



MASTER AGREEMENT

AGREEMENT No: 27042026 -IT Management Santora

THIS AGREEMENT is made on the 29th day of June 2026.

Between **Flutter Networks N.V.** a limited liability company, duly organized according to the Laws of [REDACTED] with registration number [REDACTED] having its registered office at [REDACTED] hereinafter called "Service Provider", "Flutter Networks") which expression shall include the executors, administrators, successors or assignees of the one part

AND

IT Management Santora B.V. a limited liability company registered in Curaçao with Registration Number [REDACTED] and registered address [REDACTED] hereinafter called "Client"), which expression shall include the executors, administrators, successors or assignees of the other part

By signing the below, the Client and the Service Provider agree that both parties have received, read and understand the general terms and conditions defined in this Master Agreement as well as those in the annexes identified in the table below and attached to this Agreement ("Appendixes" and "Appendix" shall be construed accordingly) and agree to be bound by the terms of all such documents.

Contract Document	Appendix
Service Order Form	A1
Data Center Hosting Terms & Conditions	A2
Hardware Asset Lease Terms & Conditions	A3
Specific Terms for Online Gaming/Betting Clients	A4
DPA	A5

IT Management Santora B.V.		FLUTTER NETWORKS N.V.	
Name	[REDACTED]	Name	[REDACTED]
Designation	Director	Designation	Director
Signature	[REDACTED]	Signature	[REDACTED]
Date	6/30/2026	Date	6/30/2026

WHEREAS:

Service Provider deals with amongst other things, the rental of space on the internet (hosting), which space it manages and/or uses and/or sub – rents, the provision of internet services and the provision of dedicated servers.

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NOW THIS AGREEMENT WITNESSETH as follows:

1. Service Provider agrees to provide Internet & Hosting Services to Client and Client agrees to buy and accept such services from Service Provider.

2. Service Provider shall provide monthly SLA reports to Client within ten (10) business days of month-end, including uptime measurements, incident logs, and any Performance Credits accrued. Client may request, no more than twice per calendar year, an independent audit of Service Provider's SLA measurement methodology by a mutually agreed third-party auditor; cost shall be borne by Service Provider where the audit reveals SLA shortfalls in excess of 0.1% of the reported figure, and by Client otherwise. In the event that Client determines that a discrepancy in such measurement exists, Client shall promptly notify Service Provider, and Service Provider and Client will mutually agree upon the validity and accuracy of the measurement, and upon Client's eligibility for any applicable Fee Credits.

3. Definitions

Server Port Monitoring is defined as the dedicated server participation in the monitoring of services via standard TCP/IP ports. Server Port Monitoring is performed every five minutes and a failure is defined immediately after a monitor trip for the first time. In the event of a failure if no communication is made with the Technical Support Department the procedures outlined will be performed. It is the responsibility of Client to define the action to perform (QRR) in the event of a failure. This service includes up to eight Port/Services/Daemons that can be monitored in this way.

Standard Network Based Security is defined as the overall core network security that Service Provider provides. This security is provided on the network level and includes secure router configurations, frequent network scans, and overall knowledge of maintaining a secure network. This service does not imply any server-based security, firewalls, DDOS/Attack protection on the server level, or Anti-Virus/Spyware based protection.

Resource Monitoring is defined as the addition of the dedicated server to our application-based monitoring system. The monitoring application will monitor the overall disk space, processor utilization, and memory usage with notification when thresholds are exceeded. This service is customized on a per server basis and requires the submission of a "Monitoring Configuration/Procedure" template.

Hardware Based Firewall Protection is defined as the inclusion of a hardware-based firewall for protecting your server. Firewalls increase security and, when properly configured, will prevent certain disasters from occurring. With this service our administrators will configure and maintain a firewalled routing perimeter for the server in question. This service is per request at additional pricing.

Service Provider Network ("Flutter Networks Network") is defined as the equipment, software, and facilities within the Service Provider critical network segments, including Service Provider contracted connectivity services to which the Service Provider hosting environments are connected and are collectively utilized by Service Provider to provide dedicated and co-location services.

Service Availability shall mean an availability target of 99.95% measured monthly on a 24/7 basis, calculated at the Service Provider's edge router serving Client's infrastructure. Service Provider acknowledges responsibility for upstream bandwidth where Service Provider has contracted

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bandwidth from its own carriers; in such case, the SLA of the upstream carrier shall be passed through to Client and Service Provider shall pursue, on Client's behalf, any service credits owed by the upstream carrier.

Service Downtime is any unplanned interruption in Service Availability during which Client is unable to access the services, provided the interruption is determined to have been caused by a problem in the immediate Service Provider network segment as confirmed by Service Provider. Service Downtime is measured as the total length of time of the unplanned interruption (complete network outage) in Service Availability during a calendar month. Service Provider provides direct support and expertise in any software it directly provides, while any unplanned outages due to third-party software failure are the direct responsibility of the software publisher/third-party provider, not Service Provider.

Scheduled Service Downtime is any Service Provider interruption of Services. Scheduled Service Downtime occurs during a Service Provider standard server maintenance window, which occurs in conjunction with a 24-hour notice to Client via electronic communication. Said downtime is coordinated with Client to the best of Service Provider abilities as to align the window of maintenance with Client's explicit wishes.

Monitoring Service is the service that the Service Provider provides in order to analyze availability of TCP/IP based services and applications through its internal monitoring system. To participate in this, Service Provider must have valid, administrative access to repair the server in the event of a service or operating system failure.

Billable System Administration is operation, configuration, performance tuning, security configurations, and any interaction with the operating system or software installed on the server in question that is not already provided within the Server Management plan of the server in question.

Affiliate means any entity that directly or indirectly controls, is controlled by, or is under common control with a party.

Business Day means any day other than Saturday, Sunday or a public holiday in Curaçao.

Standard Business Hours means 09:00 to 18:00 Curaçao time, Monday to Friday excluding public holidays.

Confidential Information means any non-public information disclosed by one party to the other, marked or reasonably identifiable as confidential, including Client's player data.

Force Majeure means any event beyond the reasonable control of a party, including acts of God, war, terrorism, pandemic, civil unrest, government action, internet backbone failure outside the affected party's control, and natural disasters; but excluding (i) lack of funds, (ii) failures of subcontractors not themselves caused by Force Majeure, and (iii) failure to maintain the Tier IV certification under A4-4.

Law means any applicable statute, regulation, ordinance, rule, treaty or order of any competent authority, including CGA regulations.

4. Service Exclusions

4.1. This Agreement does not cover Service Downtime caused by problems in the following:

- Client's local area network.

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- Client-provided Internet connectivity or end-user software.
- Entities inside Client's internal network including, but not limited to, firewall configuration and bandwidth shaping, local area workstations, or other servers, equipment, and software that have a potential bearing on the local networking environment.
- Any predetermined Scheduled Service Downtime.
- Any problems occurring outside the Service Provider's direct network control

Any interruptions, delays or failures caused by Client or Client's employees, agents, or subcontractors, such as, but not limited to, the following:

- Inaccurate configuration.
- Non-compliant use of any software installed on the server.
- Client initiated server over-utilization.
- Any problems related to attacks on the machine such as hacking, bandwidth-based attacks of any nature, and service or operating system exploits.
- Problems associated with Operating System, Software, or Applications.

Server Hardware for Dedicated Servers

4.2. Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included under the server lease. This guarantee excludes the time required to rebuild a raid array.

4.3. Hardware Replacement Guarantees and service levels are defined as applying to servers less than 24 months in production and apply to only the Dell PowerEdge line of servers.

4.4. Restoration is defined as returning the server to its original configuration, as per the date the server first went live on the network. If hardware failure causes corrupted operating system, data files, or damaged service configurations, Service Provider will restore the system to its original state however possible.

4.5. Hardware Upgrades:

(a) Where the Client requests an upgrade of any hardware peripheral or component (including, without limitation, processor, RAM, storage, network interface or any other component covered under the server lease), the Service Provider shall implement such upgrade in accordance with this clause 4.5.

(b) No upgrade shall be initiated, and no charge shall be incurred, unless the Service Provider has first provided the Client with a written estimate by email setting out:

- (i) the technical specification of the proposed hardware peripheral or component;
- (ii) the one-off setup fee, which shall reflect the actual cost of installation and configuration and shall not exceed a reasonable commercial rate;
- (iii) any change to the Monthly Fee resulting from the upgrade, expressed both in absolute terms and as a percentage of the existing Monthly Fee;
- (iv) the proposed implementation date and any expected impact on Service Availability; and
- (v) a total cost cap that the Service Provider shall not exceed without the Client's further written approval.

(c) The Client shall confirm acceptance of the estimate in writing before any upgrade work commences. Any upgrade work performed without the Client's prior written approval shall be at the Service Provider's sole cost and risk, and shall not be chargeable to the Client.

(d) The Service Provider shall apply consistent and non-discriminatory pricing for hardware peripherals and upgrades. Upon the Client's request, the Service Provider shall provide a reasoned explanation of any material price difference between the original order and any subsequent upgrade of the same or equivalent component.

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(e) A one-off setup fee may be charged for each upgrade, provided that such fee has been disclosed and approved in accordance with paragraphs (b) and (c). No setup fee shall be charged for upgrades that do not require physical intervention or material configuration work.

(f) The Service Provider shall implement upgrades in a manner that minimises any impact on Service Availability. Where an upgrade requires downtime exceeding thirty (30) minutes, the Service Provider shall coordinate the implementation window with the Client in accordance with the planned maintenance provisions of Annex A2-7, and any resulting downtime shall not count against the Service Levels.

(g) The Service Provider shall, within five (5) Business Days of completion, provide the Client with written confirmation of the upgrade implemented, the components installed or replaced, and an updated configuration record for the affected server.

4.6. Service Provider shall provide and maintain the infrastructure environment, connectivity, storage platform and backup platform availability required for the provision of the Services.

Where backup services are made available through Acronis or similar solutions, Client acknowledges and agrees that Client and/or Client's technical teams remain solely responsible for:

- (a) configuration of backup jobs and policies;
- (b) retention schedules and replication settings;
- (c) validation and testing of backups and restorations;
- (d) application consistency and database integrity;
- (e) encryption settings and access management;
- (f) disaster recovery procedures and recovery point objectives (RPO/RTO); and
- (g) compliance with any regulatory or legal data retention obligations.

Service Provider does not monitor, inspect, verify, validate or review the content, integrity, completeness, legality, recoverability or regulatory compliance of Client Data or Client-configured backups.

Service Provider shall not be liable for:

- (i) loss, corruption, destruction, alteration or unavailability of Client Data;
- (ii) failed backups, incomplete backups, replication failures or restoration failures arising from Client configurations, software, operating systems, databases or applications;
- (iii) application-level security incidents;
- (iv) indirect, consequential, incidental or special damages;
- (v) business interruption, loss of profits, loss of revenue, loss of goodwill or regulatory penalties.

Client acknowledges that the Services provided by Service Provider are infrastructure and hosting services only and do not constitute managed application, managed database, or managed compliance services unless expressly agreed in writing.

4.7. Service Provider does not take responsibility for the overall security of servers. If servers are compromised in any way, Service Provider reserves the right to immediately audit the server. Our Budget, Mid-Range and High-Range dedicated service plans receive monthly security auditing, per request, as part of our overall Server managed services program but security is the responsibility of Client. Service Provider reserves the right to cancel service if servers are compromised via the implementation of weak password schemes, elderly backend application content and scripting, or via other blatant disregard to simple security measures. [REDACTED] plus VAT per hour will be incurred in respect to any security related work performed due to any such server being compromised by negligence on the part of the server owner.

4.8. Server Migration: (a) Notice period: Client may initiate a server migration upon ninety (90) days' prior written notice. (b) No service gap: the new server shall be provisioned, configured and tested in parallel with the existing server, and the existing server shall remain fully operational until Client confirms in writing that migration has been completed successfully (the "Cutover Confirmation"). The old server shall not be cancelled until Cutover Confirmation has been issued. (c) Overlap p

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overlap of up to sixty (60) days is included at no additional cost. Any overlap beyond sixty (60) days shall be charged pro-rata at the standard Monthly Fee. (d) Prepaid Fees: if migration occurs during a prepaid annual period, Service Provider shall refund pro-rata any prepaid Fees relating to the cancelled server from the date of Cutover Confirmation. (e) Migration support: data migration between servers within Service Provider's network is provided at no additional cost. Service Provider shall use commercially reasonable efforts to complete the migration within thirty (30) days of Client's request.

Terms of Service

5. Service Cancellation

(a) Renewal cancellation: Requests to prevent automatic renewal must be submitted to admin@flutter-networks.com at least thirty (30) days prior to the renewal date. (b) Early termination for convenience by Client: Client may terminate during the Duration on sixty (60) days' written notice; in such case Client shall pay an early-termination fee equal to [REDACTED] of the Fees that would have become payable for the remainder of the Duration, less any unused prepaid Fees, which shall be refunded. (c) Termination by Client for cause or under clause 30: no early-termination fee shall apply, and all prepaid Fees shall be refunded pro-rata.

6. Terms of Payment

Payment by Client to Service Provider for the provision of services as stated herewith shall be made under the following terms:

It is agreed that payment of the Fees is a fundamental term of this Agreement. The Service Provider may consider the Client to be in payment default, and may exercise any remedy for non-payment, only in accordance with the procedure set out in clauses 8.1 and 11.

7. Payment

Establishment of this service is dependent upon receipt by Service Provider of payment of stated charges. Subsequent payments are due on a reoccurring date that coincides with the date of signup. The accepted method of payment is Wire transfer. Client is responsible for any additional transaction fees that coincide with any payment methods. Service Provider reserves the right to deny Client the use of a specific payment method for, but not limited to, abuse or misuse of a payment method. Abuse of a payment method may also be grounds for further disciplinary action up to and including the immediate and permanent cancellation of the Client's services with Service Provider.

8. Payments and Fees

8.1. Service shall not be interrupted, suspended or deactivated for non-payment unless all the following conditions are cumulatively met: (a) the relevant invoice is more than twenty-one (21) calendar days overdue; (b) the Service Provider has sent the Client a first written reminder no earlier than the day following the due date; (c) the Service Provider has sent a second written reminder at least seven (7) calendar days after the first reminder and at least seven (7) calendar days before any proposed suspension; and (d) the Client has been given a final cure period of five (5) Business Days from receipt of the second reminder, which shall run concurrently with the seven-day notice period referred to in (c). For any cancellation, termination or other billing-related inquiries, the Client shall contact admin@flutter-networks.com.

8.2. Service Commencement Date: - The Commencement Date of a Service is considered

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date the Client receives the corresponding e-mail with the "Provisioning Details" for the particular service.

9. Invoicing

Service Provider does not utilize paper or hard-copy invoices. All invoices are sent via email.

10. Refund and Disputes

(a) Prepaid Fees are non-refundable except where (i) refund is provided under clauses 5(c), 30 or any other provision of this Agreement; or (ii) Service Provider has materially failed to provide the Services. (b) Disputes must be raised within sixty (60) days. (c) Where a payment dispute is resolved in Service Provider's favour, Client shall pay a fixed administrative fee of [REDACTED], provided that no such fee shall apply where the dispute is upheld in whole or in part in Client's favour, or where the dispute relates to a manifest billing error by Service Provider.

11. Failure to Pay

Service Provider may deny service or terminate the Agreement upon the failure of Client to pay charges when due. Service Provider provides Client with a 7 (seven) day grace period for payment on most services. The service will be interrupted or deactivated for accounts with outstanding balances after the 30 (thirty) days grace period. Service Provider reserves the right to deactivate or terminate a service prior to the end of the 7-day grace period. If a service is deactivated due to non-payment the service in question will only be reactivated once full payment for the outstanding balance has been received. If all services on an active account are deactivated all outstanding invoices must be paid in full before any service will be reactivated.

Client acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than reasons concerning Service Provider and that damages resulting from any interruption of service are difficult to ascertain. Therefore, Client agrees that Service Provider shall not be liable for any damages arising from such causes beyond the direct and exclusive control of Service Provider. Client further acknowledges that Service Provider's liability for its own actions may not in any event exceed an amount equivalent to charges payable by Client for services during the period damages occurred. In no event shall Service Provider be liable for any special or consequential damages, loss, or injury.

12. Renewals

This Agreement shall automatically renew for successive renewal periods equal to the Agreement Renewal Periods set out in Appendix A1, unless:

- (a) the Client submits a renewal cancellation request in accordance with Clause 5(a) at least thirty (30) days prior to the applicable renewal date; or
- (b) this Agreement is terminated earlier by the Client in accordance with Clause 5(b), Clause 5(c), or any other express termination right set out in this Agreement.

For the avoidance of doubt, where the Client terminates this Agreement for convenience during the Duration pursuant to Clause 5(b), the Agreement shall terminate upon expiry of the applicable notice period, subject to payment of the early termination fee set out in Clause 5(b). Where the Client terminates this Agreement for cause or under Clause 30 pursuant to Clause 5(c), no automatic renewal shall occur, no early termination fee shall apply, and any prepaid Fees shall be refunded to the Client on a pro-rata basis for the unused period..

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13. Network

IP Address Ownership: If Service Provider sub-license to the Client the right to use an Internet Protocol address, the right to use that Internet Protocol address belongs only to Service Provider, and Client shall have no right to use that Internet Protocol address except as permitted by Service Provider in its sole discretion in connection with the Services, during the term of this Agreement. Service Provider shall maintain and control ownership of all Internet Protocol numbers and addresses that may be sub-licensed to Client by Service Provider, and Service Provider reserves the right to change or remove any and all such Internet Protocol numbers and addresses. Service Provider's allocation of IP addresses is limited by ARIN's new policies. These new policies state that use of IP addresses for IP based virtual hosts will not be accepted as justification for new IP addresses. Therefore, name-based hosting must be used where possible. Service Provider will periodically review IP address usage, and if it is found that Client is using IP addresses where name-based hosting could be used, authorization will be revoked to use those IP addresses that could be used with name-based hosting.

14. Bandwidth Usage

(a) The bandwidth allocation is set out in Annex A1. (b) Where Client's usage exceeds the allocation, Service Provider shall: (i) notify Client in writing within five (5) business days; (ii) provide reasonable evidence of the overage (Cacti or equivalent measurement logs); (iii) offer Client a choice of (A) paying the overage at the rates published on Service Provider's website, or (B) upgrading the allocation. (c) Termination of the Agreement on the basis of bandwidth usage is excluded as a remedy. Service Provider may only throttle or suspend bandwidth where (i) usage is materially affecting service to other clients, (ii) Client has been given at least forty-eight (48) hours' prior written notice and an opportunity to cure or to upgrade, and (iii) such throttling is proportionate. (d) Predictable traffic events: where Client provides Service Provider with at least seventy-two (72) hours' prior notice of a planned promotion, jackpot, sporting event or other foreseeable traffic spike, Service Provider shall provide reasonable burst capacity and shall not treat such traffic as excessive for the purposes of this clause.

If Service Provider takes any corrective action(s) under this section, Client shall not be entitled to a refund of any fees paid in advance prior to such action(s). In the event that Client exceeds the included allocation, Service Provider may, at its sole discretion, collect a deposit, the amount determined by Service Provider, from the Client's credit/debit card filed with Service Provider.

15. System and Network Security

Users are prohibited from violating or attempting to violate the security of the Service Provider Network. Violations of system or network security may result in civil or criminal liability. Service Provider will investigate occurrences, which may involve such violations and may involve, and cooperate with, law enforcement authorities in prosecuting Users who are involved in such violations. These violations include without limitation amongst other:

- Accessing data not intended for such User or logging into a server or account, which such User is not authorized to access.
- Attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization.
- Attempting to interfere with service to any user, host or network, including, without limitation, via means of overloading, "flooding", "mail bombing" or similar circumstances.
- Forging any TCP/IP packet header in a network transmission or any part of the header information in any e-mail-based or newsgroup posting.

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- Taking any action in order to obtain services to which such User is not entitled.
- Addition of IP addresses that have not been specifically assigned to the server.
- Notification of Violation: Service Provider is under no duty to look at Client's activities to determine if a violation of the Master Agreement has occurred, nor is any responsibility assumed through its' Master Agreement to monitor or police Internet-related activities.

16. Notification of Violation

Service Provider is under no duty to look at Client's activities to determine if a violation of the Master Agreement has occurred, nor is any responsibility assumed through its' Master Agreement to monitor or police Internet-related activities.

17. First violation

If Service Provider determines that Client has violated any element of this Acceptable Use Policy, Client shall receive an email, warning them of the violation. The service may be subject to a temporary suspension until receiving User's agreement in writing, to refrain from any further violations.

18. Second Violation

If Service Provider determines that Client has committed a second violation of any element of this Acceptable Use Policy Client shall be subject to immediate suspension and/or termination of service without further notice. Service Provider reserves the right, to drop (blacklist/nullroute/unroute) the section of IP space involved in Spam/Virii/Illegal-Distributions or Denial-of-Service/Packetstorm complaints if it is clear that the offending activity is causing moderate to major harm to parties on the Internet. In particular, if open SMTP relays are on Client's network, or if denial-of-service attacks are originating from Client's network space. In certain, rare cases, Service Provider may take un-notified action. Under such circumstances, Service Provider will contact Client as soon as is feasible, once the situation is stabilized.

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19. Suspension of Service or Cancellation

Service Provider reserves the right to suspend network access to Client for cause, including where, in the judgment of the Service Provider's network administrators, the Client's server is the source and/or target of a violation of any of the terms of the Master Agreement or where such suspension is otherwise reasonably necessary to protect the Service Provider's network, services, or other clients.

Except in cases of emergency, Service Provider shall provide the Client with prior written notice of the relevant breach and a reasonable opportunity to cure such breach, before any suspension or cancellation of Services becomes effective.

In genuine emergency situations, including but not limited to security incidents, network abuse, legal or regulatory requirements, or circumstances causing or threatening immediate material harm to the Service Provider, its infrastructure, or third parties, Service Provider may suspend Services immediately and without prior notice, provided that the Client shall be notified as soon as reasonably practicable thereafter.

If inappropriate activity is detected, all Client's accounts may be deactivated until an investigation is completed. Client will not be credited for the time his machines were suspended. Any amendment to this Agreement, including any change to Service Provider's policies that would adversely affect Client, requires the prior written consent of Client. Service Provider may make non-material operational changes (such as updates to security measures or back-end infrastructure) provided these do not reduce the level of service or increase costs for Client. Service Provider shall provide Client with at least thirty (30) days' prior written notice of any such operational change. All Sub-Networks, resellers and managed servers of Service Provider must adhere to the above policies. Failure to follow any term or condition will be ground for termination of the Service Agreement.

20. Indemnification

Client shall indemnify, defend and hold harmless Service Provider, its directors, employees, affiliates and subcontractors from and against any third-party claims, liabilities, damages, losses, costs and reasonable external legal fees arising directly from:

- (a) Client's breach of this Agreement;
- (b) Client's use of the Services;
- (c) Client's applications, software, databases, platforms, hosted content or Client Data;
- (d) any unlawful, fraudulent or regulatory non-compliant activity conducted by Client or through Client's hosted environment;
- (e) any security incident, data breach, malware infection, spam activity, or system compromise originating from Client-managed systems, applications or credentials;
- (f) Client's failure to properly configure, manage, monitor or validate backups, replication, encryption, retention or restoration procedures.

Service Provider shall not be liable for any indirect, consequential, incidental, special or punitive damages, including but not limited to loss of profits, loss of revenue, loss of business, loss of goodwill, loss of data, regulatory penalties or business interruption.

The total aggregate liability of Service Provider arising out of or in connection with this Agreement, whether in contract, tort, negligence or otherwise, shall not exceed the total fees paid by Client to Service Provider during the six (6) months immediately preceding the event giving rise to the claim. Service Provider shall have no liability for:

- (i) Client-managed applications, operating systems, databases or software;
- (ii) the content, integrity, legality or recoverability of Client Data;
- (iii) backup or replication configurations managed by Client;
- (iv) regulatory compliance obligations applicable to Client's gaming operations or business activities.

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Service Provider shall promptly notify Client of any claim subject to indemnification and shall reasonably cooperate with Client, at Client's expense, in the defence of such claim. Client shall control the defence and settlement of any such claim, provided that no settlement admitting fault or liability on behalf of Service Provider may be entered into without Service Provider's prior written consent.

21. Miscellaneous Provisions

21.1 Contact Details and Notices.

Each Party shall provide the other Party with accurate and up-to-date contact details, including at least one operational e-mail address and at least one 24x7x365 emergency telephone contact. Each Party shall promptly notify the other Party of any change to such contact details.

Unless otherwise expressly agreed, routine operational and contractual communications may be given by standard e-mail. PGP-encrypted e-mail may be used where appropriate for sensitive information, but shall not be the exclusive or mandatory method for operational, incident, security, service outage, regulatory, or emergency communications. For any security incident, service interruption, or event affecting availability, integrity, confidentiality, or regulatory compliance, the Service Provider shall notify the Client immediately by telephone and by standard e-mail to the Client's designated emergency contacts.

The Service Provider shall maintain a 24x7x365 first-level point of contact for incidents, escalations, and urgent operational matters.

21.2 Waiver.

No waiver by either Party of any breach of this Agreement shall be effective unless made in writing and signed by the waiving Party. Any waiver shall apply only to the specific breach to which it relates and shall not be construed as a waiver of any other or subsequent breach.

21.3 Assignment.

Neither Party may assign, transfer, novate, subcontract in a manner that materially affects performance, or otherwise dispose of this Agreement, in whole or in part, without the prior written consent of the other Party, such consent not to be unreasonably withheld, conditioned, or delayed. Notwithstanding the foregoing, either Party may assign this Agreement, upon prior written notice to the other Party, to an Affiliate or in connection with a bona fide merger, reorganization, or sale of all or substantially all of its business or assets, provided that the assignee expressly assumes in writing all obligations under this Agreement.

No assignment, transfer, novation, or subcontracting by the Service Provider shall relieve the Service Provider of its obligations or liability under this Agreement.

21.4 Suspension and Termination.

The Service Provider shall have no right to cancel, suspend, or terminate the Client's rights or the Services except strictly in accordance with the express suspension and termination provisions of this Agreement, including Section 19 and any applicable cure periods. The Service Provider shall not suspend or terminate the Services at will, without cause, or without notice, except where immediate action is required by applicable law or is strictly necessary to prevent imminent and material harm to the Service Provider's network or other clients.

Where suspension or termination is permitted, the Service Provider shall:

- (a) give prior written notice to the Client describing the grounds in reasonable detail;
- (b) provide the Client the contractual opportunity to cure, where cure is possible;
- (c) act in a proportionate manner, limiting any suspension to the affected service or

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reasonably possible; and

(d) use all reasonable efforts to avoid or minimize disruption to the Client's regulated operations.

Without prejudice to the foregoing, the Service Provider shall not take any action that would reasonably be expected to cause the Client to lose access to its Curaçao regulatory hosting environment or critical regulatory data without first:

- (i) preserving the Client Data;
- (ii) providing the Client a reasonable opportunity to transition or migrate the affected services; and
- (iii) cooperating in good faith to avoid regulatory prejudice, except where immediate action is required by law.

21.5 Third-Party Content and External Links.

The Service Provider shall not be responsible for content independently created and published by unrelated third parties on websites or systems not owned, operated, or controlled by the Service Provider. References or links to third-party websites are provided for convenience only and do not constitute endorsement by the Service Provider.

For the avoidance of doubt, this Clause 21.5 shall not exclude or limit the Service Provider's responsibility for:

- (a) its own acts or omissions;
- (b) the acts or omissions of its personnel, subcontractors, or agents;
- (c) the operation, security, availability, integrity, or performance of the Services; or
- (d) any content, data, materials, or systems hosted, processed, transmitted, or managed by or through the Services to the extent under the Service Provider's control.

21.6 Entire Effect of Clause.

In the event of any inconsistency between this Clause 21 and any other general disclaimer, website term, policy, or unilateral statement of the Service Provider, this Agreement shall prevail.

22. Responsibility for Content

Client as Service Provider's client, is solely responsible for the content stored on and served by his server.

23. Support Boundaries

Service Provider shall provide 24/7 technical support to Client. Technical support included in the Monthly Fee shall cover all matters relating to:

- (i) the Tier IV infrastructure;
- (ii) the Service Provider network and the core, critical functions of the operating system and basic critical TCP/IP services;
- (iii) any incident affecting Service Availability; and
- (iv) any request, inquiry or requirement issued by the CGA or any other competent regulatory authority.

Service Provider's technical support is limited to its specific areas of expertise. Unless expressly included above, Service Provider does not provide technical support for application-specific issues, including CGI programming, Cold Fusion, ASP, .NET, PHP, MySQL, Microsoft SQL or any other programming or database application. Service Provider does not provide technical support directly to Client's end-users.

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Service Provider may provide best-efforts support for third-party software or applications but does not warrant bug fixes, advanced problem resolution or resolution of issues dependent on the relevant software developer or vendor.

Any technical support falling outside the scope of support included in the Monthly Fee shall be treated as Billable System Administration, subject to the following conditions:

- (a) Billable System Administration shall only become chargeable once the work exceeds sixty (60) minutes of cumulative work per support ticket;
- (b) the applicable rate shall be [REDACTED] plus VAT per hour, billed in 15-minute increments;
- (c) no chargeable work shall commence unless Service Provider has first sent Client's designated contact a prior written estimate by email, setting out the scope of work, expected hours and total cost cap;
- (d) Client must confirm acceptance in writing before any chargeable work commences;
- (e) any work performed without Client's prior written authorisation shall be non-chargeable; and
- (f) monthly chargeable support shall be capped at [REDACTED] plus VAT in any calendar month, unless otherwise agreed in writing by the Parties.

For the avoidance of doubt, support relating to Service Availability, the Tier IV infrastructure, the Service Provider network, core OS/TCP-IP services, or any request from the CGA or another competent authority shall remain included in the Monthly Fee and shall not be treated as Billable System Administration.

24. SPAM and Unsolicited Commercial Email (UCE)

Service Provider takes a zero tolerance approach to the sending of Unsolicited Commercial Email (UCE) or SPAM over our network. Client may not use or permit others to use Service Provider's network to transact in UCE. Client may not host, or permit hosting of, sites or information that is advertised by UCE from other networks. Violations of this policy carry severe penalties, including termination of service. Violation of Service Provider SPAM policy will result in severe penalties. Upon notification of an alleged violation of Service Provider's SPAM policy, Service Provider will initiate an immediate investigation (within 48 hours of notification). During the investigation, Service Provider may restrict Client's access to the network to prevent further violations. If Client is found to be in violation of Service Provider's SPAM policy, Service Provider may, at its sole discretion, restrict, suspend or terminate Client's account. Further, Service Provider reserves the right to pursue civil remedies for any costs associated with the investigation of a substantiated policy violation. Service Provider will notify law enforcement officials if the violation is believed to be a criminal offense. First violations of this policy will result in an "Administrative Fee" of [REDACTED] plus VAT and Client's account will be reviewed for possible immediate termination. A second violation will result in an "Administrative Fee" of [REDACTED] plus VAT and immediate termination of Client's account. If Client violates this policy, he agrees that in addition to these "Administrative" penalties, he will pay "Research Fees" not exceeding [REDACTED] plus VAT per hour that Service Provider personnel must spend to investigate the matter. Before imposing any Administrative Fee or terminating Services under this clause, Service Provider shall: (i) provide Client with a written notice setting out the alleged violation and the evidence relied upon; (ii) give Client at least five (5) business days to respond and, where applicable, to remediate; (iii) consider in good faith any explanation or evidence provided by Client. Client shall not be deemed in violation where the communications complained of are legitimate marketing communications sent to consenting recipients in compliance with applicable Law (including GDPR Article 6 and ePrivacy provisions). The Administrative Fees set out above may only be imposed where Client has been found in violation following this procedure.

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 Client's Initials: _____



25. Warranties

Service Provider has the right to enter into this Agreement and to grant the rights granted in it. Service Provider shall, in good faith, comply with the terms of this Agreement. The goods and services provided by Service Provider are provided "as is", without warranty of any kind to Client or any third party, including but not limited to, any express or implied warranties of: 1) merchantability; 2) fitness for a particular purpose; 3) effort to achieve purpose; 4) quality; 5) accuracy; 6) non-infringement; 7) quiet enjoyment; and 8) title. Client agrees that any efforts by Service Provider to modify its goods or services shall not be deemed a waiver of these limitations, and that any Service Provider's warranties shall not be deemed to have failed of their essential purpose.

Client further agrees that Service Provider shall not be liable to Client or any third party for any loss of profits, loss of use, interruption of business, or any direct, indirect, incidental or consequential damages of any kind whether under this agreement or otherwise, even if Service Provider was advised of the possibility of such damages or was grossly negligent. Modifications made to Client's web site by Client or any third party voids any remaining express or implied warranties. Some jurisdictions do not permit the exclusion or limitation of liability for consequential or incidental damages, and, as such, some portion of the above limitation may not apply to Client. In such jurisdictions, Service Provider liability is limited to the greatest extent permitted by law. The parties expressly recognize that Service Provider does not operate, control or endorse any information, products or services on the Internet, and that any entities that do offer such information, products or services are not affiliated with Service Provider.

Service Provider does not make any express or implied warranties, representations or endorsements to Client or any third party whatsoever with regard to any information, products or services provided through Service Provider and obtained or contracted over the Internet, including, without limitation, warranties of: 1) merchantability; 2) fitness for a particular purpose; 3) effort to achieve purpose; 4) quality; 5) accuracy; 6) non-infringement; 7) quiet enjoyment; and 8) title. Service Provider shall not be liable to Client or any third party for any cost or damage arising either directly or indirectly from any transaction involving third parties' information, products or services. Some jurisdictions do not permit the exclusion or limitation of liability for consequential or incidental damages, and, as such, some portion of the above limitation may not apply to Client. In such jurisdictions, Service Provider's liability is limited to the greatest extent permitted by law. The parties expressly recognize that Service Provider cannot and does not guarantee or warrant that files available for downloading through Service Provider will be free of infection, viruses, worms, Trojan horses or other code that manifests contaminating or destructive properties. Client agrees that it shall be solely responsible for implementing sufficient procedures to satisfy Client's particular requirements for accuracy of data input and output, and for maintaining a means external to Service Provider for the reconstruction of any lost data. The parties also expressly recognize that the Internet contains unedited materials, some of which are unlawful, indecent, or offensive to Client, and access to such materials by Client is done at Client's sole risk.

26. Exhibits

Client agrees that the order placed online is accurate that all services requested from Service Provider are contained within this agreement. Included with this contract you should print off and sign the first invoice that was generated for you.

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Client's Initials: _____



GENERAL PROVISIONS

All of the attachments to the present which have been signed by the parties constitute a vital and inextricable part of the present Agreement.

27. No change or amendment or attachment to the present Agreement shall be effective for any reason unless in writing and with both parties signatures.

28. Any disagreement, either relating to any monetary amount or any other matter which emanates from the present Agreement or the terms and conditions which accompany it shall be governed by and construed according to the Laws of Malta and the parties hereby submit to the jurisdiction of the Malta Courts to try any claim, dispute or difference arising out of or in connection with this Agreement.

29. If any term and/or condition of the present Agreement is found by any Court or other relevant Authority as void or voidable, the invalidity of the term and/or condition shall not affect the other terms and/or conditions which shall remain in full force and effect, and shall be severed from same.

30. Termination by Client for SLA Failure and for Cause.

(a) SLA failure. Client may terminate this Agreement on thirty (30) days' written notice (without penalty and with pro-rata refund of all prepaid Fees) where: (i) Service Levels under Annex A2-4 have not been met in any three (3) months in any rolling twelve-month period; or (ii) any single Service Downtime exceeds twenty-four (24) consecutive hours; or (iii) the Tier IV certification under A4-4 lapses for any period.

(b) Material breach. Client may terminate immediately for material breach by Service Provider not cured within thirty (30) days of written notice, including breach of A4-4, A4-6, A4-9, or any security or data protection obligation.

(c) Regulatory event. Client may terminate immediately and without penalty where (i) the CGA or any competent authority instructs Client to move data, change provider, or suspend the hosting arrangement; or (ii) Service Provider loses any licence or registration necessary to provide the Services.

(d) Consequences. On any termination under this clause: (i) Service Provider shall refund pro-rata all prepaid Fees from the effective date of termination; (ii) Service Provider shall cooperate with the data export and deletion obligations in clause 4.6 bis; (iii) Service Provider shall provide reasonable transition assistance for up to ninety (90) days at the standard Monthly Fee.

31. Confidentiality

(a) Each party (the "Receiving Party") shall: (i) keep confidential all Confidential Information of the other party (the "Disclosing Party"); (ii) use such Confidential Information solely for the purpose of performing this Agreement; (iii) disclose it only to its personnel, advisers and subcontractors who need to know and who are bound by equivalent confidentiality obligations; (iv) protect it with at least the same degree of care it uses for its own confidential information, and in any event no less than a reasonable standard.

(b) Exceptions: information which (i) is or becomes publicly available without breach of this Agreement; (ii) was lawfully known to the Receiving Party before disclosure; (iii) is independently developed without reference to the Disclosing Party's Confidential Information; or (iv) is required to be disclosed by Law or by a competent authority, provided that the Receiving Party give

Client's Initials: Initials
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Webpage: <https://flutter-networks.com/>

notice (where lawful) to allow the Disclosing Party to seek a protective order.

(c) Duration: confidentiality obligations survive termination for five (5) years; obligations relating to player data and personal data survive indefinitely.

(d) Remedies: each party acknowledges that breach may cause irreparable harm and that injunctive relief is an appropriate remedy in addition to damages.

32. Force Majeure.

(a) Neither party shall be liable for failure or delay in performance caused by a Force Majeure event (as defined in clause 3), provided that the affected party (i) gives prompt written notice; (ii) uses commercially reasonable efforts to mitigate; (iii) resumes performance as soon as practicable.

(b) Force Majeure does not excuse payment obligations for Services already provided, nor failure to maintain the Tier IV certification under A4-4.

(c) Where Force Majeure prevents performance of material obligations for more than thirty (30) consecutive days, either party may terminate with pro-rata refund of prepaid Fees.

Client's Initials: 



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APPENDIX A1 – Service Order Form

The Client is contracting the Service provider to provide the Service(s) listed in the Services table according to the schedule laid out in the Service Order Schedule and the related monthly and one-time/setup fees also defined in the Services table. Whenever the Client wishes to make any changes to the services, this form must be mutually agreed, amended and signed accordingly.

Any Active/Purchased Products and Services* which are not included in this APPENDIX A1 are subject to the General Terms & Conditions (<https://flutter-networks.com/terms>) and Services Policy unless explicitly included in this Agreement/Appendix A1.

SERVICE ORDER SCHEDULE	
Commencement Date	
Agreement Renewal Periods	
Billing Frequency	
Additional Support – Services Rate	No Managed Services

SERVICES		
SERVICE DESCRIPTION	SETUP FEE**	MONTHLY FEE**
Curaçao VPS Willemstad – FN-75-82 - 2 Cores vCPU - 4GB RAM - 64GB SSD Disk - Traffic 5TB - 50 Mbps Download/Upload Speed Public IP: 190.123.23.10 Datacenter location: H2B CW01 Curaçao Address: Kaya Seru di Mahuma, Willemstad, Curaçao		
TOTAL SERVICES FEES**		

* Products & Services subject to General Terms & Conditions: SSL Certificates, Domain Names, .CY Domain Name, DNS Services, Cloud Backup, VPN Accounts, Cloud Telephony/SIP Accounts, Backup Storage

**Prices displayed without VAT

Client's Initials:



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FLUTTER NETWORKS N.V. ACCEPTANCE		IT Management Santora B.V. ACCEPTANCE	
Name	George Sarris	Name	Yeva Asiryan
Designation	Director	Designation	Director
Signature	DocuSigned by: 6FA74688ED6F485...	Signature	Signed by: C64EA3D0C2DF416...
Date	6/30/2026	Date	6/30/2026

Annex A2 - Data Center Hosting Terms & Conditions

The following Terms of Service govern the Data Center Hosting services provided by Flutter Networks N.V., its affiliates, successors and assigns (the "Service Provider" or "Flutter Networks" to its Clients ("Client") and contains the terms and conditions that govern a Client's access to and use of the Services as defined below.

A2-1. Data Center Hosting Services. Flutter Networks N.V. shall provide appropriate space to accommodate Client's IT equipment within an enclosure that is located in a secure environment within its Data Center Floor. Flutter Networks N.V. is responsible for keeping the Clients' equipment working at all times.

A2-2. Provision of Networking & Internet Connectivity. Each Client network shall be connected to the Flutter Networks network as described in the applicable Service Order Form. Flutter Networks shall also make available International Internet connectivity as listed in the Service Order form as well as a number of public IP Numbers which are registered with a regional LIR for Flutter Networks.

A2-3. Management of Equipment. Unless otherwise agreed, through the inclusion of one or more Managed IT Services in the Service Order Form, the servers and network firewalls shall be managed by the Client.

A2-4. Service Levels. Flutter Networks N.V. shall ensure that all Flutter Networks's Data Center Hosting Services are supported by a number of Core Services (the "Core Services") as listed in the table below. The following Service Levels define the performance parameters and quality of service to be provided by Flutter Networks to the Client for such Core Services.

Service	Definition	Service Level
Power Supply	Operational and redundant electrical power supplies UPS system.	A service level of 99.93% for electrical distribution to the data floors.
Fire Protection	Specialized smoke system and an ionisation detection conjunction dedicated fire suppressant system.	A service level of 100% protection to the data floors.
Air Quality	A designed Down flow Air conditioning.	An average temperature of 21 ° C.
Climate Control (Climate)	System capable of maintaining stable temperatures and humidity control within set tolerances.	On the data floor. The temperature may fluctuate by +/- 4°C. An average humidity of 50% on the data floor. The

Client's Initials:



Control)		humidity may fluctuate between 40% and 60%. The temperature and humidity service levels apply in respect of normal operating conditions when measured at the Close Control Units. This service level does not apply to the temperature/humidity within Flutter Networks N.V. cages.
Security	Internal video surveillance and recording system, covering all entrances/exit, main areas and perimeter; full perimeter alarm proximity access card.	Security systems will operate on a 24/7/365 basis and will operate to 100% capability.
Intelligent Hands	Provision of technical support from Flutter Networks N.V. of onsite technicians who will act as the Client's supervised hands to perform equipment fixes, routine maintenance or troubleshooting.	High Severity • Response to first call within one (1) hour or less • Continuous resolution effort on a 24x7 Medium Severity • Response to first call within two (2) hours or less • Continuous resolution effort during Standard Business Hours only Low Severity • Response to first call within four (4) hours or less • Best-effort resolution effort during Standard Business Hours only
Service Availability		Minimum of 99,95% monthly.

Table 1 of Annex 2-5

A2-5. Fee Credit.



Client's Initials:



A2-6. Exceptions. Fee Credits will not be given where the Client is in arrears of undisputed payments.

Furthermore, Fee Credits will not be given where any service failure is caused by:

- (a) Any Force Majeure event as defined in the Main Agreement;
- (b) Any act of commission and/or of omission by the Client, its users or third Parties acting on its behalf;
- (c) The necessary removal and re allocation of the Client's Equipment on the data floor in accordance with the provisions contained in the Agreement or any planned maintenance.

A2-7. Planned Maintenance. Where it is necessary for Flutter Networks to carry out planned maintenance activities that will affect or can reasonably be expected to affect the Client's operations, Flutter Networks shall, as per its standard procedures provide the Client with a works approval form at least fourteen (14) days before the planned maintenance activities, detailing the nature of the work to be carried out and the time table for completion of the works.

A2-8. Notification and Logging of Failures. Flutter Networks's Building Management System ("BMS") aims to immediately detect any problems or faults in any of the Core Services listed above. Flutter Networks will notify the Client (using the 24 hour number provided by the Client) as soon as reasonably practicable of any of the following events that may affect the Core Services being provided to the Client:

- (a) Disasters/Calamities such as explosions, fire, flood, accidents, etc.;
- (b) Theft and burglary;
- (c) Power failures; and
- (d) Cooling failures.

Any faults detected by the BMS and notified to the Client will be logged by Flutter Networks and will receive a "Support Ticket" number. Any faults or problems detected by the Client must be immediately reported by the Client (and in any event within 24 hours) to the Flutter Networks Network Operations Center ("NOC") using the telephone number provided to the Client by Flutter Networks. The fault or problem will then be logged by the NOC and the Client will receive a Support Ticket number. This ticket number will form the basis of all follow up actions as specified in this SLA.

A2-9. Response Times. In the event that a problem (a "Trigger Event") concerning one of the Core Services is detected by the BMS or reported by the Client in accordance with the provisions of Article A2-5 above, Flutter Networks shall use its best endeavours to repair and restore the affected Core Service within the following Response Times:

Severity	Definition	Response Time	Target Time to Repair
CRITICAL	Any failure of Core Service causing loss of power to the Client's Rack (e.g., Failure of UPS, climate control failure, security breach, actions of intruder.)	IMMEDIATE response from time of Event being notified by the Client/ detected by the BMS, and assigned a Support Ticket number.	Within 1 hour
NON-CRITICAL	Core Service affected but not critical (e.g., Failure of N+1 technology Failure of CAT5 cable Access Control failure.)	IMMEDIATE response from time of Event being notified by the Client of detected by the BMS and assigned a Support Ticket number.	Within 4 hours

Table 2 of Annex 2-10

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Please note that these Response Times do not apply to any Trigger Event that has been caused as a result of any act of commission and/or of omission by the Client, its employees, agents, subcontractors, officers etc. or that is caused by the Client's equipment or by any Force Majeure event.

Annex A3 - Hardware Asset Lease Terms & Conditions

The following Terms of Service govern all Hardware Assets Lease provided by **Flutter Networks N.V.**, its affiliates, successors and assigns ("**Flutter Networks**" or the "Service Provider") to its Clients ("Client") and contains the terms and conditions that govern a Client's access to and use of the Services as defined below.

A3-1. Additional Definitions. For the purposes of this Annex:

(a) "**Leased Hardware Assets**" shall mean physical computing equipment such as servers, storage area networks and firewalls that are owned by the Service Provider and provided for lease to the Client.

A3-2. Lease of Hardware Assets. The Service Provider shall provide the Client with a set of Hardware Assets as agreed with the Client and defined in Appendix A1. Such Hardware Assets will be provided for the Client's sole use and for a fixed term as established in the Service Order form.

A3-3. Fees. The Client shall pay to the Service Provider the amount defined in the Service Order Form as rent for the use of the Leased Hardware Assets.

A3-4. Condition of Assets. Client accepts the physical condition of the Assets, as observed at the moment of delivery, in their 'as-is' state. This acceptance relates exclusively to the apparent physical condition of the Assets at delivery and shall not constitute a waiver of any warranty (whether statutory, manufacturer-granted, or arising under this Agreement) relating to latent defects, fitness for the purposes set out in this Agreement, or compliance with the Service Levels and the Tier IV requirements under clause A4-4. The above is without prejudice to any and all statutory warranties and/or those warranties granted by the manufacturer/supplier.

The Client shall, at its sole expense, be responsible to take delivery of the Assets. On taking of delivery of the Assets (which for the purpose of this Agreement shall be deemed to mean the moment when the present Agreement is signed and concluded) by the Client, the Assets shall be under the direct care and custody of the Client and shall be at the Client's sole and exclusive risk.

A3-5. Client's Obligations. The Client undertakes and agrees to ensure that the Assets shall be subjected to routine maintenance and servicing by the Service Provider as agreed and approved beforehand. Additionally, the Client undertakes and agrees:

(a) To ensure that the Assets are used in a manner consistent with the manufacturer's recommendations and kept, at all times, in a good state of repair and condition;

(b) Not to permit the Assets to be used for hire and/or reward;

(c) To obtain the prior written consent from the Service Provider as well from any Authority that is empowered to regulate the Client's before making any modification/s of whatsoever nature and/or adding any accessory to the Assets. In the event that such prior authorisation is obtained, the Client

Client's Initials: _____

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undertakes and agrees to carry out and execute such modification/s and/or additions by repairers approved by Service Provider in writing and in accordance with any conditions or requirements set from time to time by such relevant Authority, if any. The Service Provider reserves the right to demand the prompt removal upon the expiry and/or earlier termination of this Agreement, whichever is the case, of all such modification/s and/or additions as provided above, at Client's expense, by repairers approved by the Service Provider;

(d) Without prejudice to any powers granted by law to any Authority that is empowered to regulate the Client's operations in virtue of any relevant laws allowing such Authority to take possession of such Assets, not to lend, let on hire, sell, assign, transfer, charge, dispose of, pledge, sublet and/or part with control of the Assets for whatsoever reason;

(e) Not to suffer the Assets to be used in contravention of any Law, statute, statutory instrument and/or other regulation/s for the time being in force and to promptly and upon demand indemnify Service Provider against any and all costs, claims, dues, debts, losses, fines, penalties, disbursements and/or other liabilities incurred by Service Provider as a result thereof;

(f) To be solely and fully responsible and liable to the fullest extent permitted by Law for any and all criminal offences of whatsoever nature committed by the Client, its employees, officers, servants, agents, affiliates and/or any other duly authorised representative/s of the Client when using the Assets and/or in any other way committed when the Assets are in the Client's possession;

(g) To promptly and without delay report any mechanical faults and/or defects experienced with the Assets;

(h) To operate or cause the Assets to be operated, at all times, with due care and diligence, and to take all reasonable steps and/or precautions to prevent loss and/or damage of whatsoever nature to the Assets including (but not limited to) damage from fire, theft or otherwise to the Assets and/or injury to third parties;

(i) To promptly indemnify the Service Provider for any loss and/or damage of whatsoever nature caused to the Assets as a result of any negligence on the part of the Client and/or its agents, employees, officers, affiliates, servants and/or other duly authorised representative/s;

(j) To promptly and without delay notify the Service Provider of any and all defects in the Assets that are covered by any guarantee, warranties and/or other conditions offered by the manufacturer. The Client undertakes and agrees to promptly indemnify the Service Provider for any and all losses and/or damages caused by or in any other way incurred as a result of the Client's failure to give notice as provided herein;

(k) Not to make use or permit the use of the Assets in contravention of the terms and conditions of any insurance policy applicable to them; do any act of commission and/or of omission which may invalidate any such policy and to promptly indemnify the Service Provider for any loss and/or damage of whatsoever nature resulting or, in any other way, incurred as a result of such improper use as herein detailed;

(l) At the expiry or earlier termination of this Agreement, as the case may be, the Client shall promptly return the Assets to the Service Provider in the same condition and state in which they were handed over to the Client, fair wear and tear excepted. The parties hereto undertake and agree to notify any relevant Authority that is empowered by law to regulate the Client's operations prior to the expiry of the Agreement to enable such Authority to impose any conditions and/or carry out any necessary tests.

Client's Initials:



A3-6. Damage or Destruction of Assets. In the event that any of the Assets, or any part thereof, is damaged, destroyed, rendered unfit for use, or otherwise ceases to function, other than as a direct result of the negligent or wilful acts or omissions of the Client, the Service Provider shall, at its own cost and without undue delay, repair, restore or replace the affected Assets with equivalent or better assets so as to ensure continuity of the Services.

During any period in which the affected Assets are unavailable, unfit for use, or operating with a material degradation of functionality not caused by the Client, the Client shall not be liable to pay the corresponding rent or fees for the affected Assets, and any prepaid amounts relating to such period shall be credited or refunded to the Client on a pro rata basis.

The Service Provider shall use all reasonable efforts to minimise any disruption and to restore full functionality as soon as reasonably practicable. If the Service Provider fails to repair, restore or replace the affected Assets within a reasonable period, the Client shall have the right to terminate the affected Services, or this Agreement in whole if the impact is material, without penalty and with a pro rata refund of any prepaid fees for the unused period.

A3-7. Default/Remedies. If the Client fails to pay any part of the rent when the same is due and payable, or fails to pay any other sum required to be paid by the Client, and if such default continues for thirty (30) days after written notice from the Service Provider to the Client, or if the Client fails to perform any of the other covenants to be performed by the Client and if such default continues for thirty (30) days after written notice from the Service Provider to the Client, then the Service Provider may:

- (a) Cancel or terminate this Agreement and re-enter and repossess the Assets; and/or
- (b) Pursue any other remedy or remedies provide by law.

The remedies of the Service Provider shall be cumulative and the waiver by Service Provider of any prior breach of any covenant, term or condition hereof shall not constitute a waiver of any subsequent breach.

The Service Provider shall notify any relevant Authority that is empowered by law to regulate the Client's operations prior to re-possessing the Assets to enable such Authority to impose any relevant conditions and/or carry out any necessary tests.

A3-8. Licenses and software. Client undertakes and agrees to procure any and all licenses and software to be used in conjunction with the Assets at its sole expense.

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ANNEX A4 – Specific Terms of Online Gaming/Betting Clients (CGA Compliance article 5.9)

The following additional terms are applicable to Clients that are in the business of iGaming licensed under the Curaçao Gaming Authority (CGA).

A4-1. Additional Definitions.

For the purposes of this Annex:

- (a) "Bets" shall mean and include all types and forms of online betting.
- (b) "CGA" (or "Curaçao Authority", or "Curaçao Regulator") shall mean the Curaçao Gaming Authority as authorized pursuant to the Laws and Regulations in Curaçao.

A4-2. Jurisdictional Restrictions.

Services may not be used in the United States of America and in jurisdictions where sports betting is not permitted. The Client warrants and confirms that it will not knowingly accept Bets from such jurisdictions.

A4-3. Regulator Access to Hardware and Systems.

In the event that the Client is leasing Hardware Assets from the Service Provider, the Client acknowledges and agrees that the Service Provider shall grant the CGA full, direct, and unrestricted access to such hardware assets and stored data as may be required by Law.

A4-4. Data Center Location and Certification.

Service Provider warrants and represents, as a continuing warranty for the entire duration of this Agreement, that all critical player information is and shall remain stored physically or virtually within a Tier IV certified datacenter located in Curaçao.

Service Provider shall: (a) deliver to Client a current copy of the valid Tier IV certification upon execution of this Agreement; (b) deliver to Client a renewed certificate within thirty (30) days of each annual renewal of the certification, and in any event no later than the expiry date of the previous certificate; (c) notify Client in writing without undue delay, and in any event within forty-eight (48) hours, of any suspension, withdrawal, non-renewal, downgrade or material change in the certification status; and (d) provide such certification and evidence directly to the CGA upon any request. Failure to maintain valid Tier IV certification shall constitute a material breach of this Agreement entitling Client to terminate with immediate effect and to a pro-rata refund of any prepaid Fees.

A4-5. Storage and Backup of Critical Information

(a) The Service Provider shall provide the necessary infrastructure and storage environment to enable the Client to store and back up, at least once per week, the following critical player information in accordance with the applicable laws and regulations of Curaçao:

- Unique player identification code (pseudonymised).
- Player account number, age, residence, and ID document type & number.
- Daily totals of deposits and withdrawals.

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- Daily totals of wagers.
- Daily totals of losses and winnings (distinguishing payouts, bonuses, and blocked winnings).
- Daily opening and closing balances, including withdrawable funds.

(b) It is the Client's sole responsibility to ensure that such data is properly configured, generated, and replicated to the designated storage server(s) provided by the Service Provider. The Service Provider shall not be held liable for any data loss, corruption, or incomplete replication resulting from the Client's failure to correctly configure or maintain the data replication process.

(c) The Service Provider may, upon request, provide technical guidance or tools to facilitate replication; however, such assistance shall not transfer responsibility for data accuracy, completeness, or regulatory compliance from the Client to the Service Provider.

(d) A separate backup copy of the above data shall be maintained in a physically or logically segregated environment, also within a Tier IV certified datacenter in Curaçao.

A4-6. Encryption and Security.

All critical player information shall be secured using **end-to-end encryption (E2EE)**, both during transmission and at rest, in accordance with industry standards. The Client shall implement adequate safeguards to prevent unauthorized access, alteration, or deletion.

A4-7. Data Retention and Immutability.

The Client shall ensure that critical player information is retained for a minimum of **three (3) years**. Such information shall not be deleted, altered, or removed without prior written consent from the CGA.

A4-8. Reporting to the CGA.

(a) The Service Provider shall supply the CGA, either directly or via the Client, with a written statement identifying:

- Exact physical or virtual server location(s).
- Name and contact details of the datacenter and hosting provider.
- For cloud solutions, the cloud provider name, assigned Curaçao datacenter, and relevant server configuration.

(b) The Service Provider shall, upon request, provide the CGA with:

- A copy of this Agreement and any subcontractor agreements concerning critical data storage.
- The first invoice or proof of payment for the storage services.
- Any additional information required for supervisory purposes.

A4-9. Privacy and Data Protection.

The Service Provider shall ensure that all critical player information is handled in compliance with applicable data protection legislation, including principles equivalent to the EU General Data Protection Regulation (GDPR).

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A4-10. Communication Protocols.

The Service Provider shall maintain secure and auditable communication protocols between the production environment and the regulatory storage environment, including encryption, logging, and access control mechanisms.

A4-11. Auditability.

The Service Provider acknowledges the right of the CGA to require demonstrations or evidence that critical information is stored in accordance with these requirements.

A4-12. Data Center Accessing.

Access to the data center is restricted to authorized personnel except for emergency cases such as fire or flooding. The site is alarmed and protected with CCTV and security alarm solutions.

Access to the Data Center and to Client equipment/servers/resources can be provided as follows:

- Pre-scheduled escorted access during working hours: at least 24 hours' prior notification.
- Pre-scheduled escorted access during non-working hours: at least 24 hours' prior notification.
- Unscheduled (emergency) escorted access during working hours: at least 1 hour's prior notification.

IN WITNESS whereof the parties hereto have set their respective seals and hands the day and year first above written.

SERVICE PROVIDER:

CLIENT:

NAME: _____

NAME: _____

SIGNATURE: _____

SIGNATURE: _____

COMPANY NAME:

COMPANY NAME:

FLUTTER NETWORKS N.V.

IT Management Santora B.V.

☒ I have read and accept **FLUTTER NETWORKS N.V.** General terms of services

Terms & Conditions can be found here: <https://flutter-networks.com/terms>

This agreement is in effect upon signature of both the Client and the Service Provider

Client's Initials: 