

AQUILA MASTER SERVICE AGREEMENT

This Master Service Agreement (the “Agreement”) is entered into as of **April 22, 2026**, by and between:

Aquila B.V., a company organized under the laws of Curaçao (“Aquila”); and

GB Tech Services N.V. a company organized under the laws of Curaçao (“Client”).

Aquila and Client may each be referred to individually as a “Party” and collectively as the “Parties.”

1. Scope of Services

1.1 Aquila shall provide cloud hosting, virtual infrastructure, storage, connectivity, managed or unmanaged technical services, and related offerings ordered by Client and accepted by Aquila (collectively, the “Services”).

1.2 All Services are provided subject to this Agreement, any applicable order forms, invoices, service schedules, technical policies, and acceptable use standards, as updated in accordance with this Agreement.

1.3 No order is binding unless accepted by Aquila.

2. Service Orders and Changes

2.1 Services may be requested through signed order forms, invoices, email confirmations, ticketing systems, customer portals, or other written records accepted by Aquila.

2.2 Aquila may accept or reject any request for Services in its discretion.

2.3 Upgrades, downgrades, migrations, expansions, custom work, or changes in scope may result in revised fees, revised specifications, or supplemental commercial terms.

2.4 Aquila may use subcontractors, upstream providers, carriers, or affiliates in delivering the Services.

3. Fees and Payment Terms

3.1 All fees may be invoiced and collected by **IGAdvisors Ltd., Malta**, any Aquila affiliate, payment processor, merchant of record, treasury company, or designated billing representative (each, a “Billing Agent”).

3.2 Payment to a Billing Agent constitutes payment to Aquila.

3.3 Unless otherwise stated in writing, invoices are due within **seven (7) calendar days** of issuance.

3.4 Overdue amounts shall accrue simple interest at the lesser of **1.5% per month** or the maximum lawful rate.

3.5 All payments shall be made in **EUR**, in cleared funds, free and clear of deductions, setoff, withholding, reversal, dispute hold, counterclaim, or chargeback.

3.6 Client shall be responsible for all taxes, duties, VAT, levies, transfer charges, banking fees, processor fees, and similar charges, excluding taxes based solely on Aquila’s net income.

3.7 Any chargeback, reversal, disputed payment, rejected transfer, or non-payment when due constitutes immediate payment default.

3.8 Aquila and/or any Billing Agent may suspend Services immediately upon payment default.

3.9 Client shall reimburse Aquila and any Billing Agent for all reasonable collection costs, legal fees, processor penalties, FX losses, and enforcement expenses.

4. Service Basis

4.1 Services are supplied on a commercially reasonable basis.

4.2 Unless expressly agreed in a separate written service level agreement signed by Aquila, no guaranteed uptime percentage, response time, restoration time, or performance benchmark applies.

4.3 Scheduled maintenance, emergency maintenance, upstream outages, carrier failures, denial-of-service mitigation, routing changes, or security responses shall not constitute breach.

4.4 Aquila may modify hardware, software, vendors, virtualization layers, routes, or operating methods in the ordinary course of business, provided the Services remain materially consistent in overall function.

5. Backups and Data

5.1 Any backups, snapshots, replication, or redundancy are courtesy operational measures unless expressly contracted as managed backup services.

5.2 Aquila does not warrant backup completion, retention continuity, restoration success, or recovery timelines.

5.3 Client remains solely responsible for maintaining independent backups of all critical systems, applications, credentials, and data.

5.4 Following suspension or termination, Aquila may permanently delete Client data after fifteen (15) days without liability.

5.5 Aquila shall have no obligation to retain logs, archives, images, or historical records beyond its standard internal retention periods.

6. Acceptable Use and Compliance

6.1 Client shall not use the Services for unlawful conduct, fraud, phishing, malware, spam, sanctioned activity, abusive resource consumption, unauthorized cryptocurrency mining, unlicensed gaming activity, intellectual property infringement, or conduct exposing Aquila to regulatory, banking, card scheme, or reputational risk.

6.2 Client is solely responsible for all corporate, tax, gaming, licensing, sanctions, AML, KYC, consumer protection, privacy, and data protection compliance relating to its business and use of the Services.

6.3 Aquila may request beneficial ownership details, source-of-funds information, corporate records, KYC documentation, or similar compliance information. Failure to provide such information promptly may result in suspension or termination.

7. Security Responsibilities

7.1 Aquila is responsible only for commercially reasonable security measures over infrastructure directly administered by Aquila.

7.2 Client is solely responsible for operating systems, credentials, MFA, user permissions, applications, code, databases, encryption keys, endpoint security, patching inside hosted instances, and all user activity.

7.3 Aquila shall not be liable for incidents arising from Client negligence, weak credentials, social engineering, insider misuse, insecure software, third-party tools, or misconfiguration.

8. Suspension and Refusal Rights

8.1 Aquila or any Billing Agent may suspend, throttle, isolate, block, refuse, or terminate Services immediately, with or without notice, where reasonably deemed necessary for nonpayment, fraud, chargebacks, sanctions concerns, AML concerns, abuse reports, regulator inquiry, legal request, infrastructure stability, security threats, reputational risk, or emergency maintenance.

8.2 Any such action shall not create liability to Aquila.

9. Term and Renewal

9.1 The initial term of this Agreement shall be one (1) year.

9.2 Thereafter, this Agreement shall automatically renew for successive one-year terms unless either Party gives at least sixty (60) days' prior written notice of non-renewal.

9.3 Aquila may terminate immediately for breach, abuse, payment default, insolvency concern, sanctions risk, banking risk, or reputational concern.

9.4 Early termination by Client shall not relieve minimum commitments, accrued charges, or outstanding balances.

10. Confidentiality

10.1 Each Party shall keep confidential all non-public commercial, technical, operational, pricing, and customer information received from the other Party.

10.2 Confidential Information does not include information that:

- (a) is publicly available without breach;
- (b) was already lawfully known;

- (c) is independently developed without use of Confidential Information; or
- (d) is lawfully received from a third party without restriction.

10.3 A Party may disclose Confidential Information where required by law, regulation, or court order, provided legally permitted notice is given.

10.4 This Section survives termination for five (5) years, except trade secrets which remain protected while confidential.

11. Intellectual Property

11.1 Aquila retains all right, title, and interest in its infrastructure, systems, software, tooling, methods, documentation, trademarks, branding, and service improvements.

11.2 Client retains ownership of Client content and data.

11.3 No implied license or transfer of ownership is granted.

11.4 Client shall not use Aquila's name, logo, marks, or branding in any publicity, customer list, case study, marketing material, or announcement without prior written consent.

12. Disclaimer of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED **AS IS** AND **AS AVAILABLE**, WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR UNINTERRUPTED OPERATION.

13. Client Indemnity

Client shall defend, indemnify, and hold harmless Aquila, its affiliates, directors, officers, shareholders, employees, contractors, and Billing Agents from all claims, investigations, liabilities, losses, damages, penalties, fines, and expenses (including reasonable legal fees) arising from:

- (a) Client operations;
- (b) Client content or data;
- (c) gaming activity;

- (d) payment disputes or chargebacks;
 - (e) regulatory breaches;
 - (f) sanctions or AML failures;
 - (g) misuse of the Services;
 - (h) infringement claims; or
 - (i) acts or omissions of Client users, agents, or contractors.
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14. Limitation of Liability

14.1 Neither Aquila nor any Billing Agent shall be liable for lost profits, lost revenue, lost data, business interruption, reputational loss, or any indirect, incidental, punitive, special, or consequential damages.

14.2 To the maximum extent permitted by law, and except where liability cannot lawfully be excluded or limited, the total aggregate liability of Aquila and all related parties shall not exceed the fees actually paid by Client during the three (3) months preceding the event giving rise to the claim.

14.3 Multiple claims shall not enlarge this cap.

14.4 The Parties acknowledge that fees reflect this allocation of risk.

14.5 No claim may be brought more than twelve (12) months after the event giving rise to the claim.

15. Force Majeure

Aquila shall not be liable for delay, outage, suspension, or failure caused by events beyond reasonable control, including cyberattacks, utility failure, internet disruption, labor dispute, natural disaster, epidemic, war, sanctions, supplier default, transportation interruption, or governmental action.

16. Notices

16.1 Notices may be delivered by email to the latest designated business contact of each Party.

16.2 Email notices are deemed received upon transmission unless a bounce-back or delivery failure notice is received.

16.3 Aquila may also deliver notices through invoices, portal notices, or support tickets.

17. Governing Law and Jurisdiction

17.1 This Agreement shall be governed exclusively by the laws of Curaçao.

17.2 Any dispute arising out of or relating to this Agreement shall be submitted exclusively to the competent courts of Curaçao.

18. Entire Agreement; Amendments

18.1 This Agreement constitutes the entire agreement between the Parties and supersedes prior proposals, negotiations, and understandings.

18.2 Operational policies, billing procedures, acceptable use standards, and technical requirements may be updated by Aquila on notice where reasonably required for business, compliance, or security purposes.

18.3 Any material commercial amendment must be in writing and signed by authorized representatives of both Parties.

19. Assignment

19.1 Client may not assign, novate, transfer, or sublicense this Agreement without Aquila's prior written consent.

19.2 Aquila may assign or transfer this Agreement to any affiliate, successor, acquirer, financing party, or group company.

20. Survival

Sections relating to payment obligations, confidentiality, indemnities, liability limitations, intellectual property, dispute resolution, accrued rights, and any provisions intended by their nature to survive shall survive termination.

21. Severability

If any provision of this Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

22. Counterparts and Electronic Signature

This Agreement may be executed in counterparts, including PDF or electronic signature format, each of which shall be deemed an original and together constitute one instrument.

23. Signatures

For **Aquila B.V.**

Name: Johven Bonifacio

Title: Managing Director

Date: April 22, 2026

Signature: J. Bonifacio

For **GB Tech Services N.V.**

Name: IGA Trust B.V., represented by Claire Godschalk

Title: Director

Date: June 19, 2026

Signature: C. Godschalk

ADD-ON 1: ENTERPRISE SERVICE LEVEL AGREEMENT (SLA) ADDENDUM

To the Aquila Master Service Agreement

This Enterprise Service Level Agreement Addendum ("SLA Addendum") is entered into between **Aquila B.V.** ("Aquila") and the applicable customer identified in the underlying Master Service Agreement ("Client").

This SLA Addendum supplements the Aquila Master Service Agreement ("MSA"). In the event of conflict, this SLA Addendum governs solely with respect to service levels expressly stated herein. All other terms of the MSA remain in full force and effect.

1. Applicable Services

This SLA Addendum applies only to Services expressly designated by Aquila in writing as **Enterprise SLA Covered Services**.

Shared, trial, promotional, unmanaged, beta, courtesy, or non-production services are excluded unless expressly confirmed in writing.

2. Service Availability Commitment

Aquila shall use commercially reasonable efforts to provide **99.9% Monthly Uptime** for covered production virtual infrastructure.

Monthly Uptime Formula:

$((\text{Total Minutes in Month} - \text{Unscheduled Downtime Minutes}) / \text{Total Minutes in Month}) \times 100$

3. Exclusions from Downtime

The following shall not count as downtime:

- scheduled maintenance with prior notice
- emergency maintenance

- customer-caused outages
- third-party carrier or internet failures
- DDoS attacks or mitigation measures
- force majeure events
- customer software or configuration failures
- suspension under the MSA
- beta or non-covered services

4. Scheduled Maintenance

Aquila may perform scheduled maintenance during standard maintenance windows.

Where reasonably practicable, Aquila shall provide at least **48 hours prior notice**.

5. Support Response Targets

Severity	Description	Initial Response Target
P1	Full production outage	1 hour
P2	Major degradation	4 hours
P3	Partial issue / workaround available	1 business day
P4	General request	2 business days

Response target means acknowledgement and commencement of review, not resolution guarantee.

6. Service Credits (Exclusive Remedy)

If Monthly Uptime falls below target, Client may request service credits as sole remedy:

Monthly Uptime	Credit
99.0% – 99.89%	5% monthly fee
95.0% – 98.99%	10% monthly fee
Below 95.0%	15% monthly fee

Credits:

- apply only to affected covered service fees
 - cannot exceed one month recurring fee
 - no cash refunds unless required by law
 - expire if unused after 90 days
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7. Claim Procedure

To receive credits, Client must submit written request within **10 business days** after month-end including reasonable incident details.

Failure to claim timely waives credit.

8. Customer Responsibilities

Client shall:

- maintain supported configurations
- cooperate in diagnostics
- maintain secure credentials
- promptly report incidents
- use services consistent with documentation

Failure may void SLA remedies.

9. No Other Warranties

This SLA Addendum does not create guaranteed business continuity, disaster recovery, data recovery, or uninterrupted service obligations beyond express terms.

10. Priority

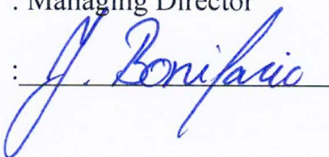
Except as expressly modified herein, the MSA remains unchanged.

Signatures

For Aquila B.V.

Name : Johven Bonifacio

Title : Managing Director

Signature : 

For Client

Name : GB Tech Services N.V., represented by IGA Trust B.V.

Title : Director

Signature : 

ADD-ON 2: DATA PROCESSING & PRIVACY ADDENDUM (DPA)

To the Aquila Master Service Agreement

This Data Processing Addendum (“DPA”) is entered into between **Aquila B.V.** (“Processor” or “Aquila”) and the customer under the Master Service Agreement (“Controller” or “Client”).

This DPA applies where Aquila processes Personal Data on behalf of Client in connection with the Services.

1. Definitions

- **Applicable Data Protection Law** means GDPR and any applicable privacy law governing the processing.
 - **Personal Data** has the meaning under applicable law.
 - **Processing** has the meaning under applicable law.
 - **Subprocessor** means third party engaged by Aquila to process Personal Data.
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2. Roles of Parties

Client acts as Controller (or Processor with authority to appoint Aquila).
Aquila acts as Processor.

Client remains responsible for lawful basis, notices, consent where required, and data subject rights obligations unless otherwise mandated by law.

3. Subject Matter and Duration

Processing is limited to hosting, storage, transmission, support, security, and related technical operations necessary to provide the Services for the term of the MSA.

4. Nature and Purpose of Processing

Aquila may process Personal Data solely:

- to provide Services
- maintain security
- troubleshoot incidents
- comply with law
- perform backup / restoration operations
- provide support

Aquila shall not sell Client Personal Data.

5. Categories of Data / Subjects

Depending on Client use case:

- customer account data
- user identifiers
- IP addresses
- communications metadata
- transactional records
- employee or contractor data uploaded by Client

Data subjects may include customers, users, staff, vendors, or website visitors.

6. Processor Obligations

Aquila shall:

- process data on documented instructions from Client unless legally required otherwise
 - maintain appropriate technical and organizational security measures
 - ensure authorized personnel are bound by confidentiality
 - assist Client reasonably with rights requests where feasible
 - notify Client without undue delay after confirmed Personal Data breach affecting Client data
 - delete or return Personal Data upon termination subject to retention rights
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7. Security Measures

Aquila shall maintain measures appropriate to risk, which may include:

- access controls
- logical segregation
- encryption in transit where supported
- vulnerability management
- logging
- backup controls
- incident management procedures

Specific measures may evolve over time.

8. Subprocessors

Client authorizes Aquila to use affiliates and third-party subprocessors including datacenters, infrastructure vendors, support tools, and payment providers.

Aquila shall remain responsible for subprocessors to the extent required by law.

Current subprocessors may be provided upon reasonable written request.

9. International Transfers

Where Personal Data is transferred internationally, Parties shall rely on lawful transfer mechanisms as reasonably determined by Aquila, including Standard Contractual Clauses where applicable.

10. Audit Rights

No on-site audit rights are granted by default.

Upon reasonable written request no more than once annually, Aquila may provide summaries, certifications, questionnaires, or comparable evidence of compliance, subject to confidentiality and security restrictions.

Client shall bear costs of excessive or custom requests.

11. Liability

This DPA is subject to the liability caps, exclusions, and limitations set out in the MSA unless prohibited by applicable law.

12. Order of Precedence

If this DPA conflicts with the MSA solely regarding Personal Data processing, this DPA controls for that issue only.

13. Governing Law

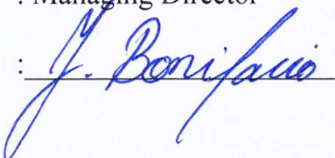
This DPA shall follow the governing law and dispute framework of the MSA unless mandatory privacy law requires otherwise.

Signatures

For Aquila B.V.

Name : Johven Bonifacio

Title : Managing Director

Signature : 

For Client

Name : GB Tech Services N.V., represented by IGA Trust B.V.

Title : Director

Signature : 

Virtual Machine Request Form

Please complete this form to request the provisioning of a new virtual machine (VM).

VM Package Details

Price:	€320.00 per month
vCPU:	4 Cores
RAM:	4 GB
Disk Storage:	100 GB
Monthly Bandwidth:	4 TB
Download/Upload Speed:	50 Mbps

Operating System (select one)

☐ Windows Server (specify version) ~~Windows 2022~~

☒ Linux (Ubuntu, CentOS, Debian, other) _____

Network & Security Options (select one)

Option	Description	Cost
☐ Open-Source Firewall Integration	VM provisioned with pfSense/OPNsense for enhanced security.	€40 (one-time)
☐ Behind NAT (1:1 Mapping shared Firewall)	VM placed behind a one-to-one NAT, isolated with controlled inbound rules.	Included
☒ Direct Internet Connection with Built-In Firewall	VM directly connected to the Internet, secured using the native operating system firewall (e.g., Windows Firewall, Linux iptables/ufw).	Included

Additional Requirements

Client Information

Company Name:	GB TECH SERVICES N.V
Contact Person:	Vjollca MURATAJ
Email Address:	legal@goplay365.com
Phone Number:	

Approval

Authorized Signatory:	Vjollca Murataj
Date:	25/02/2025

Vjollca Murataj

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Version 1.0

