

StrataBI Enterprise — Standard Order Terms — Version 1.1

Standard terms incorporated by reference into the StrataBI Commercial License Agreement (v1.1) and accepted electronically at checkout. For productized (non-negotiated) orders, these Standard Order Terms apply in place of a negotiated order form. Do not sign here — your acceptance is recorded electronically with your order. Capitalized terms not defined here have the meanings given in the Commercial License Agreement.

1. Product. These terms apply to StrataBI Enterprise (Commercial Edition), licensed for deployment in Customer's own AWS account and bound to the Licensed AWS Account ID provided at checkout and to the Licensed Version(s) then made available by Shaleio.

2. Perpetual license. The Enterprise License is a one-time, **perpetual** license to the Licensed Version(s). It does not expire.

3. Updates (maintenance-gated). Notwithstanding Section 22 of the Agreement, Customer receives updates, patches, and minor/point upgrades **within the same major version** only for periods during which Customer maintains an active paid Maintenance Tier (Supported or Premier). If maintenance lapses, Customer retains its then-current Licensed Version perpetually but receives no new releases until a Maintenance Tier is repurchased.

4. Major versions. A new **major version** of the Software — including any release that removes backward compatibility — is **not** a Licensed Version under the order and requires a **new license**, per Sections 2(b)–(c) of the Agreement.

5. Fees. The Enterprise License Fee is a **one-time** charge, due on execution of the order via the checkout payment method. **Maintenance** (Supported or Premier) is billed **separately** as a recurring monthly subscription beginning on activation; the license fee is not recurring and does not renew. Fees are exclusive of taxes; Customer is responsible for all applicable taxes other than taxes on Shaleio's net income.

6. Deployment scope. The Licensed Version deploys to **Amazon ECS on Fargate** — the StrataBI Enterprise reference deployment — within the Licensed AWS Account. Other AWS deployment targets require Shaleio's prior written approval. Everything runs in Customer's own AWS account.

7. Support. Support is provided per the Service Level Agreement for the Maintenance Tier purchased (Supported or Premier), on a **commercially reasonable basis during U.S. business days**. Shaleio provides **no real-time, on-call, or 24/7 support and no uptime SLA**; support sessions are scheduled. A "License only" order includes no support, maintenance, or updates.

8. Satisfaction guarantee. If Customer is not satisfied, Customer may request a refund within **thirty (30) days** of the order effective date (the "Guarantee Period"). On timely written notice and satisfaction of all conditions below, Shaleio will refund **100% of the one-time Enterprise License Fee paid** (not maintenance already delivered, and not any

professional-services fees). Conditions (all required): (a) written notice within the Guarantee Period; (b) **certified destruction** of all copies of the Software, License Tokens, deployment materials, and Confidential Information, **with evidence of destruction on Shaleio's request**; (c) revocation and non-use of the license and entitlement thereafter; and (d) Customer's compliance with the Agreement during the Guarantee Period.

9. Account and version binding. The license and entitlement are bound to the Licensed AWS Account ID and the Licensed Version(s), per Sections 2 and 6 of the Agreement. Use in any account that is not a Licensed Account, or of any version that is not a Licensed Version, is outside the scope of the license.

10. Custom orders. Negotiated or non-standard terms — custom deployment targets, special pricing, procurement addenda, or a countersigned order form — are available via a separately executed order form or addendum, which controls over these Standard Order Terms to the extent expressly stated.

11. Incorporation and precedence. These Standard Order Terms are incorporated into and governed by the StrataBI Commercial License Agreement (v1.1). In the event of conflict, these Standard Order Terms control as to the specific commercial terms stated here; the Agreement controls as to all other matters. Together with the Agreement, the Mutual NDA, and the Service Level Agreement, they form the parties' agreement for a productized StrataBI Enterprise order.