (iii) must be disclosed pursuant to a law or police and/or judicial injunction, subject to prompt written notice given to WAKANDA and provided that Subscriber reasonably tries to obtain a formal guarantee limiting future uses or disclosures of the information.

Subscriber agrees to only grant access to Confidential Information to those of its officers, directors, employees, agents, advisors and/or sub-contractors that must have access thereto for the successful performance of the Agreement, subject to their compliance with the confidentiality obligation set forth in this section, which Subscriber warrants.

8.3 The confidentiality obligation sets forth in this section shall remain in effect for three (3) years after the end of the Agreement for any reason whatsoever.

9. References

Subscriber authorizes WAKANDA to refer to its relationship with Subscriber and to its name and logo as a commercial reference, notably on its website, meetings with the press and customer briefings.

10. Financial terms and conditions

10.1 Subscription Fee and payment terms and conditions

Subscription Fee for the yearly contractual period is specified in the Subscription Form; all contractual periods are fixed and the amounts owed in this regard irrevocable. Subscriber may submit additional subscription orders at the pricing conditions specified in the Subscription Form.

Subscription Fees are payable annually in advance, i.e on the Effective Date or, in the case of a renewal term, no later that the date of commencement of the applicable Subscription Pack period. All Subscription Pack invoices are payable at WAKANDA's principal office, in accordance with the terms of the Subscription Form.

Subscriber provides WAKANDA with a valid credit card or pays the Subscription Package with any other method stated in the Subscription Form. If Subscriber provides WAKANDA with credit card information, Subscriber authorizes WAKANDA to charge credit card for the Subscription Fee.

Subscriber's payments to WAKANDA are fixed and non-refundable. Subscriber may not effect any deduction and may not retain any amount through offset or any other means.

10.2 Taxes

Subscriber shall pay or reimburse all local taxes (value added taxes or any withholding taxes), duties, excise taxes and assessments arising in connection with the Subscription Pack under the Agreement or provide WAKANDA with an exemption certificate upon WAKANDA's request. If such exemption certificate is challenged or held invalid by any taxing authority then Subscriber agrees to pay all resulting expenses (including reasonable attorney's fees and costs), fines and penalties provided that WAKANDA provides prompt written notice of such dispute.

10.3 Upgrade Subscription

Subscriber may upgrade the Subscription Pack at any time. In such a case, the corresponding adjustment shall be issued immediately, and, if the adjustment is not made on the annual renewal date, as applicable, then the Subscription Fee for the initial partial Subscription annual period will be calculated pro rata temporis until the end of this yearly period of the upgraded Subscription. Subscription Fees for subsequent periods will be calculated and invoiced at the rate indicated on the Subscription Form at the time of upgrade Subscription, and for the Subscription term as defined in the Subscription Form, or renewal period thereof.

10.4 Subscription Fee revision

If WAKANDA fails to give notice of new terms and conditions applicable to a future annual period or of termination of the Agreement in accordance with section 11.1 of the GTC, Subscription Fee may be adjusted, within the limit of an eight percent (8%) fixed yearly increase.

11. Term and termination

11.1 The Agreement shall enter into effect on the Effective Date and shall expire on the date stated in the Subscription Form, unless terminated in advance in accordance with section 11.2 below. Sixty (60) days prior

to the end of the current contractual Subscription Pack period, WAKANDA shall inform Subscriber, if appropriate, of the Subscription Pack renewal conditions applicable to the following annual period. Unless Subscriber issues other instructions or WAKANDA terminates Agreement by giving notice by certified letter, return receipt requested, at least thirty (30) days prior to the expiration of the current annual period, the Subscription Pack shall be automatically renewed for twelve (12) month periods, at the terms and conditions specified by WAKANDA as provided for above or, if not, subject to the terms and conditions for the prior annual period using the Subscription Fee revision specified in section 10.4 of the GTC. In any event, Subscriber acknowledges and agrees that, if there are any remaining hours under Technical Support under the Subscription Pack, such remaining hours may not be carried over to the following annual period.

11.2. Each party may terminate the Agreement immediately by sending a written notice to the other party - by registered letter with acknowledgment of receipt - when such party is in material breach of any term, condition, or provision of this Agreement and breach is not cured within ten (10) days after such notice.

In addition, WAKANDA may terminate the Agreement and all Services at any time and on a simple notice, if it is discovered that (i) Subscriber is currently in breach of its Software license pursuant to the applicable Software license agreement or (ii) the Services are wrongfully used.

11.3 If the Agreement is terminated for any reason whatsoever:

- WAKANDA shall immediately cease providing any service under the Subscription Pack;
- Subscriber shall return all media and/or documentation or other items provided by WAKANDA under the Agreement to WAKANDA;
- WAKANDA shall retain title to the amounts paid by Subscriber under the Agreement and Subscriber shall immediately pay WAKANDA all amounts owed under the Agreement; and
- the obligations that are described as surviving beyond the end of the Agreement shall remain in effect.

In addition, sections 7, 8, 12, 13.1, 13.2, 15, and 16 shall survive any termination for any reason whatsoever, for the term necessary to give them full force.

12. Intellectual property

The Agreement shall not be interpreted as resulting in a transfer of any whatsoever intellectual property right belonging to WAKANDA and/or its licensors, to, *inter alia*, the Software. In particular, property in the result of any WAKANDA's work when performing the Wakanda Services hereunder shall at all times be and remain WAKANDA's sole property, which Subscriber hereby expressly recognizes.

In this regard, the provisions of the applicable Software license agreement relating to intellectual property shall apply in full and Subscriber agrees to retain the statements of copyright and other intellectual property rights placed by WAKANDA on the Software and/or any other medium provided by WAKANDA in the performance of the Agreement.

13. Warranties, limitation of liability, insurance

13.1 General representations and warranties

Each Party represents and warrants that it has the authority to enter into the Agreement.

WAKANDA represents and warrants that (i) it will use reasonable skill and care in providing the Services; (ii) the Services will be performed in a professional and workmanlike manner, and shall conform to industry standards. Upon Subscriber providing WAKANDA with a reasonably written notice to cure within thirty (30) days of occurrence of the conformance, WAKANDA will re-perform the Services to achieve commercially reasonable conformance with the above warranty.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE ABOVE WARRANTY IS GIVEN EXPRESSLY IN PLACE OF ALL OTHER WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE, AND THE ABOVE REMEDY WILL BE SUBSCRIBER'S SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO NONCONFORMANCE OF SERVICES.

13.2 Limitation of liability

WAKANDA may not be held liable for Subscriber's wrongful acts, negligence, omission or breach.

WAKANDA MAY NOT IN ANY EVENT BE HELD LIABLE FOR INDIRECT DAMAGES AND, IN PARTICULAR, FOR DAMAGES RELATED TO THE PROVISION OF THE SERVICES, THAT CONSIST OF AN INCREASE IN OVERHEAD, LOSS OF PROFIT, REPUTATION, OPERATIONS, DATA, FILES OR SOFTWARE, FINANCIAL LOSSES, DISRUPTION OF SUBSCRIBER'S BUSINESS, OR DUE TO THIRD-PARTY CLAIMS AGAINST SUBSCRIBER.

IN NO EVENT, SHALL THE LIABILITY OF WAKANDA, SUPPLIERS, SUBCONTRACTORS AND/OR AUTHORIZED DISTRIBUTORS UNDER OR IN CONNECTION WITH THE AGREEMENT EXCEED (ALL AMOUNTS AND ALL DAMAGES TAKEN TOGETHER), THE AMOUNT, PAID BY SUBSCRIBER FOR THE SUBSCRIPTION PACK FOR THE CURRENT YEARLY PERIOD, REGARDLESS OF THE TYPE OF OR LEGAL BASIS FOR THE CLAIM AND THE PROCEEDINGS USED TO DETERMINE LIABILITY. NOTWITHSTANDING THE ABOVE PROVISION, NOTHING IN THESE GTC SHALL HAVE THE EFFECT OF LIMITING OR EXCLUDING ANY LIABILITY FOR DEATH, PERSONAL INJURY CAUSED BY NEGLIGENCE OR FOR FRAUD OR FOR ANY OTHER LIABILITY TO THE EXTENT THAT IT CANNOT BE LIMITED OR EXCLUDED.

In any event, Subscriber shall be solely responsible for backing up its data; WAKANDA may not be held liable for any damage to information, programs, files or databases due to its activities under the Subscription Pack.

14. Force Majeure

Neither Party shall be liable for any failure or delay in performance due to causes which are beyond its reasonable control, including, but not limited to, acts of God, acts of civil or military authority, fire, epidemic, flood, earthquake, riot, war, failure of telecommunications lines, lack of Internet access, sabotage and governmental action. If an event of force majeure occurs, the affected Party promptly gives notice thereof to the other Party and the Parties' obligations under the Agreement shall first be withheld. As soon as such event stops preventing the Parties from performing their obligations, such obligations become effective again for the remainder of the term as from the date they were withheld. However, if the force majeure lasts longer

than forty five (45) days, the Agreement may be terminated, as of right and without further judicial formalities, by either Party on written notice to the other Party with immediate effect.

15. Personal Data

The Parties shall comply with any applicable law and regulation, in particular related to any personal data protection.

Subscriber acknowledges that correspondence and log files generated in conjunction with a request for Services may contain sensitive, confidential or personal information. Subscriber is solely responsible for taking the steps it considers necessary to protect such data.

In compliance with the French law n°78-17 of January 6, 1978, as amended by the law n°2004-801 of August 6, 2004, Subscriber is entitled to a right of access, modification and suppression of all personal data which concerns Subscriber. To do so, Subscriber may contact WAKANDA at wakanda@wakanda.org

WAKANDA shall take all necessary precautions to protect the confidentiality of Subscriber's personal data.

16. Miscellaneous

16.1 Independent contractors

Subscriber is an independent contractor for all purposes, without express or implied authority to bind WAKANDA.

16.2 Assignment and subcontracting

Subscriber shall not assign, contribute, or transfer - whether in whole or in part, free of charge or against payment, for any reason and under any form whatsoever - any of its rights and obligations under the Agreement, without the prior written consent of WAKANDA. WAKANDA is free to assign, contribute, transfer or subcontract its rights and obligations under the Agreement to any third party.

16.3 Non-solicitation

During the term and for a period of one (1) year as from the end of the Agreement for any reason whatsoever, neither Party shall solicit or cause to be solicited for employment, directly or indirectly any person who is employed by the other Party and dedicated to the performance of the Agreement, without the prior written consent of the other Party. In the event that a Party does not comply with the above obligation, then the defaulting Party shall pay an indemnity to the other Party, aimed at compensating for the loss of an employee and the expenses resulting from such loss. This indemnity shall be equal to the total amount of the gross remuneration paid to such employee during the three (3) months preceding the competitive action referred to above and shall be paid immediately to the other Party.

16.4 Proof; notices

Unless otherwise provided in the Agreement, the files, data, messages and digitized records stored in the Parties' data processing systems shall be admitted as proof of the facts and communications between the

Parties, provided that the transmitting Party may be identified and that such materials are established and stored under conditions which permit to warrant their integrity. In addition and for the avoidance of doubt, a printed version of the Agreement under electronic form and any warning notice delivered under electronic form by WAKANDA shall be accepted in the course of any legal proceedings regarding the execution of this Agreement.

Notwithstanding the above provisions, all notices pertaining to the Agreement shall be in writing and either personally delivered or sent via postage prepaid certified mail which can be tracked, addressed to the other Party. All notices shall be effective upon delivery to the notice address.

16.5 Entire Agreement; amendments

This Agreement constitutes the entire agreement between WAKANDA and Subscriber relating to the Software and supersedes any prior purchase order, communications, advertising or representations concerning the Software. No change or modification to this Agreement will be valid unless a written amendment signed by Subscriber and an authorized officer of WAKANDA.

16.6 Severability

If any provision of this Agreement is held to be unenforceable upon a definite legal or reglementary provision or a statutory or judicial determination, the remainder of this Agreement shall continue in full force and effect.

16.7 Waiver

The waiver by WAKANDA of one breach or default hereunder does not constitute the waiver of any subsequent breach or default.

16.8 Language

Except as otherwise stated in this document or expressly agreed between the Parties, the English language version of this document shall be the version which defines the relationship between the Parties. English will be the official language used in all communication between them.

17. Applicable law; jurisdiction

This Agreement will be governed by French law and any dispute, controversy or claim arising out of or related to this Agreement shall be settled by adjudication before the Commercial Court of Nanterre, France, including in case of summary proceeding, plurality of defendants or action on a warranty.

SUBSCRIBER ACKNOWLEDGES TO HAVE READ, UNDERSTOOD AND AGREED TO BE BOUND BY THE TERMS AND CONDITIONS OF THE AGREEMENT PRINTED ABOVE.

Should Subscriber have any questions concerning this Agreement or wish to request any information from WAKANDA, please contact WAKANDA at the following email adress: wakanda@wakanda.org

Support for Development and Deployment

	COMMUNITY	STANDARD	GOLD	PLATINUM	PLATINUM +
	FREE	\$499	\$1 699	\$4 999	Contact Sales
Support options					
Support (1)		On Premise	On Premise	On Premise and Cloud	On Premise and Cloud
Number of cases		unlimited	unlimited	unlimited	unlimited
Contact per organization (2)	-	up to 2	up to 5	unlimited	unlimited
Community Forum (unlimited cases)	✓	✓	✓	✓	✓
Premium Forum (unlimited cases)	-	✓	✓	✓	✓
Email support (unlimited cases) (3)	-	✓	✓	✓	✓
Phone/Skype support (3,4)	-	-	✓	✓	✓
Code development and auditing (3)	-	-	-	✓	✓
BugFix on demand (5)	-	-	-	✓	✓
Remote debugging (3)	-	-	-	-	✓
Total Advisory hours/year		2	8	25	50+
Max Response Time(6)		48 hours	24 hours	12 hours	4 hours
Support hours/days (7)		9am – 6pm (5 days / week)	9am – 6pm (5 days / week)	9am – 6pm (5 days / week)	9am – 6pm (7 days / week)
Training and Webinars					
Video Training (Level standard) (8)	✓	✓	✓	✓	✓
Standard Webinars (8)	✓	✓	✓	✓	✓
Webinars on demand (5,8)	-	-	✓	✓	✓
Class training discount		20%	30%	45%	55%

- 1) Support is only available for the supported OS and browsers, as described into the systems requirements section on the wakanda's website
- 2) The total number of advisory hours provided as part of the Subscription Plan is allocated to all authorized contacts included in such plan
- 3) Within the limits of the advisory hours included in the plan
- 4) Phone/Skype support is not available on weekends or after business hours. Support on weekends or outside business hours is provided in English only, by email only.
- 5) To the best of our efforts, handled as priority
- 6) Response time is defined as the time between when the problem is initially reported and the time that WAKANDA contacts the Client
- 7) Based on standard business hours for the time zone to which you are attached (or otherwise select)
- 8) Reproduction or retransmission of training to third parties is forbidden without WAKANDA's authorization